TOSM VM Backup Service
Memorandum of Understanding

DOCUMENT REVISION HISTORY:
9/16/2021 – Updated on-call information URL. Added disaster recovery statement in section 3.4
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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 Memorandum of Understanding (MOU) between TOSM and its Customers.

1.0 Overview

This MOU is between TOSM, who is the service provider, and the Customers of this service, the departments and colleges of TTU and TTUS. This document outlines the details of the TOSM Server Backup service as well as the roles, responsibilities and expectations of both parties while providing a framework for problem resolution and communication.

2.0 TOSM VM Backup Service

    2.1 Service Description – The TOSM VM Backup Service is designed to create recoverable copies of VM server data to an alternate location physically separate from the primary data location as to protect the data from accidental loss. All VM server backups performed by TOSM, unless otherwise explicitly specified, are backed up to an offsite location as to provide data recovery capabilities in the event of a disaster that rendered the primary data center unusable.

3.0 Backup Exclusions

    3.1 Database files, such as those used by Microsoft SQL Server, Oracle, MYSQL, Microsoft Access, etc. cannot be locked and WILL NOT be backed up automatically. In order to have consistent backups of these types of data files, application-specific backups are required and will be managed by the Customer, or specialized backup agents that perform this function automatically may be available for an additional cost. TOSM is available to assist the Customer in configuring application-specific backups, but the Customer is responsible for maintaining and testing these backups. Any modification or additions to the configuration of these systems may require additional steps to ensure the recoverability of database files. **It is the sole responsibility of the Customer to verify that all relevant data is being backed up and that it is tested regularly to ensure the recoverability of the systems.**

    3.2 The TOSM VM backup application will attempt to lock open files in an effort to obtain a consistent backup. However, we make no guarantees that files that are locked by applications during a backup are recoverable. Application-specific backups should be performed whenever possible to guarantee that files are backed up in a consistent state.

3.3 In the event of a disaster where the TOSM data center was rendered incapable of running production workloads, the TOSM VM Backup Service would provide the ability to recover the VM at the offsite facility. Recovery times would vary from several days to potentially weeks.

3.4 **The TOSM VM Backup service DOES NOT INCLUDE disaster recovery or business continuity outside of providing the ability to restore the most recent backup from an offsite backup copy. We do, however, have disaster recovery options for your VM. If you'd like to discuss disaster recovery options, please contact us at serversupport.tosm@ttu.edu.**

4.0 TOSM Responsibilities

4.1 TOSM is responsible for all central backup hardware and infrastructure, including backup servers as well as both primary and offsite backup data. The backup hardware will be refreshed and updated as necessary to ensure optimal backup performance and reliability.

4.2 TOSM is responsible for backup up all VM system data 2TB and below. Data beyond 2TB can be backed up for an additional charge.

4.3 TOSM will monitor the performance of its systems to ensure the availability of the service.

4.4 TOSM will be responsible for initiating and monitoring restore jobs requested by the Customer.

4.5 In the event of a system failure with large-scale data loss (a full server or more), TOSM will work with the customer to optimize restore time to the best of our ability. We will only be able to devote resources to the extent that other customers are not impacted. Restoring large amounts of data (terabytes) can take several days or even weeks using standard backup and restore processes. Those customers requiring specific recovery time objectives (RTOs) should contact TOSM for a customized backup solution and specialized service level agreement.

4.6 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.

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 Assessment each fiscal year for each server covered under this MOU.

5.3 The Customer is responsible for verifying all data following a restore.

5.4 The Customer is responsible for testing the backup and restore processes on an ongoing basis as frequently as necessary to ensure the integrity of the backup data.

6.0 Problem reporting and issue resolution

6.1 TOSM will provide backup assistance and support to address issues as problems arise and will respond to requests for assistance within 1 business day.

6.2 Backup or restore issues identified by the Customer should be reported to TOSM as soon as they are found. Issues with backups should be reported via email and addressed to backupadmin.tosm@ttu.edu. Restores of an emergent nature where production systems critical to the University are not available should be reported using our on-call procedures,

which can be found by visiting https://www.texastech.edu/offices/information-technology/tosm/contact/oncall.php. Backup issues will be handled during business hours unless other arrangements have been coordinated with TOSM. Restore issues will be handled on a case-by-case basis.

6.3 Backup issues identified by TOSM and related to the Customer's server and/or data will be communicated to the Customer via email and/or phone.

7.0 Costs for VM Backups

7.1 Backups are provided to VM customers at no cost for systems 2TB and below. For VMs exceeding 2TB, those will be handled on a case-by-case basis and additional charges may apply.