

Solutions Delivery Division

Memorandum No.: 2024-001

Date: April 12, 2024

To: All Employees of Enterprise Solutions, Human Resources Solutions, Research & Development, and Customer Experience Departments

Subject: Check and Get Backups from Clients for Every Billable Activity

RATIONALE

As we aspire to provide exceptional service to our clients, it is important that we take proactive steps to protect their data in case of any unforeseen disasters.

Ensuring we have a copy of their updated database can help minimize the potential damage caused by any disasters, such as data breaches, system failures, or natural disasters. This can help our clients recover more quickly and minimize the impact on their business.

SCOPE

This policy shall take effect immediately and shall apply to all employees of the Enterprise Solutions, Research & Development, and Customer Experience Departments.

Unless otherwise stated, this policy shall cover all clients enrolled in the Hypercare Maintenance Program (Hypercare) and have:

1. Onsite billable support activities; or
2. Off-site/remote billable support with less than 2GB backup data size.

GUIDELINES

Only Technical Consultants shall be allowed to execute backups. The following steps shall be executed whenever conducting a billable post-implementation onsite activity with a client or connecting to a client's server for remote support.

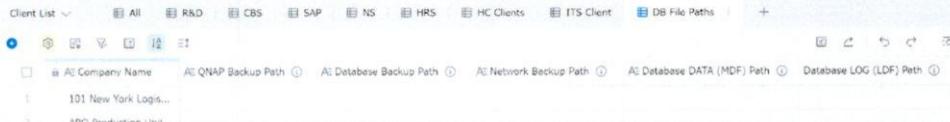
1. Technical Consultants shall ensure that automatic backup procedures are in place and working by checking the following designated file paths for the latest backup files generated by the system. Each folder must contain the backup files from the past seven (7) days.

	SAP B1 Unit	HRS Unit
Local Backup	D:\BackUp\SBOLIVE_[Client Alias]	frappe-bench/sites//private/backups PNServer
Network Backup	\[IP_address]\[Vol.Name]\SBO_BACKUP\[Database Name]	\[IP_address]\[Vol.Name]\PNDBBackup\[Database Name]
Note: If there are any add-on databases in place, please include them in both the local and network backup setups.		

2. After obtaining the signed Remote Backup Consent Form¹ from the Client, the Technical Consultant, serving as the primary point person for this task, shall secure a copy of the latest backup. If no technical consultant is available onsite, either a Functional or an R&D consultant can copy the backup file from the aforementioned local backup paths. The backup shall then be uploaded to the designated file path, and update the backup log on Lark base. The file paths and links to the Lark base are as follows:

Backup Storage	SAP B1 Unit	HRS Unit	R&D Department
QNAP	file:\192.168.2.12\client db backup\SBO	file:\192.168.2.12\client db backup\HRS	file:\192.168.2.12\client db backup\R&D
OneDrive	N/A	https://direcbsiph.sharepoint.com/sites/hrsimplem803/Document%20Library/Client%20Backups	N/A

¹**Annex A:** A copy of the Remote Backup Consent Form is hereto attached to form an integral part of this Memorandum.

Monitoring	Link	QR Code
Lark Base Link	https://g4hx5c4vt4b.sg.larksuite.com/base/MH1CbGyxfa7RrZsXYJaLYOkrg5f?table=tbl4lmwU5QGAsAW9&view=vewWelaNmZ	
Remarks	<ol style="list-style-type: none"> 1. Go to DB File Paths view tab 2. Fill up the following columns: <ul style="list-style-type: none"> o QNAP Backup Path o Database Backup Path (Local & Network) o Database DATA (MDF) Path o Database LOG (LDF) Path 	
Screenshot		

In case of consecutive support activities, the database backup may be secured on the last day of scheduled activity.

The naming convention: '**[Client Alias_Backup Date].<backup extension>**' shall be used in saving the client's backup file. For example, '**XYZ_20230531.<extension>**' (the date format shall be YYYYMMDD), and backup extensions are as follows: **(.bak** for MSSQL; **.zip** for HANA; **.sql.gz** for PN).

Client approval shall first be secured before executing the upload of the backup to the path indicated above.

3. Functional Consultants may manually execute a Backup Job to secure a copy of the latest live database **only if** no Technical Consultant is available to perform the backup.
4. If the automatic backup procedure has stopped, check the AutoBackup Maintenance Plan, restart the services, and execute the Job. Functional Consultants shall require the assistance of any Senior Technical Consultant to execute this step.
5. For remote backup, Technical Consultants shall discuss with the client and request to check the latest backup they have saved remotely.
 - a. If no backup was saved or set, Technical Consultants shall require the client to set up an online drive e.g., OneDrive or Google Drive, and copy a backup to that location.

