Disaster Recovery Services for Applications

Rackspace's Disaster Recovery Service for Applications is designed for each Customer's business, technical and budgetary needs and consist of backups, data replication, application recovery, server recovery, assessments and DR plan testing backed 24x7x365 by service level agreement.

Application Environments

- DR Environment in SOCII Data Center
- Standby site with identified:
  - 8 Hour Recovery Time Objective
  - 4 Hour Recovery Point Objective
- Maintain Standby Database
- Mid-Tier replication accomplished using virtualization and other replication technologies.
- Annual test with report provided
- Continued use of off-site media storage
- Assist Customer with the development of the fail-over plan by providing the technical process for the DR fail-over.

Testing and Validation

On an annual basis, Rackspace will work with you to run the appropriate testing on your DR environment. This will be to validate SOP's, RTO and RPO expectations and accessibility in the event a real disaster occurs. A total of one DR test will be included annually.

Standby

One or more copies of the primary production database will be maintained on separate servers at all times. Log information generated by changes to your primary production database will be sent and applied to the standby database. If the primary database fails, the standby database can be used as the new primary. Customer is responsible for assuring all required licensing is correct for the standby solution.

Customer Obligations for Disaster Recovery Services for Applications

- Customer will allow Rackspace to post all necessary information to Application Vendor support services.
- Customer will provide Rackspace with a Point of Contact to determine the appropriate RPO's and RTO's, overall DR plans including technical fail over as well as the communication plans.
- Customer will provide Rackspace a list of users that need access to and what access to the environment
- Provide Rackspace a list of contacts and escalation procedures for the environment.

The Services described in this Service Order (the "**Rackspace Application Services**") are subject to the following Rackspace Application Services Product Terms found at https://www.rackspace.com/information/legal/RASTerms