

Declined 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 data protection services. This document serves as a Memorandum of Understanding (MOU) between TOSM and its Customer in the event that the Customer has declined the TOSM Backup Service for systems physically residing at TOSM or our Disaster Recovery facility.

If backup services are declined, the Customer will be responsible for any and all backup and recovery operations related to the system. In addition, the Customer agrees to hold TOSM harmless of any and all data loss, including the loss of data as a result of fire, natural disaster or other catastrophic event.