TOSM Shared Server Management
Memorandum of Understanding
DOCUMENT REVISION HISTORY:

6/12/2015
–
 Replaced Red Hat Linux with Oracle Linux

6/17/2015
–
 Item 7.4, a single 1gb network connection per server is now available free of charge

1/20/2016
–
 Added 4.8.1 regarding Bradford network registration requirements for the Customer

7/13/2018
–
 added 2.1.10 datacenter firewall, updated 5.5/5.
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9/16/2021
–
 updated on
-call information URL.

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The department of Technology Operations and Systems Management (TOSM)

4.7 The Customer is responsible for application troubleshooting and will remain the primary
contact for their end users for application-related issues.
4.8 Since both TOSM and the Customer share administrative access on the system, the
Customer is ultimately responsible and accountable for the overall security and integrity of
the system. Security issues not related to the operating system must be rectified by the
Customer within a reasonable amount of time or the system will be removed from the
network until the issues are resolved. If a security breach is suspected on a system the
Customer is required, by campus policy, to immediately report the incident to their
institution’s Information Security Officer (ISO). As a courtesy, we’d also appreciate an email
to TOSM at security.tosm@ttu.edu with the details of the incident to help us ensure the
integrity of other systems within the data center.
4.9 Customer must not disable or uninstall any application or process that has been installed by
TOSM according to TOSM best practices. Please see Server Configuration Requirements for
more information.
4.10 No equipment is to be brought into the data center, removed from the data center or
moved within the data center without explicit consent and coordination with the TOSM
Data Center Operations group. This includes adding or removing any cable or connections
to any device within the data center.
4.11 The TOSM Shared Server Management service DOES NOT INCLUDE disaster recovery or
business continuity. Disaster recovery options may be available for an additional fee.
Contact TOSM Server Support (serversupport.tosm@ttu.edu) for additional information
regarding disaster recovery options for your systems. Business continuity planning, testing
and implementation are the sole responsibility of the Customer.
4.12 The Customer is financially responsible for network connection costs. TOSM will work
with the Customer to coordinate the purchasing of network ports with TTU
Telecommunications staff.
5.0 Server Requirements
with the Customer to cust foongind

5.6 All Oracle Linux systems under this MOU must also comply with the following:
5.6.1 All systems must have a computer account in TOSM Active Directory domain,
residing in the TOSM Active Directory Organization Unit (OU).
5.6.2 System must have file integrity checker installed (Aide) as per TOSM best
practices.
5.6.3 VMs must have an active subscription for system updates. The Customer is
financially responsible for the procurement of support subscriptions.
5.6.4 Systems will have the Oracle Linux security updates applied by TOSM during the
normal TOSM maintenance windows.
5.6.5 System changes affecting or potentially affecting the operating system
configuration and/or underlying hardware configuration must be communicated
to TOSM as soon as possible.
6.0 Problem reporting and issue resolution
6.1 TOSM will provide assistance to address issues involving the power, cooling infrastructure
and network access. TOSM will also provide hardware and operating system support for
systems that maintain a current hardware warranty. The resolution of application issues not
related to the items above will be the sole responsibility of the
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7.4 A single 1gb network port is available per server free of charge. Additional 1gb connections

o r 1 0gbE connections may be purchased by the Customer. For current network port costs,

please co ntact TTU Telecomm unications.