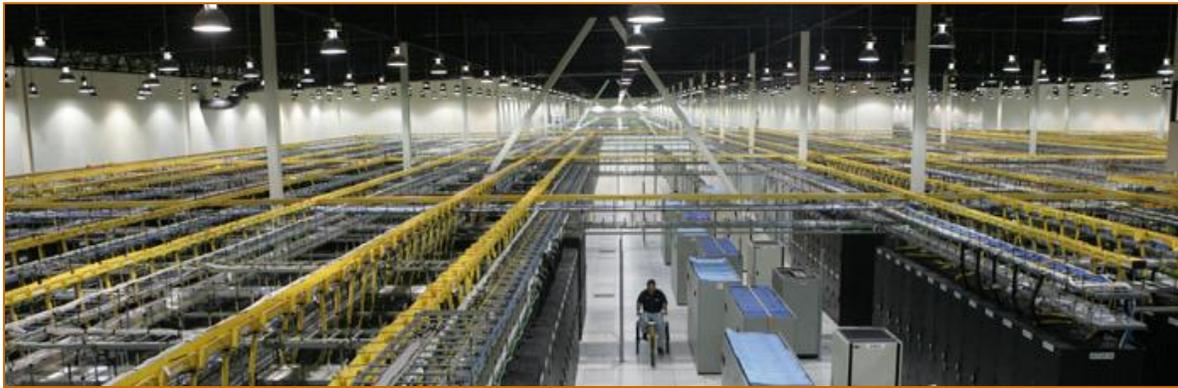


Enrollment Manager™

Infrastructure and Monitoring Protocols

The facilities utilized by RuffaloCODY to host Enrollment Manager represent some of the finest SAS 70 Type II compliant data centers available and provide advanced IP communications, managed networks and IT infrastructure solutions to more than half of the companies in the Fortune 500. Each facility provides world-class physical security, power availability, and infrastructure flexibility that ensure protection of, and access to, your Enrollment Manager environment.



Enrollment Manager clients have access to one of the few fully peered, facilities-based, Tier 1 Internet backbones in the United States, with hundreds of private peering relationships. These relationships provide connectivity with virtually all major Internet providers, allow for “routing around” congested public peering points, and ensure that Enrollment Manager clients will have reliable connectivity—as well as the best possible speed and throughput. Redundancy and high availability are further ensured through self-healing SONET metro fiber rings and meshed SuperPOP network architecture.

Physical Security

To protect your mission-critical operations, the primary RuffaloCODY data center maintains a tight and multi-layered security system. Video surveillance and electronic motion sensors provide continuous interior and exterior observation and 90-day retained storage. The building’s single entry point is outfitted with sophisticated security sensors, vandal-resistant and bullet-proof glass, full biometric hand scanning and mantraps.

In addition to the physical security features, data center activity is also monitored 24x7x365 by an on-site security staff and a Network Operations Center (NOC) staff, with all detected issues proactively tracked and acted upon for immediate resolution.

Infrastructure Specifications

The primary data center facility used by RuffaloCODY is built to match the requirements of the most demanding IT environments in order to deliver the reliability Enrollment Manager clients need to operate on a continuous 24/7 basis throughout the enrollment cycle.

The facility meets NEBS Level 3 compliance standards with 12-inch thick, steel-reinforced, concrete walls; pressurized raised floors; and a roof comprised of a fully-adhered, single-ply 60mil EPDM rubber membrane system with isocyanurate insulation.

In addition, the data center's design specifications are in compliance with Tier III design standards, as outlined by the Uptime Institute, and include:

- N+1 uninterruptable power systems (UPS's)
- N+1 power infrastructure
- N+1 redundant cooling infrastructure
- Ultrasonic humidification



Power is delivered through a fully independent Electrical Distribution Matrix with dual power company source support. In the rare event of a power failure, backup power is instantly available through the UPS battery system. For extended power outages, the data center is equipped with two 1.25 MW diesel generators and four 2.25 MW diesel generators. Each generator has a 48-hour on-site fuel capacity and multiple vendors are available for re-fueling if needed.

Enrollment Manager hardware is housed in cabinets with multiple thermal layers and real-time electronic adjustment of temperature. Cool air is delivered from twenty 135-ton custom Trane rooftop units, each providing more than 1,000 cfm for supply and return.

Data center staff proactively monitors air quality, via a pre-action, multi-zoned VESDA smoke detection system, which constantly tests the air for combustible particles that could lead to fire or damage equipment. In the unlikely event of a fire, a two-stage dry pipe fire suppression system with localized distribution provides immediate relief to any zone that has been impacted.

Database Monitoring

All RuffaloCODY servers and applications are monitored around the clock, 365 days a year. In the event of hardware or software failure, or physical/ environmental problems, RuffaloCODY network engineers and senior management are notified immediately by phone, email and/or text message in escalating fashion by either data center security or NOC staff.

Managed Data Backup

RuffaloCODY knows the true value of data backup is the ability to quickly restore your data when needed. That is why RuffaloCODY conducts on-going tests of its data restoration process and maintains off-site backups of all Enrollment Manager databases.

