

# Backup service details

TietoEvry DevOps Space (TDS) provides unified backup service for all of its environments, although backup and restore procedures may be data centre specific.

## Backup service details

Backup and restore procedures are tested quarterly on all of the TDS environments.

	Public cloud	Enterprise cloud
<b>Period between backups</b>	24 hours	48 hours * During May 2021 this is planned to change to 24 hours period after infrastructure upgrades.
<b>Retention</b>	10 backups backwards (10 days back)	7 backups backwards (14 days back)
<b>Method</b>	Snapshot	Snapshot for servers up to 1.2TB Restic file based backup for servers over 1.2TB
<b>SaaS services</b>	Backups are always enabled by default.	
<b>Self-managed servers</b>	Backups are disabled by default. Backups can be enabled by end-users via TDS portal.	
<b>Restore</b>	Need to be requested via ticket.	

## Restore procedure

In case of need it is necessary to contact TDS support using channels in described in [Contacts](#).

Take into account that the bigger server is, the longer restore procedure takes.

Time estimate also depends on customer restore needs and possibilities:

- In case when 1:1 restore is possible or required (when latest data are not necessary) - it is usually matter of few minutes for small or few hours for medium servers storage (tens up to lower hundreds of GB). Large storage about 1-2TB can be usually restored within 1 day approximately.
- In case when partial restore is needed - it takes usually hours or even days to restore to different server. In cases of huge servers around 1-2TB it can take several days.

Timing depends on current infrastructure load, data structure and consistency, for example partial restores with huge amounts of data and zillions of smaller files usually take lot longer time.