This document will help you to understand the data retention and recovery standards that are included with Complete IT backup and cloud services. These standards are meant to meet typical customer requirements at a reasonable cost. Longer retention and more frequent recovery points can be provided if required.

Our ultimate goal is to ensure that a reliable copy of all production data exists at all times. *We ask that you acknowledge the minimum standards contained within this document and work with Complete IT toward a common goal of successful implementation.*

DEFINITONS

BACKUP REPOSITORY:	A backup repository, or BDR, is deployed for customers that run servers on-site. It is a server that contains multiple backup copies of your production servers and replicates this information offsite. *Using a dedicated backup server allows us to isolate your backups from your production network and provide greater protection against ransomware attack.*
MICROSOFT 365:	This refers to **Email, OneDrive,** and **SharePoint Online** services included with Microsoft 365.
MICROSOFT AZURE:	This includes all virtual machines and files hosted on the Microsoft Azure platform.
CLOUD BACKUPS:	This refers to optional backups that can be added to Microsoft 365 cloud services.

BACKUPS

MOST RECENT RECOVERY POINT			
Backup Repository	**Microsoft 365**	**Microsoft 365 + Cloud Backups**	**Microsoft Azure**
8 hours	Recycle Bin / Deleted Item Recovery	8 hours	8 hours

OLDEST RECOVERY POINT			
Backup Repository	**Microsoft 365**	**Microsoft 365 + Cloud Backups**	**Microsoft Azure**
6 months	90 days	6 months	6 months

TYPICAL RECOVERY TIME			
Scenario	**Example**	**Backup Repository**	**Microsoft Azure / 365 + Cloud Backups**
Routine data recovery	Restore previous version of file Recover from accidental deletion	1 hour	1 hour
Server-level disaster	Ransomware attack Server hardware failure	2 – 8 hours	2 hours

Backup repository servers with sufficient memory and processing capacity can be configured to support local failover. In the event of a primary server failure, services can temporarily run on the backup repository server until the primary server is repaired. This moderately increases the hardware cost of the backup repository server, but serves to minimize interruption in case of primary server failure.

MINIMUM STANDARDS

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All servers are protected with Veeam Backup & Replication software with daily offsite data replication
Servers must be under current hardware warranty
Servers use hardware RAID for local storage
Backup repository is stored on a separate, dedicated server
Backup repository is not domain joined and uses unique local credentials
Backup repository has sufficient local storage *(periodic upgrades may be required)*
Data is stored on network file shares to protect against possible data loss

RECOMMENDED STANDARDS
Backup repository includes sufficient memory and processing to support local failover
Cloud storage / synchronization is employed file storage on mobile workstations
Include optional Cloud Backups on all Microsoft 365 accounts

FULL SITE DISASTER (FIRE / FLOOD)

MOST RECENT RECOVERY POINT	
Manual Recovery	**Cloud Recovery**
8 hours	8 hours

TYPICAL RECOVERY TIME	
Manual Recovery	**Cloud Recovery**
Days / Weeks	4 hours

Your data will be safe in the event of a full site disaster, but a manual recovery will take time and be influenced by factors that are hard to predict. For example, office phones may no longer work, employees may not be equipped to work remotely, new server equipment may need to be purchased, etc. A successful site recovery plan should take all of these factors into consideration.

Cloud services will be unaffected by site level disasters, and we encourage moving business-critical services to the cloud whenever possible. In some cases, simply having access to cloud files and email may be enough to continue business operations until normal services can be restored.

Customers who need to quickly recover on site servers may choose to implement our cloud recovery option. With this solution in place, a full site recovery to Microsoft Azure infrastructure can be performed in a few short hours. This solution requires a small Microsoft Azure footprint to be available at all times which will be sized according to your infrastructure needs.