

**ADDENDUM 7 TO APPENDIX 9 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
STATEMENT OF TECHNICAL APPROACH
AUDIO AND DATA CONFERENCING**

1 NORTHROP GRUMMAN AUDIO CONFERENCING SERVICES

Northrop Grumman will replace the premise-based audio conferencing solution currently in use by VITA with a hosted solution. A hosted solution delivers a number of benefits including:

- Reliability – Leverage an existing robust infrastructure and redundancy, and eliminate the reliance on a single site / single premise-based solution.
- Functionality – Wide range of standard and optional services that deliver high-tech conferencing to the Commonwealth of Virginia
- Freedom – Reservationless audio conferencing allows Conference Leaders to initiate conference calls with up to 125 people with no notice.
- Cost – More cost effective solution that allows users to take advantage of toll-free access numbers to avoid long-distance and 800 number costs.

Northrop Grumman's Audio Conferencing Service will assign each user a VITA-branded toll free dial in number as well as a conference code to initiate conferences. The audio solution comes in three levels of service, Reservationless, Operator-Assisted and Special Event.

1.1 Audio Conferencing Service – Reservationless

Based on VITA's prior usage and Northrop Grumman experience, we expect the Reservationless audio conferencing service to be the primary service in use throughout the Commonwealth. It provides the freedom to schedule audio conferences at anytime, 24x7x365, with no reservations needed and no operator necessary. There are also no time limits on the conferences so the Leader and users are free to utilize the conference as long as necessary to successfully complete Commonwealth business. Reservationless conferences can accommodate up to 125 attendees per conference.

Leaders can control their conferences either via phone in the conference or through the web in parallel to their audio conference. The integrated web moderator platform allows the leader to change conference options such as edit the leader's profile, schedule and notify, execute telephone keypad commands, view an audio or a web participant list and many more. Expenses associated with all attendees participating in the conference are billed to the Conference Leader.

The Reservationless conferencing service provides a wide range of functionality. A partial list of that functionality is listed below:

- Leader can dial out to the participants to connect them to the conference
- Option (separately priced) to record and playback the conference at a later time
- Entry and exit announcements as well as an attendee roll call
- Leader can mute all participants or individually mute participants
- Leader can lock the conference to prevent new participants from joining for security purposes
- Auto continuation allows the conference to continue if the leader must depart prior to the end of the conference
- Participants can break out into sub-conferences from the main conference

1.2 Audio Conferencing Services – Operator-Assisted

Operator-Assisted audio conferences combine the feature-rich conferencing of the Reservationless with the professionalism offered by an operator. These types of conferences

are perfect for larger or more formal conferences that require the support and touch of a professional moderator. Operator-Assisted conferences require a reservation which can be scheduled over the phone or via a real-time online reservation system with as little as 30 minutes of advance notice. Participants who call in to the conference utilize the leader's permanent number and are greeted by an operator who places them into the conference. Operator-Assisted conferencing can support up to 10,000 participants in a single conference. There are no cancellation fees for all conferences up to 500 participants.

Operator-Assisted offers a wide range of features, from basic touch-tone phone commands available during the conference, to standard call entry and exit options to "Surround the Call" options that offer high-touch, high-value applications (some come with an additional fee).

1.3 Audio Conferencing Services – Special Event

Special Event Audio Conferences are essentially the same as Operator-Assisted Conferencing with some unique capabilities layered on top. They are typically high visibility calls that require additional operator assistance and enhanced features. Examples could include employee training, product rollouts, press conferences, announcements, etc.

Special Event conferencing is used for conferences with more than 25 attendees and a need for one or more of the following enhanced services: Polling, Q&A, and / or Communication Lines. Pre-call services include call registration, walk through with an account specialist and distribution of collateral and information. During the call services include a private communication line, custom greeting and closing scripts, and call security / passwords. Post call services include participant lists, transcription / recording options, and replay information / call-in lists.

