

CONFIDUS Group Company Overview

Continuity Plans

**Business Continuity / Disaster Recovery Planning
Software**

CONFIDUS Group



Agenda

- CONFIDUS Group Overview
- Continuity Plans (BCDR Software) Overview
 - Solution Value
- Methodology & Engagement with Jonesboro
- Projected Pricing Approach
- Projected Timeframes
- Questions

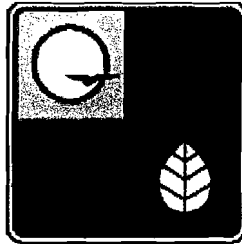
CONFIDUS Group Company Overview

- IT Consulting & Application Development Firm, founded in 1996.
- Provide IT solutions and services for Medium to Large organizations. Our project history includes solutions for the public and private sectors across multiple industries
- Offices / Locations
 - St. Louis, MO – Corporate Offices
 - Conway, AR
- Solutions and Services around our core skills of:
 - Business Continuity / Disaster Recovery Software and Services
 - Web-to-back-office Systems Integration
 - IT Outsourcing and Staffing
 - Collocation / Data Center Services
 - St. Louis, MO
 - San Antonio, TX
 - Denver, CO

CONFIDUS History

- 1996 - Began as a Email / Application Dev. Services Co.
- 1999 - Added Web Applications Development / Custom CRM Systems
- 2003 - Added Hosting, Collocation, Disaster Recovery Site Services
- 2004 - First BCDR Planning Engagement
- 2007 - Developed BCDR Planning Services
- In 2007, Confidus shifted focus to support the IT requirements of the BCDR Business Discipline.

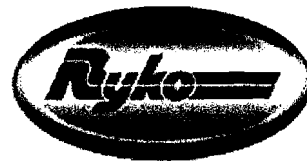
Our Client History Includes



ELSEVIER



FPL



Deutsche Bank



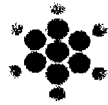
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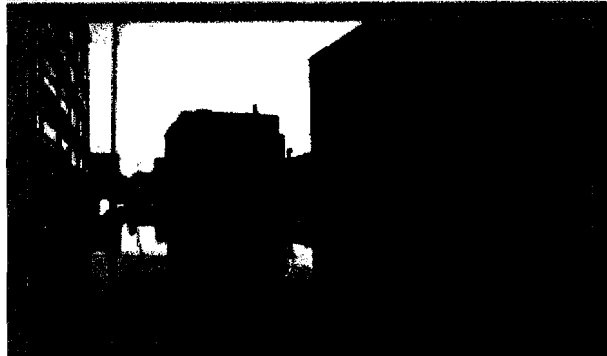
Continuity Plans by CONFIDUS

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**Continuity
Plans** By CONFIDUS



Continuity and Recovery Planning Services & Software



Continuity Plans by CONFIDUS

Continuity Plans produces a comprehensive Business Continuity/Disaster Recovery (BCDR) plan with input from you. The plan covers all 6 areas of standard BCDR plan phases, as well as numerous special sections for Identification of critical support data such as: Emergency Response Plan, Communications Plan, Hardware and Software SLA's and many more.

Continuity Plans by CONFIDUS

- Continuity Plans is CONFIDUS' web-based software solution for comprehensive BCDR planning, tracking and testing
 - Designed as a standards compliant solution (both ISO 17799 and BS 25999), as well as incorporating permission based hierarchy structure for internal security access and compliance
 - HIPPA
 - Sarbanes-Oxley
 - Solution enables planning and scenario testing for not only systems, business processes and data but also at:
 - Key personnel knowledge base & Skills Inventory
 - Password security management during crisis
 - Cataloging of all hardware, software, desk-top, and server equipment and structure
 - Relocation procedures for personnel and families
 - Provide businesses with a BCDR software solution and professional services that are Comprehensive & Intuitive, Fiscally Responsible, Accessible & Secure, and Holistic to IT Business Continuity.

Continuity Plans by CONFIDUS

- Comprehensive: Covers the standards-based elements of BCDR
 - Risk Assessment/Analysis
 - Business Impact Analysis
 - BCDR Strategy Development
 - Recovery Plan Development
 - Plan Testing/Audit
 - Plan Maintenance
 - Plan Execution Notification

- Intuitive: Browser Based Interface (Software as a Service model)
 - Compatible with Excel, Word, etc.
 - Easy incorporation of attachments and imbedded images
 - Help Guidance for plan construction
 - Management Reporting Dashboard

- Fiscally Responsible
 - Certified BCDR Professional Services to support Solution Package Offerings

- Accessible & Secure
 - Access through secure internet interface at 3 geographic disbursed locations

- Holistic Approach
 - Contact Information and Service Level Agreements for Vendors / Company / Customer
 - Hardware / Software Inventories and Facilities Requirements
 - Company Forms (PO Forms, Cash Advance Forms, Etc.)
 - Ties into existing ERP documentation (i.e. Emergency Meeting Locations, Family Displacement Procedures, etc.)

