CoreSHIELD Product Catalog

Revised - 6/23/15

Created by the National Center for Food Protection and Defense. CoreSHIELD is the information technology architecture underlying a suite of web-based portals and applications that together provide a gateway for communication, coordination, and training among the stakeholders charged with protecting and defending the nation's critical infrastructure.

CoreSHIELD unleashes the power of building a collaborative community in a secure environment. Fundamental to CoreSHIELD is the Common Organizational Registry Environment (CORE), which provides role-based contact information and several capabilities such as document management, workgroups, online meetings, e-learning, e-mail notifications, calendaring, secure-send, user authentication and single sign-on, all of which can be shared and leveraged by the portals residing on CoreSHIELD.

CoreSHIELD supports a variety of web-based portals, working groups, and applications to support the needs among a variety of stakeholders in Federal, State and local governments with industry, academia and military entities united in protecting the Food Supply in response to Homeland Security needs.

Leveraging the most current, scalable, secure technological platforms, this Cloud Based infrastructure and horizontally scaled service offering has grown to support nearly 30,000 contacts, members and guests and has participation from labs and regulatory agencies in all 50 states. A comprehensive suite of secure collaboration tools and online webinars enable real-time engagement between users reducing travel costs and providing real-time feeds and permanent archives for mission critical collaboration. Over 1,000 webinars, seminars and regularly occurring meeting are held on this infrastructure annually logging more than 64,000 minutes each month. This infrastructure combined with the FoodSHIELD App store provides a common integration platform and secure access point in support of cross-functional, coordinated and collaborative activity.
Collaboration Tools and Services

To support users at all levels with varying needs, CoreSHIELD offers several collaboration tools and services. These scalable offerings are based on feature requests and user requirements and are arranged in tiers. NCFPD staff work with users to determine the best collaboration tool and service package to fit their needs.

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

Base Tools:

- Custom working groups
- Collaboration & Productivity Apps for:
  - Asset management: Documents, Links, Video Gallery, Photos, SecureSend
  - Collaboration Tools: Email and Distribution List Management, Shared Calendars, Discussion Boards, News Feeds, Group Blog, Polls
  - Communications: Meetings and Online Webinars, Scheduling and Recording, Text Alerting

Base Services:

- Support and Training
- Helpdesk, Knowledgebase Library, Online Training Videos
- Single Sign on centrally managed CoreSHIELD authentication
- Domain registration
- Service based scalable infrastructure
- Security monitoring
- Intrusion detection and prevention
- Continuous licensing, software and contract updates ensuring operation in the most secure, efficient and up to date environment possible.
- Full service staff of experienced IT specialists available as resources to help solve your problems, support your customers and successfully implement your project.
- Access to FoodSHIELD as a shared and managed collaboration resource
Product Tiers

NCFPD 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**

The secure custom work group is an online service, which provides a dedicated space for a group of users in need of additional meeting time and communications resources but not yet in need of a customized publicly accessible web site. Secure custom work groups are operated on the FoodSHIELD portal.

**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**

The secure custom collaboration site combines all the features of the bronze tier with the addition of a customized website for public presence and an increased meeting time and text messages.

**Base tools and services plus:**
- Unique web address/URL, login and landing page
- Fully customizable Content Management System
- Customized color scheme and logo and design consultation
- Full access to FoodSHIELD apps, features and upgrades
- Implementation, training, project management and design services
- Onsite implementation or training
- Training tools and custom video specific to your site and needs.
- 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 consult
- Pilot site and phased implementation plan
Gold Tier: Full Collaboration Portal

The full collaboration portal exposes 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 on going annual project management, training and coordination services and the ability to contract with NCFPD for additional custom development modifications. This portal and IT assets become co-owned between stakeholder and NCFPD via the University of Minnesota board of regents.