The current off-site backup schedule for Enrollment Manager clients is as follows:

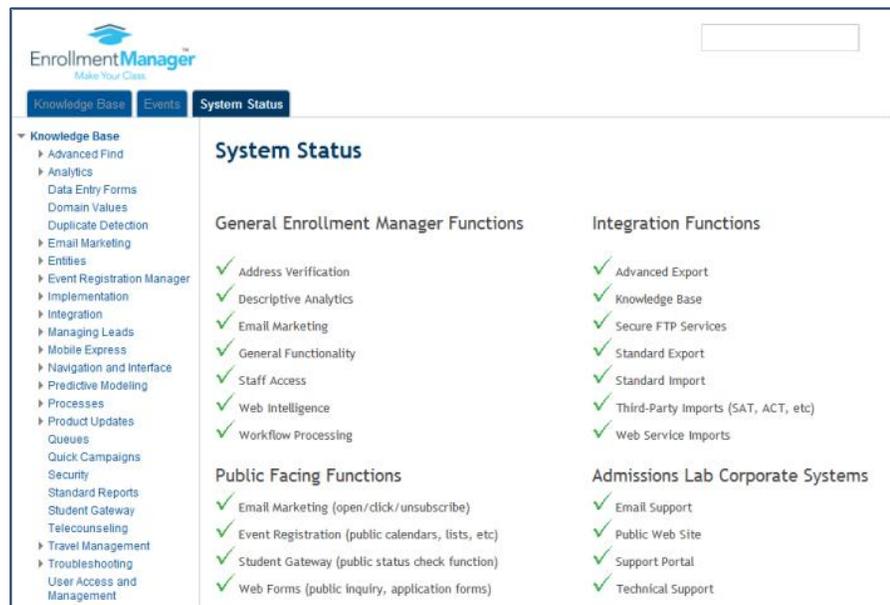
- Current week: one full and daily differential backups
- Previous week: one full and daily differential backups

If an organization requires a different backup frequency or retention schedule, please contact RuffaloCODY.

Network Access (uptime)

Agreements with multiple providers ensure 24x7x365 access is available to Enrollment Manager 99.5% of the time, as defined in the Enrollment Manager Service Level Agreement (SLA). Aside from scheduled server or application maintenance (see below), clients should not experience disruptions in access due to downtime caused by the RuffaloCODY data center network environment. However, RuffaloCODY clients may experience disruptions and/or slow performance due to internet configuration and/or environmental issues within a campus network or because of connectivity problems with their local Internet Service Provider(s). RuffaloCODY is not responsible for these issues.

In the unlikely event of a network disruption related to the RuffaloCODY data center network environment, appropriate RuffaloCODY staff members are notified immediately by phone and email in escalating fashion. In addition to network operations staff, the RuffaloCODY senior management team is notified at any time, day or night, if a network disruption related to our data center occurs. RuffaloCODY clients can monitor the situation from a System Status page (above) that reflects the current status of all Enrollment Manager systems and processes.





Scheduled Maintenance

Scheduled maintenance and updates take place each Saturday from 11:00 p.m. to 11:59 p.m. EST. Although the maintenance “window” is scheduled for one hour per-week, average maintenance and update time is typically less than 15 minutes.

If the need arises for additional maintenance or the application of product updates, each Enrollment Manager client will be notified at least 24 hours in advance via e-mail. Additional notifications will also be posted to the RuffaloCODY Support Website. This type of unscheduled maintenance activity will typically be performed on weekends or during non-business hours unless the specific situation warrants emergency intervention.

Disaster Recovery

If data is lost due to a major malfunction of data center systems, user error, isolated hardware problems, or other environmental issue, recovery is available through backup/restore procedures.

Clients are contacted immediately by e-mail when RuffaloCODY detects a loss of data or a system failure. (Clients are responsible for reporting a loss of data due to user error.) Subsequent contacts will be made on a daily basis to ensure that each client is kept abreast of every development regarding the recovery/restoration of data.

Recovery Procedures

- RuffaloCODY System Administrators or Engineers determine that an event has occurred that includes data loss.
- RuffaloCODY Engineers record information about the nature of the event, the diagnostics that were performed and a list of the clients that were affected. The situation is then escalated immediately to the senior management team, Senior Engineers and Technical Support Managers.
- Each member of this team work specifically on assigned tasks:
 - Set up a triage to determine, for each client, the extent of data loss caused by the event and what equipment and data can be recovered immediately.
 - Accumulate the complete configurations for each effected component including the following: server configurations builds, archived data and files, server hardware specifications, security and firewall specifications, local and wide area network (public and private) configurations, applications and environmental (e.g. power/cooling) requirements.
 - Contact clients with a detailed assessment of the situation and a plan for restoration of data.

- Assign dedicated project managers and associated teams (i.e. system and network engineering, professional services personnel) to facilitate the recovery process. One or more of these teams will be assigned to one or more clients, depending on the severity of the event and the size and complexity of the solution.
- The teams of technical staff, led by the project managers will then execute the recovery process. This process may involve restoring existing systems and data files or switching to back-up systems and data located at a second data center facility (off-site) or at the RuffaloCODY offices (off-site). Recovery may take from one hour to twelve hours depending on the severity of the specific incident.