

Heerhugowaard, 18 October 2019



To whom it may concern

### *Introduction*

Picturae B.V. and Picturae ICT B.V. (hereafter: Picturae) provide a Service Level Agreement (SLA) for all their hosting and storage facilities, which was published on the 29<sup>th</sup> of May 2013. Since that date Picturae has taken on the delivery of the Archivematica e-Depot software [1] for some of its customers, which it also hosts on its hosting and storage facilities. Because of the critical nature of the scope of this software - preservation activities to be performed on digital information, at the same time ensuring the longevity of this digital information - Picturae has found it necessary to implement more strict policies for backup and restore and fixity checks for the Archivematica environments it thus provides, which is not written down yet, so this document can be regarded as an extension of the current SLA of the 29<sup>th</sup> of May 2013, in particular for its paragraph 3.10. For the record: Picturae is at the moment working on an update of this SLA, which will become available at the end of 2019, in which this additional information will be incorporated.

### *SLA addition*

For all Archivematica environments which Picturae hosts and facilitates for its customers (two per customer: a test and a production environment), including all files these environments contain, backups are created each night and these backups are kept for 62 days (= two months) before the backup cycle starts again (ie on day 63, the backup of day 1 will be overwritten). For this backup strategy good automatic monitoring and notification functionalities are in place which enables our system administrators to act in time in case something goes wrong, so we can guarantee that our customers will not be put in a position that they will have no backup available.

In addition to this Picturae has fixity checks at block level in place for all its hosting and storage environments, including the Archivematica environments, which means that a file (any file) gets a fixity check each time it is consulted, either with read or write access. On top of this each month fixity checks are run on the entire hosting and storage environment, in order to guarantee that files which are not often consulted still get a regular fixity check.

The Archivematica software also offers fixity checks, which can be configured by Picturae for its Archivematica customers additionally at their request, but this will have some influence on the performance of the actions within Archivematica.

Signature:

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[1] <https://www.archivematica.org/en/>