2.2.1.2 Primary data resides in the TOSM data center

2.2.1.3 Includes real-time replication to offsite facility for minimal downtime during a disaster

2.2.1.4 Uses snapshot technology for backups and allows customers the ability to restore their own files. Snapshots are available for 30 days.

2.2.1.5

3.3 TOSM will monitor infrastructure for system availability.

3.4 TOSM will perform system upgrades, when possible, during our normal maintenance windows. The windows are Saturday evening from 6:00pm to Sunday 6:00am, and Sunday, 6:00pm to Monday, 12:00am.

3.5 TOSM will work with designated departmental storage administrators (2 per department) to ensure that only authorized personnel can modify permissions.

3.6 TOSM will monitor permissions to ensure that only authorized individuals (not functional accounts) have the ability to modify folder and file permissions. Neither functional accounts nor nested groups will be allowed administrative access in an effort to prevent the circumvention of TOSM security controls.

4.0 Customer Responsibilities

4.1 Customers are responsible for compliance with all TTU Information Technology Security Policies.

to TOSM at