Continuity Plans Solution Value

- Continuity Plans provides standards compliant software planning tool for the development of your BCDR plan
- Secure and easy to use web-based tool
- Integrated City-wide trackable and testable plan
- Enables organizations and departments to leverage existing business continuity and disaster recovery work, documentation and images
- Allows municipalities / organizations access to BCDR talent without the addition of full time head count
 - BCDR certified professionals available for consultation and assistance in ongoing plan maintenance
 - BRCCI Certification – (www.brcci.org)
- “Lower cost” based solution due to Software as a Service (SaaS) structure
- Annual Testing and Training Service Packages
 - Semi-annual / Annual Testing and Annual Audit
 - Semi-annual Training / Workshops at company site
 - Pre-Purchased BCDR certified professional services

Methodology & Engagement

- We would employ our standard Project Management approach as we work with the City of Jonesboro:
 - Project will be assigned a dedicated Account Manager to execute project from our Arkansas office.
 - Eric Stuart
 - Project will be assigned a dedicated Project Manager to lead CONFIDUS Groups BCDR team to work with the City of Jonesboro.
 - Les League (Anticipated)
 - Prior to Kick-off Session, CONFIDUS will work with the City of Jonesboro to define:
 - Initial project plan
 - Detailed Agenda for project Kick-off Meeting
 - Detailed Schedule for 1st Onsite Meetings for the Risk Assessments and Business Impact Analysis portion of the project

Methodology & Engagement: Initial Timeframe

- o Upon a reached agreement, our estimated Project Engagement steps would be:

Business Day(s)	Milestone Activity	Who Involved
1 – 5	Kick-off Meeting w/City of Jonesboro and CONFIDUS Group	Jonesboro BCDR Team / CONFIDUS Team
	Outline Goals of BCDR project and Key Policies	Jonesboro BCDR Team / CONFIDUS Team
	Memo of BCDR Project Importance – CONFIDUS can provide a standard template	Jonesboro BCDR Team
	Begin setting up City of Jonesboro BCDR site on CONFIDUS servers	CONFIDUS Team
6 – 15	Complete City of Jonesboro BCDR site on CONFIDUS servers	CONFIDUS Team
	Hold 1 st 3-4 day Onsite Sessions w/Jonesboro BCDR Team to begin Risk Assessments and Business Impact Analysis	Jonesboro BCDR Team / CONFIDUS Team
	Hold Training Workshop w/Jonesboro Team on Continuity Plans software tool	Jonesboro BCDR Team / CONFIDUS Team
16 – 30	Complete Risk Assessments and Business Impact Analysis	Jonesboro BCDR Team / CONFIDUS Team
	Begin identifying Risk Mitigation strategies based upon information and insight from Risk Assessments and Business Impact Analysis	Jonesboro BCDR Team / CONFIDUS Team
31 – 35	Presentation of Findings & Recommendations: from Risk Assessments and Business Impact Analysis process, incorporating initial recommendations for strategies and steps to mitigate risk	CONFIDUS Team w/Jonesboro BCDR Team

Fiscally Responsible: City of Jonesboro Pricing Approach

- Provides an economical entry to BCDR plan compliance
 - Solution Package Options. For City of Jonesboro, these options would look like...

Tier A

Full BCDR Strategy Plan Development

CONFIDUS will:

- Conduct Interviews & Workshops to complete the Risk Assessments & Business Impact Analysis
- Provide Training on Continuity Plans Tool for Administrators & End Users
- Lead the development of BCDR strategy for City of Jonesboro
- Write Recovery Plans and Procedures with the City of Jonesboro editing

“Heavy Lifting” – performed by CONFIDUS

Tier B

Standard BCDR Strategy Plan Development

CONFIDUS will:

- Conduct Interviews & Workshops to complete the Risk Assessments & Business Impact Analysis
- Provide Training on Continuity Plans Tool for Administrators & End Users
- Participate in the development of BCDR strategy for City of Jonesboro
- Critique the Recovery Plans and Procedures written by the City of Jonesboro

“Shared Lifting” by CONFIDUS & City of Jonesboro

Tier C

Lite BCDR Strategy Plan Development

CONFIDUS will:

- Provide Training on Continuity Plans Tool for Administrators & End Users on:
 - Risk Assessments
 - Business Impact Analysis
 - BCDR Strategy Development
- Provide Professional Services for review & critique of:
 - BCDR Strategy
 - Written Recovery Plans and Procedures

“Heavy Lifting” – performed by City of Jonesboro

Fiscally Responsible: City of Jonesboro Pricing Approach

- Year One Pricing Estimates per Tier (includes 1st year license fee @ municipal rate of \$7,995.)
 - **Tier A: Full BCDR Plan Development** \$70,000 - \$85,000
 - **Tier B: Standard BCDR Plan Development** \$40,000 - \$50,000
 - Municipal Professional Services Hourly rate = \$120 / hr.
 - **Tier C: Lite BCDR Plan Development** \$15,000 - \$20,000
 - Municipal Professional Services Hourly rate = \$120 / hr.
 - **Other 1st Year Expenses**
 - Annual Testing / Audit \$6,000
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- **Estimated On-going Annual Expenses (multi-year Service Agreement)**
 - Annual License* \$7,995
 - Semi-Annual Test / Audit* \$10,000
 - Annual Training / Workshops (1 week) \$4,200
 - Municipal Hourly Rate (BCDR Professional Services) \$120 / hr.

* Service Agreement fees as part of std. Service Agreement.

Completion Timeframes: City of Jonesboro

- The following timeframes are estimated for completion of the work under each Tier option presented. Period is in days.
 - **Tier A: Full BCDR Plan Development** 120+
 - Length and scope for writing Recovery Plans and Procedures
 - Review, Editing and Finalizing Recovery Plans and Procedures
 - **Tier B: Standard BCDR Plan Development** 75 – 90+
 - Focus of City of Jonesboro personnel on the project
 - Number and scope of potential Recovery Plans and Procedures written by CONFIDUS personnel
 - **Tier C: Lite BCDR Plan Development** 35 – 50+
 - Scheduling and length of training for City of Jonesboro personnel on use of Continuity Plans tool
 - Review of Risk Assessments, Business Impact Analysis and BCDR Strategies from use of the tool by City of Jonesboro personnel

CONFIDUS Contact Information

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