

Alliance Managed Services

Alliance Enterprises, Inc. (Alliance) offers Alliance Managed Services (AMS) for state agencies using **Aware** case management and analytics applications. With AMS, agencies receive secure and reliable hosting for their **Aware** applications without bearing the cost and responsibilities of maintaining an **Aware** hosting infrastructure. Agencies choose from several platform configurations and optional services to meet their unique business needs. As part of AMS, agencies receive:

- **Aware** release management and installation
- Performance and uptime monitoring
- Intrusion detection and logging
- At rest data encryption
- Daily backups and two-week data retention

Managed *Aware* Releases

As part of AMS, Alliance manages the installation of all new **Aware** releases that occur during the contract term. **Aware** releases include new versions, upgrades, updates, and hotfixes. In addition to installing new releases, Alliance performs initial testing and installation services for any customizations developed by Alliance on the agency's behalf. During installations, Alliance supports the agency through User Acceptance Testing (UAT). With Alliance managing new releases, agencies do not have to dedicate their own IT resources to testing system infrastructure, security, or availability.

Performance and Uptime Monitoring

Alliance provides performance and uptime monitoring for all **Aware** applications hosted with AMS. Alliance ensures system stability for users. In the event of a system failure, Alliance targets a one-hour recovery point objective (RPO)¹ and an eight-hour recovery time objective (RTO)² for AMS systems. In scope events include loss of the production environment, with the exception of the loss of the production data center. Alliance provides agencies with access to our AMS disaster recovery plan and results of annual disaster recovery exercises. In addition, Alliance partners with agencies to assist in the development of the agency's comprehensive disaster recovery plan.

¹ Recovery Point Objective (RPO) is the maximum period in which data may be lost in the event of a system failure.

² Recovery Time Objective (RTO) is the maximum period in which a system may be unavailable in the event of a system failure.

Alliance participates in the testing of the agency plan upon request. Alliance also works diligently to ensure agency systems are working and available. With AMS, agencies can rely on Alliance to provide consistent system performance and availability.

System Security and Data Protection

Aware is a multi-tier application with multiple layers of security between the web and database servers (Figure 1). All active data transferred between the end user and database server is encrypted with Secure Sockets Layer (SSL) technology. Alliance implements firewalls between each application tier to ensure data security and provide real-time protection against threats. With AMS, agencies can rely on Alliance to maintain system security and protect agency data. Alliance provides hourly, daily, and weekly backups of all program data and retains backup data for two weeks. Alliance logs all system access and employs intrusion detection methods to record potential intrusion attempts.

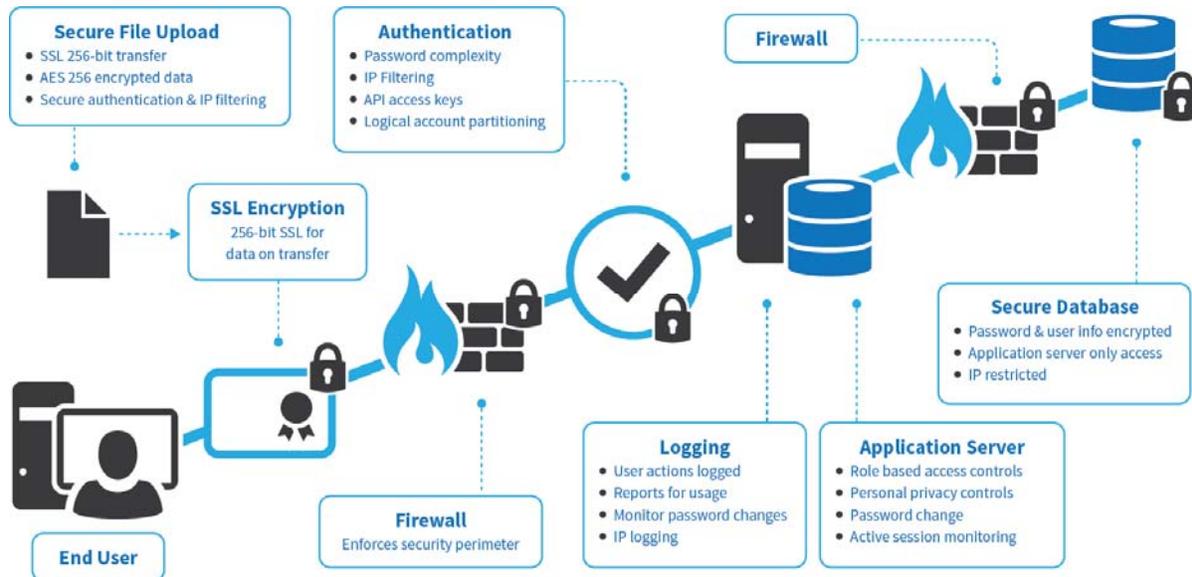


Figure 1. Security and Data Protection with AMS

At Rest Data Encryption

Alliance provides data encryption for all in-transit data with the AMS base cost. Agencies that require at-rest data encryption in addition to encryption of in-transit data may add the at-rest data encryption service option to their annual AMS contract. With at-rest data encryption, all inactive system data is encrypted while stored in a database.

