Server Maintenance

- Only for dedicated and shared servers owned by AGHRM.
- Frequency: Once a month (Twice a month for DB Backup checks)
- Duration: Between the 10th and 16th of the month
- Time: To be conducted before or after working hours (8AM-6PM Singapore Time) from Monday-Saturday or any time on Sunday*
- Following procedures will be carried out during server maintenance.
  - Windows Update
  - Security Check
  - Restart of Server
  - Disk Space Availability Check (Housekeeping if necessary)
  - DB Backup Check
  - SSL Check
  - Task Scheduler Check

*Note: In the event where the maintenance has to take place during working hours from Monday-Saturday, AGHRM will inform and obtain the agreement of clients beforehand.
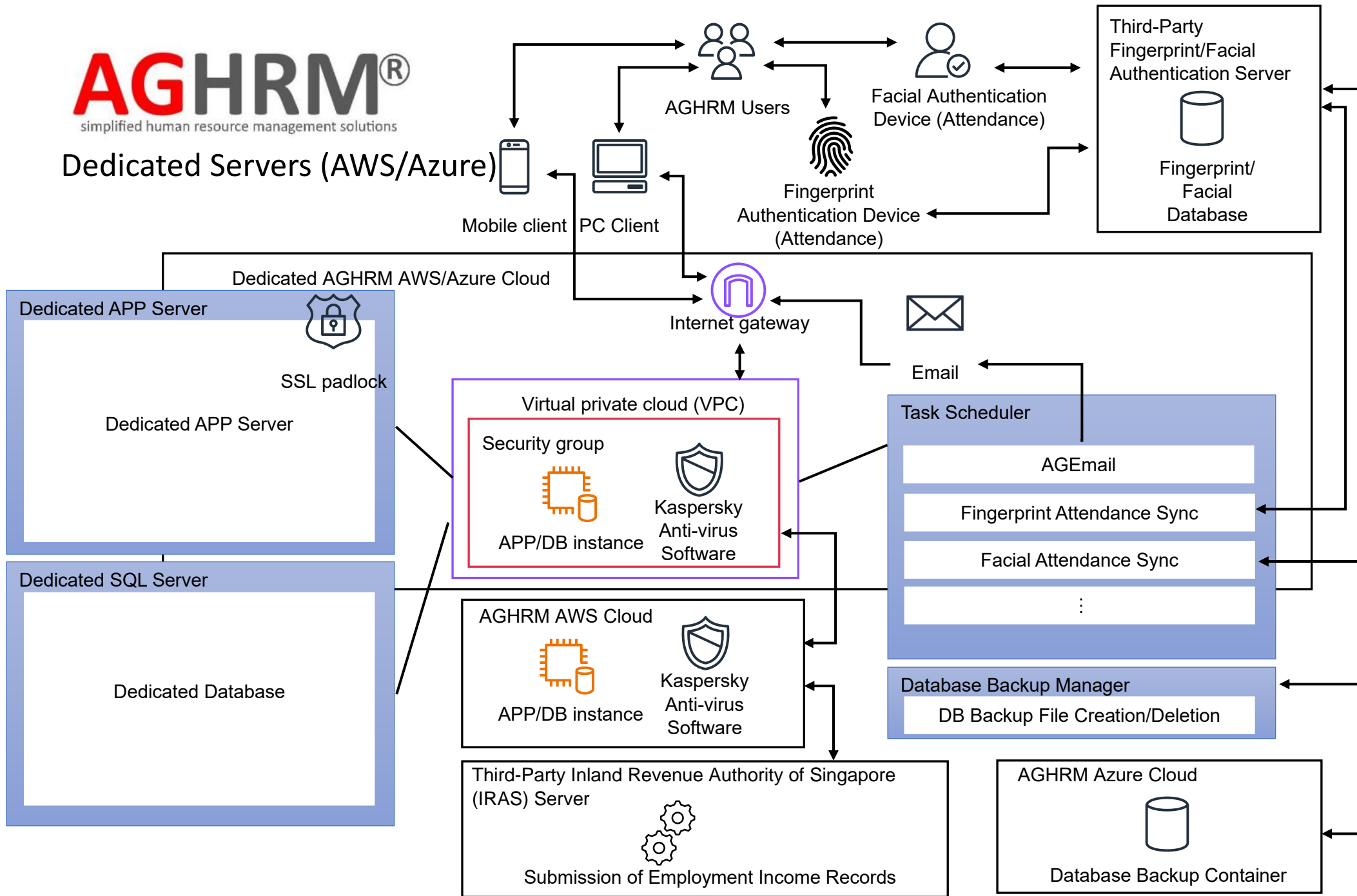
Backups of Application and Database Servers

- Database and Application Servers are hosted in AWS or Azure clouds.
    - Backup of database is stored in Azure cloud container.
    - Backup of application server snapshot is stored in AWS or Azure cloud.
- Duration of backup storage
    - Database Backup files are stored for 2 weeks.
    - Application Server Backup snapshots are stored for 3 days.
- Frequency of backups
    - Full Backup snapshots for AWS will be taken from 23:00 daily.
    - Full Backup snapshots for Azure will be taken from 23:00-26:30 daily.

Technical Architecture

- Please refer to the diagrams below.
    - Connections depends on the availability of modules/customization of the portal.

AGHRM®
simplified human resource management solutions

Dedicated Servers (AWS/Azure)

AGHRM Users

Facial Authentication Device (Attendance)

Fingerprint Authentication Device (Attendance)

Third-Party Fingerprint/Facial Authentication Server

Fingerprint/ Facial Database

Mobile client   PC Client

Internet gateway

Email

Dedicated AGHRM AWS/Azure Cloud

Dedicated APP Server

SSL padlock

Dedicated APP Server

Virtual private cloud (VPC)

Security group

APP/DB instance

Kaspersky Anti-virus Software

Task Scheduler

AGEmail

Fingerprint Attendance Sync

Facial Attendance Sync

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Dedicated SQL Server

Dedicated Database

AGHRM AWS Cloud

APP/DB instance

Kaspersky Anti-virus Software

Database Backup Manager

DB Backup File Creation/Deletion

Third-Party Inland Revenue Authority of Singapore (IRAS) Server

Submission of Employment Income Records

AGHRM Azure Cloud

Database Backup Container