*Base tools and services plus:*
- Complete stand alone Collaboration Portal.
- Unique web address/URL
- Login and landing page
- Fully customizable Content Management System
- Customized color scheme and logo
- Dedicated application server(s) and customizable application architecture.
- Customized Implementation plan, design services, and project management.
- Support and Services for up to 6,000 hours of meeting time and
- 3 million text messages per year
- System or Mission Specific Security Plan and FISMA

Platinum Tier: Enterprise Level Collaboration Portal

An enterprise level collaboration portal such as FoodSHIELD offers unlimited access to CoreSHIELD features and functions and dedicated or virtual dedicated hardware and infrastructure completely separate from the existing Common Organizational Registry Environment (CORE). The commonality of the existing architecture links federal, state and local governmental regulatory agencies and laboratories united in defending the food supply through web-based tools that enhance threat prevention and response, risk management, communication and asset coordination, as well as public education. Should the opportunity or need to stand up or create a new CORE dedicated to an alternative mission arise, the Enterprise Level Collaboration Portal would be required.

*Gold Level functionality plus:*
- Project manager
- Administrative specialist/access manager and QA
- Dedicated GovCloud virtual infrastructure and database
- Onsite training and annual stakeholder meeting.
- Quarterly stakeholder meeting coordination and product direction involvement and
- Up to one month custom development services.
- Unlimited meeting time.
- 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 fees cover:

- **Server hosting** at a FEDRAMP and ITAR compliant US Government only data center with superior failover processes, uploaded file content reliability, DDOS attack prevention and monitoring
- **Domain name registration** annual renewal.
- **Adobe Connect Webinar license.** The webinar license allows for online meetings hosted through the individual portals.
- **Security 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 on the firewalls, as well as the penetration testing system.
- **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** is a constant function through the NCFPD. By using our services, we are able to cross reference portals, share services, development and brand marketing. We also have a presence at many conferences and meetings so your site will be 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.
Disclaimer

The University of Minnesota Board of Regents owns the CoreSHIELD application platform and technology that supports all portals and workgroups within these tiers. NCFPD manages the development, operations, and maintenance of the platform.

Portals by Tier

As of 6/23/15

<table>
<thead>
<tr>
<th>Portal or Website</th>
<th>Type</th>
<th>Tier</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Platinum Tier</strong></td>
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</tr>
<tr>
<td>FoodSHIELD</td>
<td>Portal</td>
<td>Platinum</td>
<td>Food and Agriculture Sector collaboration tool</td>
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<tr>
<td><strong>Gold Tier</strong></td>
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<tr>
<td>FERN</td>
<td>Portal</td>
<td>Gold</td>
<td>Food Emergency Response Network</td>
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<td>NAHLN</td>
<td>Portal</td>
<td>Gold</td>
<td>National Animal Health Laboratory Network</td>
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<td>ICLN</td>
<td>Portal</td>
<td>Gold</td>
<td>Integrated Consortium of Laboratory Networks</td>
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<tr>
<td>HSUP</td>
<td>Portal</td>
<td>Gold</td>
<td>Homeland Security University Programs</td>
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<tr>
<td>IFSS-Animal Feed Network</td>
<td>Portal</td>
<td>Gold</td>
<td>Animal Feed Network: LivestockNet and PETNet Event Tracking Network</td>
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<tr>
<td>IFSS-OP (State Task Force Sites)</td>
<td>19 &quot;Portals&quot;; 12 Public Sites</td>
<td>Gold</td>
<td>Office of Partnerships Food Protection Task Force</td>
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<tr>
<td><strong>Silver Tier</strong></td>
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<tr>
<td>IFSS- Retail Risk</td>
<td>Secure Custom Collaboration Portal</td>
<td>Silver</td>
<td>Retail Food Risk Factor Study</td>
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<td><strong>Bronze Tier</strong></td>
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<tr>
<td>IFSS - Proficiency Test (PT)</td>
<td>Workgroup-via FS LabDIR</td>
<td>Bronze</td>
<td>FDA laboratory proficiency test system</td>
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<tr>
<td>IFSS-RRT CAT</td>
<td>Secure Custom Workgroup</td>
<td>Bronze</td>
<td>Rapid Response Team Capability Tool</td>
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<td><strong>Public Website</strong></td>
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<td>Virtual Technology Showcase</td>
<td>Portal Website</td>
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<td>DHS S&amp;T Virtual Showcase</td>
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