Program Pricing

Agencies contract with Alliance for AMS on an annual basis. AMS is priced based on the hosting platform, service contracts, applications, and the number of users. These selections make up the AMS base cost. After selecting a platform and adding applications, agencies may choose to add optional services based on their business needs or state requirements. AMS costs are reassessed prior to agency contract renewal. Alliance can prorate AMS contracts to renew at the same time as agencies' existing agreements for Upgrade, Maintenance and Support (UMS) and Basic Maintenance and Support (BMS).

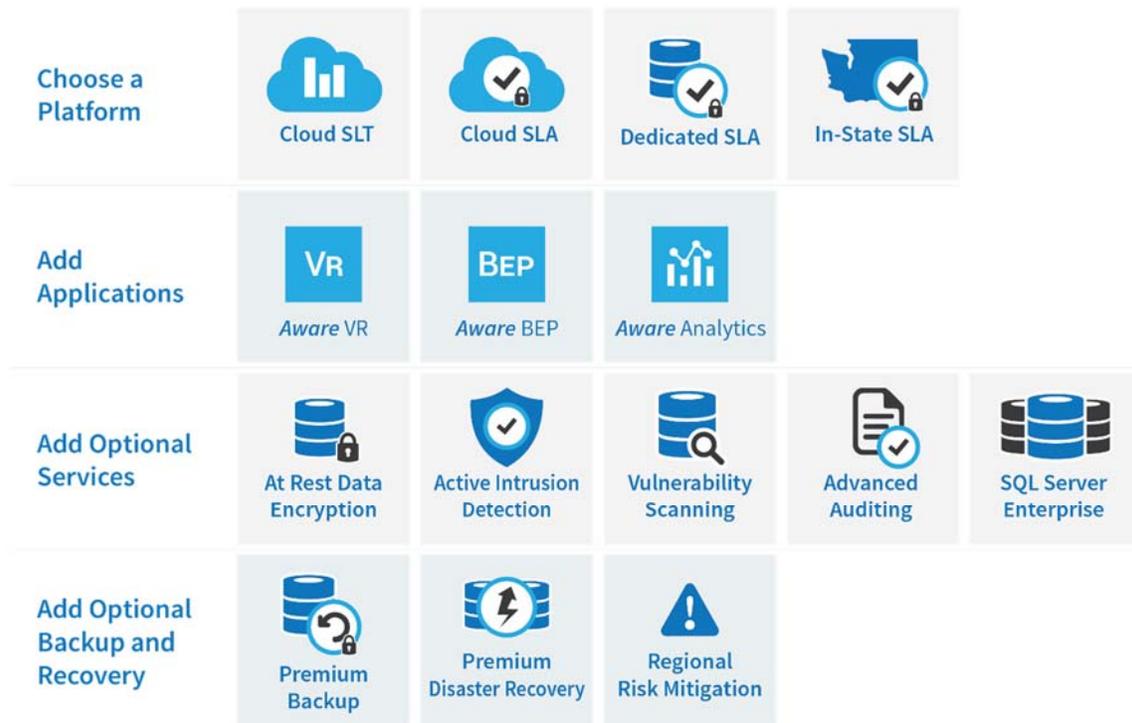


Figure 2. Alliance Managed Services Platforms and Options

Platform Options

Alliance offers three options for hosting platform and service contracts. These options include cloud hosting with a service availability target, dedicated hosting with a service availability target, and in-state hosting with a service availability target. Agencies may choose the type of hosting and service contract for their **Aware** system that best fits their hosting requirements.

Cloud Hosting

Alliance recommends cloud hosting for agencies without state-mandated requirements for dedicated or in-state hosting. Alliance's cloud infrastructure, network, storage, and data are hosted in the Microsoft Azure™ Government cloud platform. Microsoft Azure Government is designed specifically for government agencies and their partners, with unique security features to meet federal, state, and local security requirements. All Azure Government data centers reside within the continental United States and are operated and administrated by screened U.S. citizens. Microsoft Azure Government is compliant with the Federal Risk and Authorization Management Program (FedRAMP) and the Health Insurance Portability and Accountability Act (HIPAA) requirements. Because system resources are shared, cloud hosting is more affordable than dedicated or in-state hosting while providing the same performance as dedicated servers.

Dedicated and In-State Hosting

Alliance offers dedicated and in-state hosting options for agencies with dedicated or in-state hosting requirements mandated by their state government. With dedicated hosting, **Aware** applications are hosted on hardware dedicated to the agency. No other state systems reside on the hardware and system resources are not shared. In-state hosting is a type of dedicated hosting, in which the agency's dedicated hardware is located within a qualified datacenter in the same state as the agency. Because system resources are not shared, the dedicated and in-state options are more expensive than cloud hosting.

Service Availability Target

Alliance targets a 99.9% uptime for Alliance managed services customers but does not guarantee a specific level of performance or availability. Alliance offers a credit to the agency for downtime that exceeds 4 consecutive hours excluding maintenance windows.

Managed Services for *Aware* Applications

Alliance provides AMS for two **Aware** Enterprise applications: **Aware** VR and **Aware** BEP. After selecting a hosting platform, agencies may choose which of their applications they would like hosted with AMS. Alliance provides services to ensure agency systems are secure, up-to-date, and monitored for performance and availability.

Additional Environments

Alliance provides one production environment and one non-production environment with each **Aware** application. Non-production environments host additional instances of **Aware** for agencies to use for training, testing, reporting, production outage recovery, or general experimentation.

Agencies may include additional non-production environments with their AMS plan for an additional cost. The additional non-production environment includes one web and one Microsoft SQL Server database for up to 25 users. Alliance charges a flat rate per additional non-production environment regardless of the number of users or the number of applications implemented by the agency.

Optional Services

Alliance offers several optional services for agencies that require security and auditing functionality beyond what is included in the AMS base cost. Optional services are priced by number of users.

Active Intrusion Detection

Alliance employs passive intrusion detection as part of the AMS base cost. With passive intrusion detection, network activity is logged and monitored for potential system threats, but the passive intrusion detection system cannot automatically block all suspected attacks. Agencies may choose to add Active Intrusion Detection to their annual AMS contract. With Active Intrusion Detection, perceived threats are automatically blocked.

Secondary Vulnerability Scanning

Agencies may choose to add Secondary Vulnerability Scanning to their annual AMS contract. Secondary Vulnerability Scanning provides vulnerability testing and verification for every **Aware** release with two different third-party vulnerability scanning software applications. Standard AMS agencies receive vulnerability testing and verification of **Aware** from a single third-party scanning application. Secondary Vulnerability Scanning adds scanning focused on the agency's hosted environments in addition to the standard scanning of **Aware**.

Microsoft SQL Server® Enterprise Edition

Alliance uses Microsoft SQL Server Standard Edition for data management. Agencies with a dedicated Service Level Agreement (SLA) or In-State SLA contract may upgrade from SQL Server Standard Edition to SQL Server Enterprise Edition for an additional cost. SQL Server Enterprise Edition provides advanced business intelligence, data management and security, and transparent data encryption and SQL Server auditing features.

Optional Backup and Recovery

Agencies may choose to add backup and recovery services beyond those already included with AMS. These additional backup and recovery services include Premium Backup, Premium Disaster Recovery, and Regional Risk Mitigation.

Premium Backup

Agencies may add Premium Backup services to their AMS plan. With Premium Backup, Alliance provides a secondary copy of backup data to allow both Alliance and the agency immediate access to that data. With standard AMS, Alliance maintains a single copy of backup data. Agencies that require immediate access to backup data should add Premium Backup services to their AMS plan.

Premium Disaster Recovery

Agencies may add Premium Disaster Recovery to their AMS plan. With Premium Disaster Recovery, Alliance targets a 1 hour RPO from a disaster event. Alliance also targets a 96 hour RTO for dedicated and in-state hosting platforms, and a 4 hour RTO for Cloud Hosting platforms. In scope events include a complete loss of the data center hosting the production environment. Without Premium Disaster Recovery, Alliance restores lost production environments as quickly as possible but anticipates an RTO of up to 8 hours.

Regional Risk Mitigation

With Regional Risk Mitigation Alliance provides a secondary, mirrored production environment in a separate geographical location. In the event of a disaster, agency servers are re-routed to this mirrored production environment so that access to **Aware** is unaffected by the event. With Regional Risk Mitigation, Alliance targets a 1-hour RPO and 1-hour RTO from a disaster event. With standard AMS, Alliance provides one production environment per application in a single geographical location. Regional Risk Mitigation adds the option of re-routing to a mirrored environment in the event of a disaster.

Summary

Alliance Managed Services (AMS) frees agencies from needing dedicated IT resources to install new releases of **Aware** or to monitor system security. AMS provides secure, reliable hosting for **Aware** applications, with several optional security and backup services available to meet the unique requirements of every agency. Agencies that choose AMS for **Aware** can leave all application infrastructure and security responsibilities to Alliance.

For more information about Alliance Managed Services and hosting options, please contact:

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Microsoft
Partner



Gold Datacenter
Gold Data Analytics
Gold Cloud Platform
Gold Application Development