HEC Customer Dashboard
05 – Backup Status

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Purpose of the tile and the underlying application is to report if systems managed in SAP HEC are without reliable backup. In general, the number on the tile should be zero. This means that, according to the SLA agreed upon, for all system a reliable database and file system backup has been performed.

Click on the tile to launch the application that provides more detailed information about the backup status of each system managed in SAP HEC.

Figure 1: Backup status of systems managed in SAP HEC
SYSTEM OVERVIEW

Figure 2: System Overview on backup status

The table view is designed to provide a quick and easy to read overview on the backup status of the various systems and their component systems. With symbols and color coding it can be easily seen which component systems have an issue (none in this example)

1. The systems are grouped according to their System ID (SID). Different system types having the same SID will be shown together. Please note: If you have assigned different SID’s to your component systems, the grouping does not work (e.g. ABC for the ABAP system and XYZ for the belonging HANA system)

2. Retention time expresses the SLA and determines how long a backup is kept by SAP HEC Operations. It does also express how many backups will be performed during the retention period. Please note: the retention time SLA refers only to DB Backups. Files system backups will be performed daily and kept 2 months

Retention time:
   a. **2 weeks** – usually chosen for non-productive systems, means that a backup is kept for two weeks. During this 2 weeks’ time frame, every third day a backup will be performed. In total, as many as 4 or 5 backups for this SLA would be correct
   b. **1 month** – usually chosen for production systems, means that a backup is kept for a month. During this period, DB backups will be performed daily. Example: on April 5th at least 31 successful backups are expected as the previous month had 31 days (March 5th to April 5th equals 31 Backups)

3. Backup data are retrieved per server and then aggregated on system level. If at least one server does not have a successful backup, the system is counted as missing. To easily see if everything is correct we have introduced symbols and a corresponding color coding:
   - ✔️ This sign in conjunction with the green colored number means everything is Ok
   - ☢️ This sign in conjunction with a red colored number indicates that backups have not been performed successfully

4. The same is applicable to the File System Backup Section

5. Click on the colored number to get a detailed list of the daily backup status
DRILLDOWN: DAILY BACKUP SUCCESS STATUS

1. The table view shows DB and Filesystem backup success for the last 2 months. The graphical representation depends on the retention time SLA.

2. **Important:** For systems with a **retention time of 2 weeks** every third day a DB backup will be performed. The days where a backup is not planned are shown as <not successful>. The same is applicable for days when retention time is exceeded and the backup created is outdated and deleted.

For systems with a retention time of 1 month, every day a DB backup has to be performed. In this case the <not successful> status means not successful and should be reported as incident for further analysis.