Disaster Recovery (DRaaS)

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

Category	Variation
Type	Transactional
Expected Time	1 working day
Fees	Free of Charge
Audience	Government Sector
About	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
Channels	Portal Smart App
Payment Channels	Not Available
Terms & conditions	Connected to FedNet The entity's infrastructure must be compatible with VMware
Required Documents	No required documents

Results Require Office Visit	No
Service package	No service package
Service Complexity Level	Normal service
Service Outcome	Cloud infrastructure for disaster recovery
Service Connectivity With Other Services	The service is linked to Ad hoc networking service and Virtual networking service
Service Limitation	No service limitation
Service Remark	- Service availability is 99.9% as per the SLA Incident Service Level Agreement: ▪ 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%) - Through the self-service portal after allocating the agreed-upon resources - The entity can use any virtual operating system - It can be provided upon request of the entity