Technical Consultants shall advise the client to regularly save a backup copy in that location.

- b. If the client refuses to set and save a remote backup, Technical Consultants shall request the client to sign the Remote Backup Non-Compliance Waiver².
- 6. The latest backup secured by the consultant shall likewise be restored as a test database in the client server to ensure that it is not corrupted. The test database shall be deleted afterwards. Functional Consultants shall seek the assistance of Technical Consultants for this activity.
- 7. Consultants shall fill out the "Database Backup Check" section in their Service Report Form, have it signed by the client, and submit a signed copy to the Customer Care Specialist of the Customer Experience Department (CXD), along with the screenshots for the backup files as located in the aforementioned paths.

NON-COMPLIANCE

Non-compliance to the above-set policies and procedures shall be considered a violation and shall be subject to the penalties as outlined in HR Memorandum No. 2023-007 otherwise known as the Revised Code of Conduct (the "Code of Conduct"). The rules and regulations stipulated in the Code of Conduct will serve as the basis for determining appropriate disciplinary actions.

The serving of disciplinary actions does not excuse concerned/accountable employees from complying with the proper backup and documentation. The counter for offenses is done on a calendar year basis.

The provisions of the foregoing policy shall be disseminated immediately to all business units. Department heads, unit managers, team leads, supervisors, and officers-in-charge shall maintain regular monitoring and audit of compliance with the foregoing backup requirements.

The Management reserves its sole and absolute discretion to amend the provisions of this policy as it deems fit.

For your information and compliance.

² **Annex B:** A copy of the Remote Backup Non-Compliance Waiver is hereto attached to form an integral part of this Memorandum.

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Annex A

Remote Backup Consent Form

This Remote Backup Consent Form ("Consent Form") is entered into by and between **TechIgnite Business Solutions Inc.** ("TBSI"), and the **[Client Company Name]** ("Client") who has opted to set up or secure a remote backup solution. This Consent Form is effective as of the date signed by the Client.

The Client hereby consents to TBSI's regular conduct of backup in every onsite or remote activity in relation to the Project. The Client understands that regular testing and monitoring of the remote backup system are essential for its effectiveness and commits to cooperating with TBSI in performing such tests.

The Client acknowledges that while TBSI will make reasonable efforts to ensure the security and availability of the backed-up data, TBSI shall not be held liable for any direct or indirect damages, including but not limited to loss of profits, revenue, data, or use, arising out of or in connection with any failure to recover the Client's data, unless willful misconduct or gross negligence is proved.

The Client acknowledges and consents to TBSI's collection, storage and processing of the Client's personal data solely for the purpose of providing remote backup services. TBSI will implement measures to ensure the security and confidentiality of the Client's personal data in compliance with the Data Privacy Act of 2012, its Implementing Rules and Regulations, and circulars of the National Privacy Commission.

Name:

Designation:

Signature:

Date:

Annex B

Remote Backup Non-Compliance Waiver

This Remote Backup Non-Compliance Waiver ("Waiver") is entered into by and between **TechIgnite Business Solutions Inc.** ("TBSI"), and the **[Client Company Name]** ("Client") who has opted not to set up or secure a remote backup solution. This Waiver is effective as of the date signed by the Client.

By signing this Waiver, the Client acknowledges that:

- Client has elected not to set up a remote backup solution;
- TBSI has advised Client that the Remote Backup Solutions are necessary to protect Client's data; and
- Client has elected to decline to setup a remote backup solution despite being advised of the risks of not utilizing such services;

TBSI shall not be liable to any damage or data loss in case a disaster happens, and the Client does not have any remote backup saved. The Client understands and accepts that they are solely responsible for maintaining their own data backups and recovery plans.

TBSI shall not be liable for any direct or indirect damages, including but not limited to loss of profits, revenue, data, or use, arising out of or in connection with any failure to recover the Client's data.

The Client further agrees to indemnify and hold harmless TBSI, its affiliates, officers, directors, employees, agents, and contractors from and against any and all claims, damages, losses, liabilities, costs, and expenses, including reasonable attorneys' fees, arising out of or in connection with the Client's failure to backup, restore, or recover their data.

This Waiver constitutes the entire agreement between TBSI and the Client and supersedes all prior or contemporaneous communications and proposals, whether oral or written, relating to its subject matter. This Waiver may only be amended or modified by a written instrument executed by both TBSI and the Client.

By signing below, the Client acknowledges that they have read and understood this Waiver and agree to be bound by its terms and conditions.

Name:

Designation:

Signature:

Date: