EXHIBIT A

Technical Interrogatories

Please respond to the questions appropriate to the solution you are proposing:
1. SAAS (Software as a Service) – Vendor hosts and manages application; CCC provides integration as applicable
2. CCC licenses vendor software and hosts it internally
3. CCC licenses vendor software and coordinates with vendor to host it externally via a 3rd party (recommended/coordinated by vendor)
4. Other (answer questions as appropriate)

ID#	Category	Sub-Category	SAAS (Software as a Service)	CCC Hosted	3rd Party Hosted – Non Vendor	Y/N	Please provide details as appropriate
1	Application	Reporting	• List and describe all reports included in the base software package. • Please differentiate between transactional versus analytical reports • How do you manage reporting access?	• List and describe all reports included in the base software package. • Please differentiate between transactional versus analytical reports • How do you manage reporting access?	• List and describe all reports included in the base software package. • Please differentiate between transactional versus analytical reports • How do you manage reporting access?		
2	Application	Reporting Tools	• Do you provide an ad-hoc reporting tool? Is access to this tool limited by user group or other method? • Do you provide real-time reporting? • Is a separate reporting environment available for high-volume analytics? • What online and offline file formats are supported (pdf, MS-Word/Excel, XML, etc…)	• Do you provide an ad-hoc reporting tool? Is access to this tool limited by user group or other method? • Do you provide real-time reporting? • Is a separate reporting environment available for high-volume analytics? • What online and offline file formats are supported (pdf, MS-Word/Excel, XML, etc…)	• Do you provide an ad-hoc reporting tool? Is access to this tool limited by user group or other method? • Do you provide real-time reporting? • Is a separate reporting environment available for high-volume analytics? • What online and offline file formats are supported (pdf, MS-Word/Excel, XML, etc…)		
3	Application	Data Extract/Import	• Do you provide a tool to extract or import information from/to your system? • If so, what formats are	• Do you provide a tool to extract or import information from/to your system?	• Do you provide a tool to extract or import information from/to your system? • If so, what formats are		

			• supported (pdf, MS-Word/Excel, XML, etc…) • Are there any system constraints or limits to the amount of information that can be imported/extracted? • Is there information that cannot be imported/extracted?	• If so, what formats are supported (pdf, MS-Word/Excel, XML, etc…) • Are there any system constraints or limits to the amount of information that can be imported/extracted? • Is there information that cannot be imported/extracted?	• supported (pdf, MS-Word/Excel, XML, etc…) • Are there any system constraints or limits to the amount of information that can be imported/extracted? • Is there information that cannot be imported/extracted?		
4	Application	Access to Data Model	• Do you provide a data model (diagram) and/or data dictionary for your application? • What options are available for CCC to access your system data? Do you allow backend database or system updates or is it view-only? • Do you provide delivered APIs to access information? • Do you provide tools to allow CCC to "mass update" high volume information as appropriate?	• Do you provide a data model (diagram) and/or data dictionary for your application? • What options are available for CCC to access your system data? Do you allow backend database or system updates or is it view-only? • Do you provide delivered APIs to access information? • Do you provide tools to allow CCC to "mass update" high volume information as appropriate?	• Do you provide a data model (diagram) and/or data dictionary for your application? • What options are available for CCC to access your system data? Do you allow backend database or system updates or is it view-only? • Do you provide delivered APIs to access information? • Do you provide tools to allow CCC to "mass update" high volume information as appropriate?		
5	Application	Integration/Interface	• List integration and/or interfaces delivered with the standard system. • What information do you need CCC to provide to your application (required versus optional)? How frequently? What formats are acceptable? • Describe any delivered integrations available with 3rd parties (e.g., PeopleSoft)?	• List integration and/or interfaces delivered with the standard system. • What information do you need CCC to provide to your application (required versus optional)? How frequently? What formats are acceptable? • Describe any	• List integration and/or interfaces delivered with the standard system. • What information do you need CCC to provide to your application (required versus optional)? How frequently? What formats are acceptable? • Describe any delivered		