1.4 Training

To ensure the Commonwealth users get maximum benefit from their audio conferencing service, there are a number of training options that are available from the Northrop Grumman team:

- **Lunch and Learns:** Large group meetings conducted live or via an audio conference focused on the Administrative Assistants who set up the majority of the conference calls. This is intended to be a two-way communication where the Northrop Grumman team can learn about the Administrative Assistant's conferencing needs as well as a walk through of conferencing services and processes.
- **Open House:** Take place in a cafeteria or conference room where the Northrop Grumman team is available throughout the day to educate end users. This includes the distribution of customized marketing material to help inform the end users of the services and features that would best support their business.
- **Customized "How To" Packages:** The Northrop Grumman team will send each end user a customized "how to" marketing package outlining step-by-step instructions on how to use all of the services and features. These packages are specifically customized for those leading conference calls as well as for Administrative Assistants.
- **First Time Call Follow-up:** New users are phoned the day of their first conference call to ensure that the call went well and answer any questions.

All of the above options are included in the rates. Northrop Grumman will develop the appropriate training approach and VITA will approve the approach during the implementation of the service.

1.5 Transition Plan

A detailed Transition Plan will be developed by Northrop Grumman and presented to VITA for approval as part of the project to implement the new Audio Conferencing services and decommission the existing audio conferencing bridge. The Audio Conferencing "Transformation" will follow a similar approach to all other transformation projects with the creation of a project schedule, communications plan, deployment plan, selection of a pilot Agency, etc. The plan is to use VITA as the pilot Agency with transition and decommissioning of equipment completed by the end of January 2008.

2 NORTHROP GRUMMAN DATA CONFERENCING SERVICES

Northrop Grumman will replace the premise-based data conferencing solution currently in use with a new hosted solution. There are a number of benefits to a hosted approach including:

- Reliability – Servers are strategically dispersed at facilities around the globe, the interactive network routes meetings through hubs that deliver reliable, secure, high-performance services.
- Functionality –The service delivers a robust set of features and functionality. It can also be tightly integrated with the proposed audio conferencing solution to provide a true productivity enhancing tool.
- Flexibility – Commonwealth users can choose from two different usage models: A per minute approach for light users and a per seat approach for medium to heavy users.
- Cost – The proposed approach includes volume discounts: As the number of seats increases, the cost per seat to the Commonwealth decreases. When the data and audio conferencing services are combined, it could allow Commonwealth users to avoid the cost of travel and still maintain their productivity.

2.1 Service Description

The Data Conferencing service is an online meeting service that can seamlessly combine voice and data conferencing in a highly interactive, visual environment. Leaders have full control of the presentation including slides, web tours, application sharing and other interactive features. The service includes the following features:

- Integrated Audio Controls: Dial out to participants from within the Web conference via Reservationless audio conferencing controls.
- Document Sharing: View PowerPoint presentations, documents or graphics without uploading the files to a server. Share multiple PowerPoint presentations in a single meeting with support for animation and slide transitions.
- Application Sharing: Show any business-critical desktop application, without uploading files to a server. Present any application remotely enhancing the effectiveness of live demos and team meetings.
- Multimedia Content Sharing: Play back multimedia, including Flash and streaming video and audio, within PowerPoint presentations.
- Polling: Solicit feedback from attendees via online survey responses.
- Security: Support for SSL encryption enables users to securely conduct interactive meetings.

2.2 Data Conferencing Security

The solution deploys a globally-distributed network of high-speed switches. With this architecture, session data originating from the Presenter's computer and arriving at the Participants' computers is switched – never persistently stored – through the Network. This is a distinct advantage over other approaches where material is persistently stored on vendors' equipment. As a result, Data Conferencing sessions are completely transient and operate similarly to a voice conversation over the public phone network.

During the meeting, security is implemented primarily via the a Meeting Service Manager. This Meeting Service Manager:

- Is invoked only from within a Web browser and cannot be started independently.
- Is digitally signed by Verisign.
- Performs a proprietary encoding process that encodes all shared data.
- Encrypts all presentation sharing content using the AES encryption standard.
- Encrypts the connection to the Network using the 128-bit SSL encryption standard.
- Provides a visual identification of every Participant in the meeting.

2.3 Transition Plan

The existing users of the data conferencing platform will be transitioned to the new Data Conferencing solution. Northrop Grumman will work with existing users to determine if the per minute option or the concurrent user license option is the best approach for these users.

After working with VITA to determine as much as possible about the current Data Conference users, Northrop Grumman will develop the transition plan for the Data Conferencing services, including a plan for any existing software licenses located in individual Agencies and present it to VITA for approval.

2.4 Billing

Northrop Grumman will work with VITA to establish the billing mechanism necessary for Northrop Grumman to bill VITA and provide sufficient information for VITA to bill the end users at the Agencies.