# Backup service details

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

## Backup service details

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

|  | Public cloud | Enterprise cloud |
|---|---|---|
| **Period between backups** | 24 hours | 24 hours |
| **Retention** | 10 backups backwards (10 days back) | 10 backups backwards (10 days back) |
| **Method** | Snapshot | Image/Volume Snapshot for servers up to 1.2TB<br><br>File based backup for servers over 1.2TB |
| **SaaS services** | Backups are always enabled by default. | |
| **Self-managed servers** | Backups are disabled by default.<br><br>Backups can be enabled by end-users via TDS portal. | |
| **Restore** | Need to be requested via ticket. | |

## Restore procedure

In case of need, it is necessary to contact TDS support using channels as described in Contacts.

Take into account that the bigger the 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)
    - This 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
    - This usually takes hours or even a whole day to restore to a different server. In case of huge server around 1-2TB it can take even several days.

Timing depends on infrastructure provider, 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.


The restore procedures are tested regularly due to the TDS validation clock in each infrastructure.