SAP BTP Disaster Recovery Overview

This SAP BTP Disaster Recovery Overview document ("**Overview**") provides a description of SAP BTP In-Metro Disaster Recovery solution, as well as the list of BTP Cloud Services included in the scope. This Overview may be updated by SAP from time to time.

1. SAP BTP In-Metro Disaster Recovery solution ("**In-Metro DR**") is an enhanced disaster recovery solution that utilizes synchronous data replication. This solution has been designed to provide protection for customers from the impact of local disasters that may affect a single availability zone. By deploying services across multiple availability zones within a single region, In-Metro DR ensures that, if a disaster occurs in one availability zone, the issue is contained within that zone. Meanwhile, the other unaffected availability zones continue to function normally, efficiently handling incoming requests.
2. In-Metro DR applies exclusively to the production versions of BTP Cloud Services listed in the Attachment A to this Overview, subject to the following conditions:
   - 2.1. BTP Cloud Services must be hosted in the AWS or Azure data centers, and application of the In-Metro DR is further subject to their availability within these data centers.
   - 2.2. Notwithstanding anything contrary, In-Metro DR does not apply to any cloud services or solutions provided under SAP Sovereign Cloud and SAP National Security Services (NS2) offerings.
   - 2.3. SAP may, at its sole discretion, modify:
     - 2.3.1. List of the In-Metro DR BTP Cloud Services in the Attachment A
     - 2.3.2. Included data center providers
     - 2.3.3. the availability of BTP Cloud Services in different data centers.
3. In-Metro DR includes, at a minimum, (i) offsite storage backups are maintained across different availability zones within the same region; and (ii) commercially reasonable efforts to restore service from backups as soon as possible in case of a disaster.
4. In-Metro DR includes (i) Recovery Point Objective (RPO): no more than 5 minutes of data loss; and (ii) Recovery Time Objective (RTO): administrator access to data and full-service restoration within 2 hours for the In-Metro DR BTP Cloud Services.
5. In-Metro DR includes business continuance and/or business resilience provided during the Subscription Term with the following conditions:
   - 5.1. In-Metro DR is provided in the following ways:
     - 5.1.1. As an active / active High Availability solution for applications across two or three availability zones.
     - 5.1.2. As an active / passive High Availability solution for databases across two availability zones.
   - 5.2. Failover is possible from a primary site to a secondary site with two or more in-metro sites or availability zones within a single region, where a fully functioning data center is defined as a site equipped with its own in-place network, SAP security, storage, capacity, and management for SAP production (also referred to as "**Site**").
   - 5.3. All product dependencies of the In-Metro DR BTP Cloud Services are accounted for.
   - 5.4. Data replication is occurring from primary to alternate Site(s) to meet In-Metro DR obligations of failover via:
     - 5.4.1. Purely synchronous replication between availability zones within a single region.
   - 5.5. A fully functioning secondary Site or availability zone is paired with every primary location including all of the following:
     - 5.5.1. Application stack is pre-built (provisioned and usable) with the same capacity and compute as the production Site.
     - 5.5.2. All replicated databases are in place with sufficient capacity for use.
   - 5.6. Secondary Site to be used for In-Metro DR obligations is routinely updated to match primary Site (e.g., code releases, compute capacity, storage upgrades, etc.).
   - 5.7. For In-Metro DR BTP Cloud Services SAP will:
     - 5.7.1. Maintain a disaster recovery plan available upon request by Customer and update the plan at least once every 12 months.
     - 5.7.2. Perform a disaster recovery test at least once every 12 months and revise the In-Metro DR documentation as needed based on the test results.

5.7.3. Perform annual audits and keep valid certifications (e.g., SOC, ISO, FedRAMP).

5.7.4. Maintain and share readily accessible contingency plan, technical recovery procedures, and associated runbooks with SAP operations personnel.

5.8. In-Metro DR BTP Cloud Services meet RPO and RTO, indicated in Section 4 of this Overview, with proven functionality during the disaster recovery test per In-Metro DR obligations. "**Proven functionality**" refers to the demonstration that a system, solution, or process works as expected and meets its intended requirements under real-world or test conditions.

5.9. Data replication feature(s) is functional for fail back from a secondary location to the repaired primary Site.

6. Notwithstanding anything in the Agreement to the contrary, SAP shall not be required to disclose technically sensitive information that could be misused, bypass the security of the In-Metro DR BTP Cloud Services, or that could be used in a manner that jeopardizes SAP's disaster recovery plan.

Attachment A
to SAP BTP Disaster Recovery Overview
List of the In-Metro DR BTP Cloud Services

SAP Integration Suite
SAP HANA Cloud (note: For In-Metro DR obligations to apply, Replica (as defined in section 3.2 of HANA Cloud Supplement) must be operational (and the replication synchronous) for the entire month)
SAP BTP, Cloud Foundry Runtime (note: For In-Metro DR obligations to apply, applications must be deployed with more than one instance)
SAP BTP, Kyma runtime (note: For In-Metro DR obligations to apply, applications must be deployed with more than one instance and incorporate appropriate resilience patterns)
SAP Mobile Services
SAP Build Work Zone, standard edition
SAP Build Work Zone, advanced edition
SAP Build Process Automation
SAP Build Apps
SAP Event Mesh
SAP Cloud Identity Services - Identity Authentication
SAP Secure Login Service for SAP GUI
SAP Business Application Studio
SAP Audit Log Service
SAP Data Privacy Integration
SAP Data Retention Manager
SAP Personal Data Manager
SAP Continuous Integration and Delivery
SAP Connectivity Service
SAP Destination Service
SAP Feature Flags service
SAP Job Scheduling Service
SAP HTML5 Application Repository Service for SAP BTP
SAP Credential Store
SAP Custom Domain Service
SAP Usage Data Management Service
SAP Application Logging Service
SAP Authorization and Trust Management Service
SAP Software-as-a-Service Provisioning service
SAP Service Manager
SAP Malware Scanning Service
SAP Forms Service by Adobe
SAP Document Management service
SAP HANA Spatial Services
SAP Task Center
SAP Cloud Transport Management
UI5 flexibility for key users
SAP Data Quality Management
SAP Content Agent Service
SAP Alert Notification service for SAP BTP
SAP Automation Pilot
SAP Master Data Integration