



CoreSHIELD Product Catalog

The CoreSHIELD platform is an Information Sharing Environment (ISE) that provides a gateway for communication, coordination, collaboration, education and training for Federal, State and local governments with industry, academia and military.

CoreSHIELD unleashes the power of collaborative community building in a secure environment. Fundamental to CoreSHIELD is the Common Organizational Registry Environment (CORE), which provides role-based access to collaboration enabling technology in workgroups and teams through digital assets, online meetings, online learning, projects and tasks, secure communications, and single sign-on; all of which is shared and managed in mission specific portals on the CoreSHIELD platform.

Numerous portals exist on CoreSHIELD, each with its own unique appearance, business rules, applications, and workgroups benefitting from shared CoreSHIELD functionality. The FoodSHIELD portal, for example, has its own FoodSHIELD-specific database of information that is not shared with other portals, and currently provides access to custom applications utilized only within FoodSHIELD: Recalls, Food Adulteration Incidents Registry (FAIR), and an After Action eXchange (AAX) database. In addition, portal users can create custom workgroups on demand to meet emerging needs. Workgroup members can share documents, collaborate via webinars, and e-mail in a secure environment, not visible outside of the workgroup.

Leveraging the most current, scalable, secure technology, this cloud-based infrastructure and distributed service offering has grown to support over 20,000 contacts, members and guests and has participation from labs and regulatory agencies in all 50 states. This comprehensive suite of secure collaboration tools enables critical engagement between users reducing travel costs and providing real-time feeds and permanent archives for mission critical collaboration. The CoreSHIELD platform successfully provides a common coordination mechanism between the Federal agencies and their interdependent regulatory and public health partners spread across different organizations, sectors and physical locations.

In 2005, FoodSHIELD, one of the CoreSHIELD portals, was initiated with a USDA CREES grant. Its initial and continuing mission is to facilitate collaboration among the federal regulatory agencies, laboratories, state and local government entities, military branches, and academics involved in protecting and defending the global food supply. Now with over 14,000 users actively maintaining accounts, FoodSHIELD is the preferred gateway for communication, collaboration, education, and training amongst the nation's critical infrastructure stakeholders.

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. Program staff work with partners to determine the best collaboration tool and service package to fit their needs.

Free Tier: (available through FoodSHIELD)

Common to all tiers are base tools and services provided to enhance the collaboration and productivity of users working on the CoreSHIELD platform. These tools are made freely available to all vetted members that qualify for a FoodSHIELD membership.¹

Base Tools:

Custom Workgroups

Collaboration & Productivity Apps for:

- *Communication*: Activity Feeds, Webinars, Email, Text, SecureSend, Discussion Boards, Blog
- *Coordination*: Calendars, Events, Training, Task Management, Polls
- *Asset management*: Documents, Links, Video Galleries, Photos, Data Tools

Base Services:

Support and Training

Helpdesk, Knowledgebase, Online Training Videos

Single-sign-on centrally managed CoreSHIELD authentication

Software as a Service (SaaS)

Security monitoring

Intrusion detection and prevention

Managed licensing, software and contract updates

Full service staff of experienced IT specialists

Customization

In addition to base tools and services, portals residing on the CORE have the ability to be customized to meet use, functionality and visual requirements. Public-facing websites, navigation and appearance customizations provide a unique web presence for agencies and organizations or can be matched to current brand requirements. Implementation, design and maintenance services are all included in customization activities.

¹ "FoodSHIELD Vetting Process," 2017. [Online]. Available: [https://www.foodshield.org/default/assets/File/FoodSHIELD_Vetting_Process\(1\).pdf](https://www.foodshield.org/default/assets/File/FoodSHIELD_Vetting_Process(1).pdf).

Product Tiers

In addition to the "Free Tier" provided through FoodSHIELD, portals are arranged in four tiers allowing stakeholders to select options that align their work with the most appropriate levels of functionality and service. Tiers also allow organizations to get started and to grow to a larger set of options if needed.

Bronze Tier: Secure Custom Work Group (example includes: Proficiency Testing)

The secure custom work group provides dedicated space for users in need of resources and support above that of the generically available free FoodSHIELD access. This tier does not provide a customizable publicly accessible web site. Secure custom work groups are operated on existing FoodSHIELD portal resources. In addition to base tools and services, secure custom workgroups have access to:

Base tools and services plus:

- A 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 Risk Factor Study Tool)

The secure custom collaboration site combines all of the base tools and services, the features of the bronze tier and adds a customized website for public presence. The number of supported members, meeting time and text message limits are also increased.

Bronze level functionality plus:

- Unique web address/URL, login and landing page
- Public site customization consultation
- Implementation, training, and project management
- Pilot site access and phased implementation plan
- Training specific to your mission and needs.
- 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.

Gold Tier: Full Collaboration Portal (examples include: ICLN, NAHLN, FERN)

The full collaboration portal includes all features and functions with complete customization options to meet all your mission specific needs. This level includes ongoing annual project management, training and coordination services and the ability to contract for additional custom development modifications.

Silver level functionality plus:

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

Gold Tier portals also include increased service provided in:

- Public site customization consultation
- Implementation, training, and project management
- Pilot site access and phased implementation plan
- Training specific to your mission and needs.

Platinum Tier: Enterprise Level Collaboration Portal (example: FoodSHIELD)

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). Should your own CORE, the Enterprise Level Collaboration Portal would provide all the assets necessary.

Gold Level functionality plus:

- Administrative Coordinator for access management and QA
- Dedicated virtual infrastructure, WAF and database
- Custom implementation or project management and annual stakeholder meeting.
- Quarterly stakeholder meeting coordination and product direction involvement
- 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 across all portals, O&M costs for each individual portal are greatly reduced.

O&M fee breakdown:

Server hosting on FEDRAMP moderate government only secure cloud infrastructure.

Domain name registration annual renewal.

Webinar license. Online meetings hosted through each individual portal.

Security service and security licenses. Protecting the confidentiality and integrity of your portal through multiple layers of proactive and reactive security measures. This includes renewal licensing of software that runs firewalls, and security tests.

Network Management. Proactive patch management and infrastructure updates

Help Desk Services. Help Desk personnel will respond to requests from users for password resets, and any issues not related to software functionality. Responses are handled through email, phone and live chat. Help Desk services are available from 7:00am to 7:00pm CST.

Outreach and support is a function provided by CoreSHIELD staff. By using our services, we are able to cross-reference portals, share services, development and brand marketing. Our 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 platform and all portals and workgroups within these tiers. FPDl manages the development, operations, and maintenance of the platform.

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
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	Custom Workgroup	Bronze	Rapid Response Team Capability Tool
IFSS-OP (State Task Force Sites)	State Public Sites and portals, 3 mobile apps	Silver	Office of Partnerships Food Protection Task Force
IFSS-PT Proficiency Test	Workgroup-via FS LabDIR	Bronze	