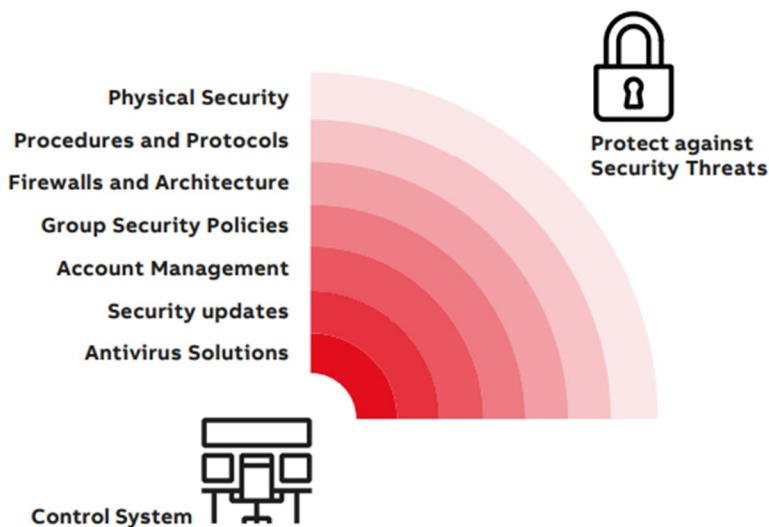


# ABB Care Contract Loyalty Offer

## System Disaster Recovery Procedures & Backup Validation Services

To ensure a system failure does not cause a loss of data or extended downtime, a system backup management strategy and recovery plan must be developed. A strategy includes proper procedural documentation, testing/validation of backups as well as the storage of qualified backups. Procedures on how to use these backups to recover from various failure scenarios. All these steps together shall be considered a system recovery plan and a service to ensure business continuity.



This ABB offering provides consultative services to develop/enhance the backup management system and system recovery plan. ABB will support applications that schedule, manage, and operate data backup processes on a computer, server, or network device regularly, as well as define appropriate procedures for how to use these systems to support recovery efforts.

### Benefits

- Saves information automatically.
- Minimizes the risk of data loss.
- Easy to restore data in case of accidental deletion.
- Limit the potential amount of downtime.

## Pricing

	Price
System Disaster Recovery Procedures & Backup Validation Services	\$ 49,500

### Scope of Work:

#### 1. Disaster Recovery Procedures

ABB will provide a Cyber Security Specialist proficient in the system backup and recovery process. The ABB specialist will work offsite to support or consult on the backup and recovery management systems.

ABB will host a kickoff meeting to discuss the existing system and procedures to determine the action item list for work to be completed. During the service, the Cyber Security Specialist can make recommendations on how to improve the backup and recovery management system and documentation.

The documentation of offsite work may include but is not limited to the following:

- Review of current System Recovery Plan and documentation.
- Review the backup of system applications and scheduling.
- Review Backup/restore of failed computers/infrastructure.
- Review missing or corrupt files from a backup image.
- Review Authoritative backup/restore of Active Directory.
- Review Active Directory backup log check.
- Review Off-site storage backup check.

#### 2. Backup Validation Services

ABB's Backup Verification offering involves verifying the integrity of your backups by restoring them to a test environment and performing functional testing to ensure that your backup system is reliable.

- ABB will ensure a suitably sized infrastructure to accommodate and restore a subset of critical system nodes necessary for validating the functional restoration of the ABB Control System.
- ABB will verify backup file integrity through checksums or other checks to guarantee they have remained unaltered since creation.
- ABB will perform functional testing to ensure that your system is functioning correctly after the backup has been restored.
- ABB will provide information on the time taken to restore your system from the backup files in the test environment, aiding in the identification of bottlenecks and areas for backup system enhancement.
- ABB will validate the configuration backups of the networking devices connected to the ABB control system i.e. network switches, firewalls and routers

**Notes:**

- No on-site services included in this offer. This can be requested and quoted separately on a case-by-case basis.
- Pricing is based on customers using the following backup vendors: Acronis, VEEAM, and/or Symantec GHOST only.
- ABB will test a subset of backups provided; default selected nodes will include:
  - 800xA: primary domain server, primary aspect server, primary connectivity server(s), one engineering station and one operator client.
  - S+ Operations: primary domain server, primary server(s), one engineering station and one operator client.
- ABB requires a copy of customer backup files in electronic format. ABB will provide a suitably sized External Storage Device onto which the Control System Backups could be copied.
- External Storage Device with Backups to be shipped to ABB Burlington Office.

**Offer valid until December 13, 2024, in Canada only.**

Please contact your local Account Manager or Service Centre Manager to discuss this loyalty offer further and see how ABB can meet your needs. The ABB team is here to support you.

**Confidentiality:**

- The information contained in this proposal is proprietary to ABB Inc. and may not be disclosed to any third party or company without the written consent of ABB Inc.