TOSM Server Backup Service
Memorandum of Understanding
The department of Technology Operations and Systems Management (TOSM) provides its customers
with various IT-related services, including backups. This document describes the TOSM Server Backup
service, which is available to Texas Tech University (TTU) and Texas Tech University System (TTUS)
departments and colleges, and serves as a backup

4.8 In the event of a major campus outage or in the event the data center becomes unusable for
an extended amount of time, TTUS and TTU enterprise level systems will be restored first,
followed by departmental servers prioritized by impact.
4.9 System maintenance for the backup environment and related system outages will be
communicated through email to contacts designated by the customer.
5.0 Customer Responsibilities
5.1 Customers are responsible for providing TOSM with up-to-date contact information for
persons responsible for the server(s), including name, email address and phone number.
5.2 Customer is responsible for completing a Backup MOU

7.2.1.2 Additional backup agents, including Microsoft SharePoint agents,
Microsoft SQL Server agents and/or Oracle agents will be charged the
perpetual license cost plus annual maintenance. Annual maintenance
costs will be calculated at 18% of the original license cost.
7.2.2 TOSM has implemented a data archiving strategy that can significantly reduce
extended server backup costs for file systems containing a large amount of
data that is not regularly modified. This data archiving strategy can
significantly improve backup performance and reliability for these large file
systems. Please contact