			• What forms of secure transmission do you support: sftp? ssl? ftp with pgp? Other? • What integration options are available (real-time services, batch, near real-time, etc…)?	delivered integrations available with 3rd parties (e.g., PeopleSoft)? • What integration options are available (real-time services, batch, near real-time, etc…)?	integrations available with 3rd parties (e.g., PeopleSoft)? • What forms of secure transmission do you support: sftp? ssl? ftp with pgp? Other? • What integration options are available (real-time services, batch, near real-time, etc…)?		
6	Application	Configuration/Customization/Branding	• For an average client, what is the percentage of customizations versus configuration? • Give an example of a common customization or a situation where a customization is required (i.e., something that cannot be configured as delivered) • Provide two examples of a "complex" customizations. • To what extent can CCC "brand" the application (differentiate between customization and configuration)? • What skill sets are required to configure the application (how much training is required and what training/support materials are delivered)? • Who performs the customizations (CCC and/or Vendor)? If CCC is allowed to customize, what is allowable to avoid violating the licensing agreement/warranty? • What programming expertise is required to customize the application? • Describe all the areas that	• For an average client, what is the percentage of customizations versus configuration? • Give an example of a common customization or a situation where a customization is required (i.e., something that cannot be configured as delivered) • Provide two examples of a "complex" customizations. • To what extent can CCC "brand" the application (differentiate between customization and configuration)? • What skill sets are required to configure the application (how much training is required and what training/support materials are delivered)? • Who performs the customizations	• For an average client, what is the percentage of customizations versus configuration? • Give an example of a common customization or a situation where a customization is required (i.e., something that cannot be configured as delivered) • Provide two examples of a "complex" customizations. • To what extent can CCC "brand" the application (differentiate between customization and configuration)? • What skill sets are required to configure the application (how much training is required and what training/support materials are delivered)? • Who performs the customizations (CCC and/or Vendor)? If CCC is allowed to customize, what is allowable to avoid violating the licensing agreement/warranty?		

			can be "configured" (e.g., setup, transaction processes, security, workflow, online validations, etc…)	(CCC and/or Vendor)? If CCC is allowed to customize, what is allowable to avoid violating the licensing agreement/warranty? • What programming expertise is required to customize the application? • Describe all the areas that can be "configured" (e.g., setup, transaction processes, security, workflow, online validations, etc…)	• What programming expertise is required to customize the application? • Describe all the areas that can be "configured" (e.g., setup, transaction processes, security, workflow, online validations, etc…)		
7	Application	Workflow/Approvals/Proxy	• Does your application allow configurable workflow? • Does your application allow workflow approvals (multi-levels)? • How does your application handle workflow proxy? • How does your application handle escalations?	• Does your application allow configurable workflow? • Does your application allow workflow approvals (multi-levels)? • How does your application handle workflow proxy? • How does your application handle escalations?	• Does your application allow configurable workflow? • Does your application allow workflow approvals (multi-levels)? • How does your application handle workflow proxy? • How does your application handle escalations?		
8	Application	Transaction Audits	• What types of transaction audits are available with the standard system? What information is not audited? • Do the delivered transaction audits affect system performance? • Is the audit data readily available for access? To whom? • At what point do you purge the audit information? •	• What types of transaction audits are available with the standard system? What information is not audited? • Do the delivered transaction audits affect system performance? • Is the audit data readily available for access? To whom?	• What types of transaction audits are available with the standard system? What information is not audited? • Do the delivered transaction audits affect system performance? • Is the audit data readily available for access? To whom?		

9	Application	Data Integrity/Validations	• Explain in detail how the application maintains data quality and integrity (address online, batch, etc…) • For situations where there is not an "edit" to maintain data quality/integrity, what other safeguards are available as delivered (e.g., reports, periodic batch validation programs, etc…)	• Explain in detail how the application maintains data quality and integrity (address online, batch, etc…) • For situations where there is not an "edit" to maintain data quality/integrity, what other safeguards are available as delivered (e.g., reports, periodic batch validation programs, etc…)	• Explain in detail how the application maintains data quality and integrity (address online, batch, etc…) • For situations where there is not an "edit" to maintain data quality/integrity, what other safeguards are available as delivered (e.g., reports, periodic batch validation programs, etc…)		
10	Application	Operations/Scheduling	• How are interfaces, reports, and other batch processes scheduled and the results distributed? • Differentiate between CCC and Vendor responsibilities and access.	• Explain how your application is automated using an enterprise scheduling tool. Provide an example. • Differentiate between CCC and Vendor responsibilities and access.	• Explain how your application is automated using an enterprise scheduling tool. Provide an example. • Differentiate between CCC and Vendor responsibilities and access.		
11	Application	Communications (Email, Texting, Chat, Other)	• Do you have email capabilities (single user, mass email)? Please elaborate • Do you have texting capabilities (single user, mass email)? Please elaborate • Do you have chat capabilities (single user, mass email)? Please elaborate • How do you comply with and maintain "Do Not Contact" lists • Do you have eConsent capabilities	• Do you have email capabilities (single user, mass email)? Please elaborate • Do you have texting capabilities (single user, mass email)? Please elaborate • Do you have chat capabilities (single user, mass email)? Please elaborate • How do you comply with and maintain "Do Not Contact" lists • Do you have eConsent capabilities	• Do you have email capabilities (single user, mass email)? Please elaborate • Do you have texting capabilities (single user, mass email)? Please elaborate • Do you have chat capabilities (single user, mass email)? Please elaborate • How do you comply with and maintain "Do Not Contact" lists • Do you have eConsent capabilities		
			•	•	•		
12	Network	LAN/WAN	• Provide connectivity	• Provide network	• Provide network		

			• requirements for the hosted solution if the Internet is not the recommended solution. • Provide network bandwidth requirements for the various functions within this application • Does this application work with caching servers? Is there a specific configuration needed? • Is a dedicated circuit required? • If yes, is the connection encrypted, provide detail?	bandwidth requirements for the various functions within this application • Does this application work with caching servers? Is there a specific configuration needed?	bandwidth requirements for the various functions within this application • Does this application work with caching servers? Is there a specific configuration needed?		
13	Network	Firewall Rules	• Describe the ports needed to communicate with this application.	• Describe the ports needed to be opened between end users and different application tiers.	• Describe the ports needed to be opened between end users and different application tiers.		
14	Network	Redundancy/Failover/Load Balancing	• Explain what safeguards are in place to minimize the risks of failure (address appropriate tiers) • Explain your load balancing capabilities (address appropriate tiers)	• Recommend an architecture specific to your application that minimizes risks of failure.	• Recommend an architecture specific to your application that minimizes risks of failure.		
15	Servers	Hardware Requirements	• Not applicable	• Provide specific server and architecture recommendations based on CCC'S needs.	• Provide specific server and architecture recommendations based on CCC'S needs.		
16	Servers	VPN	• Does your application encrypt the session between the server and the end user?	• Does this application work through a SSL VPN • Is authentication encrypted with SSL or other means?	• Does this application work through a SSL VPN • Is authentication encrypted with SSL or other means?		
17	Storage/Database	Database requirements	• What environments are standard? Can CCC request additional environments as needed for the build-out as well as future needs (e.g., Development, Testing,	• What database platforms do you recommend and/or support? • What are the recommended database sizes based	• What database platforms do you recommend and/or support? • What are the recommended database sizes based		

				on CCC'S needs?	on CCC'S needs?		
			Production, Training, etc…)? What database platform do you utilize? • How do you determine the initial database size? How do you adjust for actual and planned growth? • How much space is included in the standard offering for each environment? • What is the incremental cost for additional environments and/or space requirements?				
18	Storage/Database	Data Purge, Retention, Backup, Restore, and Recovery	• Discuss your data archive, purge, and retention strategy as it relates to various tiers. • Discuss your backup, restore, and recovery strategy as it relates to various tiers. • What is provided as part of your standard offering? • Will our business be subject to mandatory purging and/or archival? • Complete Appendix A and B	• Recommend data archive, purge, and retention strategy as it relates to various tiers. • Recommend backup, restore, and recovery strategy as it relates to various tiers.	• Recommend data archive, purge, and retention strategy as it relates to various tiers. • Recommend backup, restore, and recovery strategy as it relates to various tiers.		
19	Storage/Database	Environments Required (Dev, QA, Prod, Training, Production Mirror, etc…)	• Describe how each environment is utilized? • Discuss how the environments are maintained (i.e., upgraded, cloned, refreshed, etc…) • Explain the process to migrate data between various environments (e.g., setup data from Dev to QA). Do you provide delivered scripts and/or processes?	• Recommend the ideal environment configuration that works best with your application. • Explain the process to migrate data between various environments (e.g., setup data from Dev to QA). Do you provide delivered scripts and/or processes?	• Recommend the ideal environment configuration that works best with your application • Explain the process to migrate data between various environments (e.g., setup data from Dev to QA). Do you provide delivered scripts and/or processes?		
20	Storage/Database	Disaster/Recovery, Business Continuity	• Discuss your disaster/recovery capabilities and architecture.	• Not applicable	• Not applicable		

			• Do you have a business continuity template or initial plan? • How often do you test Disaster Recovery with each client? • What is the maximum data loss in the event of catastrophic system failure?			
21	Security	Various tiers - Access, Roles	• Explain how you provision users and restrict access for various tiers by roles and responsibility (authorization)? • Do you have the capability to import user access roles from other systems?	• Explain how you provision users and restrict access for various tiers by roles and responsibility (authorization)? • Do you have the capability to import user access roles from other systems?	• Explain how you provision users and restrict access for various tiers by roles and responsibility (authorization)? • Do you have the capability to import user access roles from other systems?	
22	Security	LDAP/AD, Single Sign-on	• Discuss your system's ability to utilize LDAP or AD to authenticate and/or authorize? Is this delivered or does it have to be built? • Discuss examples of single sign-on capabilities to provide seamless user access as they transition between multiple systems and/or applications	• Discuss your system's ability to utilize LDAP or AD to authenticate and/or authorize? Is this delivered or does it have to be built? • Discuss examples of single sign-on capabilities to provide seamless user access as they transition between multiple systems and/or applications	• Discuss your system's ability to utilize LDAP or AD to authenticate and/or authorize? Is this delivered or does it have to be built? • Discuss examples of single sign-on capabilities to provide seamless user access as they transition between multiple systems and/or applications	
23	Security	Database security	• Explain how highly confidential data is maintained and encrypted during storage	• Explain how highly confidential data is maintained and encrypted during storage	• Explain how highly confidential data is maintained and encrypted during storage	
24	Security	Data Center/Physical Security	• Provide an overview of your data center and its operations and controls • Is your data center SAS-70 certified or similar? Discuss how you maintain compliance and insure it quality and reliability.	• Not applicable	• Not applicable	

			• Discuss physical security to limit unauthorized access to that data center • How often is your data center audited? • When was the most recent 3rd party audit performed and can you provide the results to CCC?				
25	Security	Intrusion Detection/Virus	• What safeguards are in place to prevent malicious 3rd party attacks and intrusion? • Do you have automated logging for all application activity? • How do ensure that your system is current to prevent all malware? • How does your application prevent threats such as SQL injection? • How often are 3rd party security audits performed. Provide the most recent report(s).	• How does your application prevent threats such as SQL injection?	• How does your application prevent threats such as SQL injection?		
26	Security	General	• What security logs does the host provider maintain and which tiers? • Upon request, vendor needs to provide CCC access to security logs • What security standards and methods are utilized (SSL/VPN Tunnel, Antivirus, Encryption, etc…) • The vendor shall provide applicable Service Organization Reports (SOC II type 1 and 2) or complete the CCC Audit Checklist if it does not perform SOC testing • The vendor shall address PCI compliance requirements in a manner that minimizes risk to the College, provide	• Not applicable	• Not applicable		

			certification of compliance with all current Payment Card Industry (PCI) standards (if applicable)				
27	Implementation	SDLC – Methodology	• Discuss your implementation methodology – What are the phases, tasks, responsibilities, and deliverables • Discuss your post-implementation activities and support as part of the standard offering	• Discuss your implementation methodology – What are the phases, tasks, responsibilities, and deliverables • Discuss your post-implementation activities and support as part of the standard offering	• Discuss your implementation methodology – What are the phases, tasks, responsibilities, and deliverables • Discuss your post-implementation activities and support as part of the standard offering		
28	Implementation	Preliminary Project Plan	• Provide a preliminary project plan for CCC taking into consideration our requirements (with assumptions). Include major milestones and key deliverables	• Provide a preliminary project plan for CCC taking into consideration our requirements (with assumptions). Include major milestones and key deliverables	• Provide a preliminary project plan for CCC taking into consideration our requirements (with assumptions). Include major milestones and key deliverables		
29	Implementation	Project Charter and other deliverables	• As appropriate, provide a sample charter and some representative project deliverables	• As appropriate, provide a sample charter and some representative project deliverables	• As appropriate, provide a sample charter and some representative project deliverables		
30	Implementation	Vendor Tasks/Responsibilities	• What are high-level tasks required of CCC and the vendor?	• What are high-level tasks required of CCC and the vendor?	• What are high-level tasks required of CCC and the vendor?		
31	Implementation	Change Management, Training, Communications	• Is change management included in your standard offering? Discuss your change management strategy, responsibilities, dependencies, and tasks • Is communication included in your standard offering? Discuss your communication strategy, responsibilities, dependencies, and tasks • Is training included in your standard offering?	• Is change management included in your standard offering? Discuss your change management strategy, responsibilities, dependencies, and tasks • Is communication included in your standard offering? Discuss your	• Is change management included in your standard offering? Discuss your change management strategy, responsibilities, dependencies, and tasks • Is communication included in your standard offering? Discuss your communication strategy,		

			Discuss your training strategy, responsibilities, dependencies, and tasks • What post-implementation training do you provide and to what audience? How often are the classes? Where are they located? What training options are available? Who conducts the training?	communication strategy, responsibilities, dependencies, and tasks • Is training included in your standard offering? Discuss your training strategy, responsibilities, dependencies, and tasks • What post-implementation training do you provide and to what audience? How often are the classes? Where are they located? What training options are available? Who conducts the training?	responsibilities, dependencies, and tasks • Is training included in your standard offering? Discuss your training strategy, responsibilities, dependencies, and tasks • What post-implementation training do you provide and to what audience? How often are the classes? Where are they located? What training options are available? Who conducts the training?		
32	Ongoing Maintenance	Project/Application Documentation	• What documentation do you provide for the project implementation and ongoing use?	• What documentation do you provide for the project implementation and ongoing use?	• What documentation do you provide for the project implementation and ongoing use?		
33	Ongoing Maintenance	Upgrades, Releases, Patches	• What is the most current release? When was it first available? When is the next release scheduled? What is currently included in the next release. • Describe the process for customers to provide input into your future releases • Discuss your patch, upgrade, and release strategy and address the following: Frequency, Time to Apply, Roles and Responsibilities, Dependencies, Testing, Contingency/Rollback, etc…	• What is the most current release? When was it first available? When is the next release scheduled? What is currently included in the next release. • Describe the process for customers to provide input into your future releases • Discuss your patch, upgrade, and release strategy and address the following: Frequency, Time to Apply, Roles and Responsibilities, Dependencies,	• What is the most current release? When was it first available? When is the next release scheduled? What is currently included in the next release. • Describe the process for customers to provide input into your future releases • Discuss your patch, upgrade, and release strategy and address the following: Frequency, Time to Apply, Roles and Responsibilities, Dependencies,		

			• Describe your process for providing release notes (timing, formats, content)? • Discuss how a change (configuration or customization) moves from request, development, testing, and production. • Describe your change control and version control process. • Describe what is included in your maintenance agreement as it relates to application/system bug/fixes.	Testing, Contingency/Rollback, etc… • Describe your process for providing release notes (timing, formats, content)? • Discuss how a change (configuration or customization) moves from request, development, testing, and production. • Describe your change control and version control process • Describe what is included in your maintenance agreement as it relates to application/system bug/fixes.	Testing, Contingency/Rollback, etc… • Describe your process for providing release notes (timing, formats, content)? • Discuss how a change (configuration or customization) moves from request, development, testing, and production. • Describe your change control and version control process. • Describe what is included in your maintenance agreement as it relates to application/system bug/fixes.		
34	Ongoing Maintenance	Support/Call Center - Response, Resolution, Escalations, Hand-off (CCC and Vendor) - SLAs	• Provide a sample Service Level Agreement document specifying response and resolution times for Production/Non-Production (based on various severities/priorities/tiered support) • Complete Appendix C • How do you adjust your employee resources for peak times? • Describe your help desk support activities and process. How would you coordinate with CCC'S centralized Service Desk? • Are there penalties if SLAs are not met, describe? •	• Not applicable	• Provide a sample Service Level Agreement document specifying response and resolution times for Production/Non-Production (based on various severities/priorities/tiered support) • Complete Appendix C •		

35	Ongoing Maintenance	Warranties	• What do you warranty as part of your standard offering?	• What do you warranty as part of your standard offering?	• What do you warranty as part of your standard offering?		
36	Ongoing Maintenance	Availability: System, Application, Network, Servers, etc…	• Discuss your guaranteed application and system availability (percentage) • Discuss your planned outages (address all tiers) • How flexible is your maintenance windows and can it be integrated and/or coordinated with CCC?	• Not applicable	• Not applicable		
37	Other	Scalability - Various Tiers	• Describe how your architecture (system resources) supports peak times and considers various concurrent activities (online, batch, services, reporting, etc…)	• Not applicable	• Not applicable		
38	Other	Mobile Device Capabilities	• Does your application support mobile devices? Can you provide an example?	• Does your application support mobile devices? Can you provide an example?	• Does your application support mobile devices? Can you provide an example?		
39	Other	Stress/Performance assurances/peak times	• Discuss your strategies for performance/stress testing to ensure maximum system efficiency during normal and peak times • How do you ensure adequate network bandwidth?	• Not applicable	• Not applicable		
40	Other	Monitoring - Trend analysis, Diagnostics	• Discuss what tools and/or applications do you utilize to ensure maximum system availability? What is available for CCC to utilize? When is CCC alerted? • How do you proactively identify potential issues?	• Not applicable	• Not applicable		
41	Other	Additional software licenses	• Is there specific 3rd party software required for your application?	• Is there specific 3rd party software required for your application?	• Is there specific 3rd party software required for your application?		
42	Other	Client hardware/softw	• Detail specific client workstation and/or	• Detail specific client workstation and/or	• Detail specific client workstation and/or		

