9. **Backups and Disaster Recovery.** Ellucian will back up the Applications. Backups will adhere to Ellucian's internal backup controls. Ellucian will not be responsible for the accuracy of data in the Client's Databases and Applications, but will only be responsible for appropriately backing up the data in the Databases and Applications supported under this SOW.

9.1 Backups. Ellucian will conduct regular backup of all data and configuration files required for availability of Hosting Services, and will provide Client with prompt notification in the event of a failure by Ellucian to complete a successful backup in accordance with the backup schedule as agreed upon in this SOW (such failure will be analyzed by Ellucian and Ellucian will promptly commence remediation efforts therefor). The retention of this data is separated into the following components:
*   *Database* – backups will be retained for three (3) months
*   *Point in Time* – backups will be retained for one (1) week

These durations are provided as part of the standard Hosting Services. At the end of these durations, the oldest copies of files will be deleted.

Client may request copies of Database backups for archival purposes. Upon such request, Ellucian will make a copy of the database available to Client for secure download on a nightly basis. Each Database backup made available in this manner will replace the previously available file. It will be the Client's responsibility to retrieve those files in a timely manner.

9.2 Disaster Recovery. Ellucian will maintain a disaster recovery plan for the Production environments within the Hosting Services. If the primary Cloud Environment is damaged in whole or in part preventing Ellucian from securely delivering the Hosting Services, Ellucian will failover the primary Cloud Environment to Ellucian's disaster recovery environment. Ellucian's recovery time objective (RTO) is twenty-four (24) hours, measured from the time the Hosting Services are declared to have become unavailable until such

services become available and operational in accordance with applicable service levels, as measured by Ellucian. Ellucian's recovery point objective (RPO) is two (2) hours, measured from the time the first transaction is lost or from the time the Hosting Services became unavailable. Ellucian will test its disaster recovery plan annually and will provide Client with a summary of the most recent results within a reasonable period of time following completion of the test. <u>Note</u>: Any Hosting Services downtime in excess of the aforementioned objectives will contribute towards the calculation of the SLA as defined in Schedule B.

10. <u>Systems Monitoring</u>. Ellucian will monitor the Cloud Environment on a 24x7x365 basis.

10.1 Ellucian will monitor the Application components and the Cloud Environment for availability.

10.2 Client will allow Ellucian-based remote services monitoring and security tools reasonable access to the Applications.