

## Disaster Recovery as a Service

### About the Service/Feature

Disaster recovery service enables entities to protect the systems hosted in their digital infrastructure or on the FedNet to be protected in another location far from the government entity's location. The service provides the entity with the flexibility to protect its critical virtual systems, and reduce the overall cost. Additionally, users can implement disaster recovery drills in their environment without referring to the FedNet team, to ensure availability and compliance with business continuity standards.

### Service steps

- Step 1** → Login using the UAE Pass
- Step 2** → Submit the service application
- Step 3** → Completing the organization listing questionnaire
- Step 4** → Review the application and questionnaire by a specialized team at the Authority
- Step 5** → Get the service outcome

<b>Category</b>	Variation
<b>Type</b>	Transactional
<b>Expected Time</b>	1 working day
<b>Fees</b>	Free of Charge
<b>Audience</b>	Government Sector
<b>About</b>	Disaster Recovery as a Service (DRaaS) enables entities to protect systems hosted in their digital infrastructure or on FedNet to be protected in another site remote from the government entity's location. The service provides the entity with flexibility to protect its critical virtual systems, leading to a reduced overall cost. Additionally, users can implement disaster recovery drills in their own environment without consulting the FedNet team, to ensure availability and compliance with business continuity standards
<b>Channels</b>	Smart App TDRA Website
<b>Payment Channels</b>	Not Available
<b>Terms &amp; conditions</b>	Connected to FedNet The entity's infrastructure must be compatible with VMware
<b>Required Documents</b>	No required documents

<b>Results Require Office Visit</b>	No
<b>Service package</b>	No service package
<b>Service Complexity Level</b>	Normal service
<b>Service Outcome</b>	Cloud infrastructure for disaster recovery
<b>Service Connectivity With Other Services</b>	The service is linked to "Private Dedicated Connectivity" and "Default Networking" services
<b>Service Limitation</b>	No service limitation
<b>Service Remark</b>	<ul style="list-style-type: none"> <li>- Service availability is 99.9% as per the SLA Incident Service Level Agreement: <ul style="list-style-type: none"> <li>▪ P1 incidents successfully resolved within 4 hours (99.0%) ▪ P2 within 8 hours (99.0%) ▪ P3 within 4 days (99.0%) ▪ P4 within 5 days (99.0%)</li> </ul> </li> <li>- Through the self-service portal after allocating the agreed-upon resources</li> <li>- The entity can use any virtual operating system</li> <li>- It can be provided upon request of the entity</li> </ul>