

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

6/17/2015 – Item 3.8, added "per server" for clarification

1/20/2016 – Added 4.6.1 regarding Bradford network registration requirements for the Customer

7/13/2018 – Added 2.1.10 Datacenter Firewall, updated 3.12 to reflect current email lists, removed outdated info from 5.4/5.5

9/16/2021 – Updated On-call link. Added section 4.9 for disaster recovery options for VMs

The department of Technology Operations and Systems Management (TOSM) provides its customers

- 3.1 TOSM is responsible for the installation, configuration and continued support of all virtualization infrastructure and backup infrastructure necessary to support the leased VMs.
- 3.2 TOSM will perform the initial VM build and allocate resources according to the Customer's requirements. Supported operating systems include supported versions of Microsoft Windows and current versions of Oracle Linux or CentOS.
- 3.3 Ample, redundant power will be made available to meet system requirements
- 3.4



- 5.5.2 System must have file integrity checker installed (Aide) as per TOSM best practices.
- 5.5.3 Systems will have the Oracle Linux security updates applied by TOSM during the normal TOSM maintenance windows.
- 5.5.4 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 address all issues involving power, cooling, network access and virtualization infrastructure hardware and software.