



CoreSHIELD Product Catalog

CoreSHIELD is a suite of web-based portals and applications that provide an Information Sharing Environment (ISE) for enabling the exchange of information and effective management of knowledge. The portals support collaboration between individuals, groups and communities within Federal, State and local government, industry, academia and military entities. Fundamental to CoreSHIELD is the Common Organizational Registry Environment (CORE), which provides role-based access to self-organizing user driven communities. Central components of the CORE include content, containers and community tools available to every portal.

Leveraging the most current, scalable, secure infrastructure, this cloud based platform and horizontally scaled service offering support over 30,000 contacts, members and guests at which includes labs and regulatory agencies in all 50 states. The secure collaboration tools enable real-time virtual engagement between users reducing travel costs, facilitating exchange, raising awareness and providing permanent retention of mission critical resources. Combined with the app store, and mission specific portal customization, this platform provides a common integration platform and secure access point for the coordination of cross-functional and collaborative exchange.

Collaboration Tools and Services

The following is a series of community driven tools and services arranged in tiers. FPD staff work with partners to implement the best collaboration tools and service packages to fit their needs.

Common to all tiers are base tools and services provided to enhance the collaboration and productivity of users on the CoreSHIELD platform.

Base Tools:

- Custom work groups
- Context specific applications for:
 - o *Collaboration*: Activity Feeds, Webinars, Alerts, Discussion Boards, Blogs
 - o *Coordination*: Projects & Tasks, Calendars, Event Management, Distribution Lists, Polls
 - o *Asset management*: Documents, Links, Video Galleries, Photos, Data Collection, Reports
 - o *Education*: Training module, Knowledge base

Base Services:

- Support
- Helpdesk, Knowledgebase, Online Training
- Single-sign-on -- centrally managed CoreSHIELD authentication
- Service based infrastructure
- Security monitoring
- Intrusion detection and prevention
- Continuous licensing, software and contract updates
- Full service staff of experienced IT specialists
- Access to FoodSHIELD as a shared and managed collaboration resource



Product Tiers

FPDI has established four scaled Product Tiers, allowing stakeholders options to align their work with the right level of functionality and service.

Bronze Tier: Secure Custom Work Group

(example includes: Flu at the Zoo)

The secure custom work group is an online service which provides a dedicated space for users in need of additional customization and support. Secure custom work groups are operated on the FoodSHIELD portal without a separate publicly accessible web site

Base tools and services plus:

- Customized color scheme and logo
- Access for up to 50 members and/or 500 guests
- Availability for contracted customization and development
- Support for up to 500 hours of meeting time
- Service for up to 500k text messages per year

Silver Tier: Secure Custom Collaboration Site

(examples include: Retail Food Risk Factor Study Tool)

The secure custom collaboration site combines all the features of the bronze tier with the addition of a customized website for public presence and visibility. It also includes increased meeting time and text message capacity.

Base tools and services plus:

- Unique web address/URL, login and landing page
- Customized color scheme, logo and design
- Implementation, training, and project management (onsite meetings available)
- Availability for contracted customization and development
- Support for up to 500 members and/or 5,000 guests
- Support and service for up to 2,000 hours of meeting time
- Service for up to 1 million text messages per year
- Public site customization consultation
- Unique pilot site access
- Strategic implementation plan



Gold Tier: Full Collaboration Portal

(examples include: ICLN, NAHLN, FERN)

The full collaboration portal provides all features and functions of the CoreSHIELD platform and customized public website with complete customization options for specific missions or business needs. This level includes ongoing annual project management, training and coordination services and the ability to contract with FPD I for additional custom development modifications.

Base tools and services plus:

- Complete stand-alone Collaboration Portal.
- Unique web address/URL
- Customized login, landing page, public presence, color scheme and logo
- Dedicated application server(s) and customizable application architecture.
- Customized Implementation, training, and project management.
- Portal wide administrative features and functions for:
 - Onboarding, Account Management, App Store, Communications, and Reporting
- Additional custom modules such as LabDirectory
- Support and Services for up to 6,000 hours of meeting time
- 3 million text messages per year
- System or Mission Specific Security Plan

Platinum Tier: Enterprise Level Collaboration Portal

(example: FoodSHIELD)

An enterprise level collaboration portal such as FoodSHIELD offers unlimited access to all CoreSHIELD features and functions and operates in a dedicated virtual private cloud environment with dedicated hardware and infrastructure completely separate from the other CoreSHIELD portals. The Enterprise Level Collaboration Portal would provide complete customization and ownership.

Gold Level functionality plus:

- Dedicated Program Manager
- Administrative Coordinator, access management and QA
- Dedicated virtual infrastructure, WAF and database
- Annual stakeholder meeting.
- Quarterly stakeholder advisory committee coordination
- Complete product direction control
- Custom development services for up to 1 FTE
- Unlimited meeting time for up to 200 members
- SMS Short code & up to 4.5 million text messages



Operations and Maintenance:

Once deployed or activated, each collaboration tool is assessed an annual Operations and Maintenance (O&M) fee. Through strategic cost sharing, the O&M costs are greatly reduced as each collaboration tool provides support to the CoreSHIELD platform.

O&M fee breakdown:

- Servers are hosted in a FEDRAMP compliant US Government only data center with superior failover processes, uploaded file content reliability, DDOS attack prevention and monitoring
- Domain name registration annual renewal.
- FedRAMP compliant webinar hosting and licensing. The webinar license allows for online meetings hosted through the individual portals.
- Security service and security licenses. The system has multiple layers of proactive and reactive security measures to provide critical reliability and resiliency. This includes renewal licensing of software that runs firewalls, and penetration tests.
- Network Management. A shared network administrator is tasked to proactively address patch management issues within the servers.
- Help Desk Services. Help Desk personnel will respond to request from users for password resets, and any issues not related to software functionality. Responses are through email, phone and live chat. Help Desk services will be made available from 7:00am to 7:00pm CST.
- Outreach and support services is a constant function provided by FPD. We facilitate cross portals collaboration and knowledge management, shared services, development and brand marketing.
- Also included in O&M is a presence at conferences and meetings determined beneficial by advisory committee members ensuring portals are consistently represented and promoted.
- CoreSHIELD Features and Functionality are constantly being expanded and re-integrated into and across all portals. As new features are developed they will be phased into the CoreSHIELD architecture and made available for use by all portal owners and stakeholders.



Portals by Tier

<i>Portal or Website</i>	<i>Type</i>	<i>Tier</i>	<i>Description</i>
FoodSHIELD	Portal	Platinum	
FERN	Portal	Gold	Food Emergency Response Network
NAHLN	Portal	Gold	National Animal Health Laboratory Network
ICLN	Portal	Gold	Integrated Consortium of Laboratory Networks
HSUP	Portal	Gold	Homeland Security University Programs
Virtual Technology Showcase	Website		DHS S&T Virtual Showcase
PFP	Website		Partnership for Food Protection
IFSS-Animal Feed Network	Portal	Gold	Animal Feed Network - LivestockNet - Pet Event Tracking Network
IFSS- Retail Risk	Portal through WG	Silver	Retail Food Risk Factor Study
IFSS-RRT CAT	TBD		Rapid Response Team Capability Tool
IFSS-OP (State Task Force Sites)	19 "Portals"; 12 Public Sites	Silver	Office of Partnerships Food Protection Task Force
IFSS-PT Proficiency Test	Workgroup-via FS LabDIR	Bronze	