		are/version requirements	software versions and requirements (e.g., web browsers, desktop memory, display resolution, etc…)	software versions and requirements (e.g., web browsers, desktop memory, display resolution, etc…)	software versions and requirements (e.g., web browsers, desktop memory, display resolution, etc…)		
43	Other	Additional SAAS	• Where is your hosting facility located? • Does this include all environments, i.e. test, development, training and production, provide detail? • Are these separate environments, virtualized, what is being proposed, i.e. what do we actually receive, provide detail? • What type of storage is allocated for each environment? • What is the process to have more storage, CPU, memory, etc.; is there an additional cost? • What type of database is being proposed, who does the initial setup and is responsible for the associated tuning and maintenance? • Is this a multi-tenant environment or will CCC get their own set of hardware and software? • If a multi-tenant environment what security measures are in place to ensure separation from other customers? • What type of hardware is being proposed, i.e. how many servers, makeup of the servers? • What type of redundancy, failover, and DR is included? • Can you provide an overall architecture Visio	• Not Applicable	• Not Applicable		

			document?				
44	Government Regulations	HIPPA, SOX, FERPA, Security, Data Retention	• With which government requirements/mandates do you comply (HIPPA, ADA Section 508, FERPA, etc…)? • Clearly delineate between Vendor and CCC responsibility as it relates compliance with government law, regulations, contracts, etc…	• With which government requirements/mandates do you comply (HIPPA, ADA Section 508, FERPA, etc…)? • Clearly delineate between Vendor and CCC responsibility as it relates compliance with government law, regulations, contracts, etc…	• With which government requirements/mandates do you comply (HIPPA, ADA Section 508, FERPA, etc…)? • Clearly delineate between Vendor and CCC responsibility as it relates compliance with government law, regulations, contracts, etc…		
45	Legal	Electronic Signatures	• If applicable discuss how your application utilizes and facilitates electronic signatures. Provide an example.	• If applicable, discuss how your application utilizes and facilitates electronic signatures. Provide an example.	• If applicable, discuss how your application utilizes and facilitates electronic signatures. Provide an example.		
46	General	External/Internal Hosting, SAAS	• What is the ratio of your clients who internally host, externally host, and utilize SAAS (answer based on your current offerings only)	• What is the ratio of your clients who internally host, externally host, and utilize SAAS (answer based on your current offerings only)	• What is the ratio of your clients who internally host, externally host, and utilize SAAS (answer based on your current offerings only)		
47	Value-added		• Provide a listing of all Vendor value-added offerings	• Provide a listing of all Vendor value-added offerings	• Provide a listing of all Vendor value-added offerings		
	Legal	Ownership of information	Contractual				
	Legal	Exit agreements (tasks/responsibilities)	Contractual				

Attachments

Appendix A: Backup

	DESCRIPTION	TIMING
Baseline	Pre-Production Image	
Daily Incremental Files	Data changes during the period all tiers all environments	
Full Data Files	All resident data files all tiers all environments	
Applications	All application files (full data files including cold backups)	
Operating System	All O/S configuration files – all tiers all environments	
Database	All database – all tiers all environments.	
Fall Back Copy	At request of the Board when a change is made to a the Board system a copy will be made before the change.	

Appendix B: Retention

Description	Retention Period
Baseline	
Daily	
Weekly	
Monthly	
Annual	
Key Calendar Dates	

Appendix C: Support

ENVIRONMENT	PRIORITY	TECH RESPONSE TIME	MAXIMUM RESOLUTION TIME
Production	High		
Production	Medium		
Production	Low		
Development/Test	High		
Development/Test	Medium		
Development/Test	Low		