

■ Virginia Locations
 Virginia Backup Locations

XSM
Wilsonville
OR
xerox

Mainframe
perspecta
Colorado Springs
CO

SSDC NOC
Eagan
MN
UNISYS

VCE
Chicago
IL
verizon

Primary Service Desk
Clintwood
SAIC
Redefining Ingenuity™

XSM
Webster
NY
xerox

Data Ctr 2
Manassas
SAIC
Redefining Ingenuity™
VAZATA
Your Managed Cloud

Keystone Edge
Culpepper
SAIC
Redefining Ingenuity™
servicenow

Data Ctr 1
Richmond
SAIC
Redefining Ingenuity™
QTS

Data Ctr 0
(CESC until 2022)
Chester
VITA
SAIC
Redefining Ingenuity™

Mainframe
Clarksville
perspecta

SSDC NOC
Salt Lake City
UNISYS

Out-of-State Locations
 Out-of-State Backup Locations

UCCaaS SLED
San Jose
CA
verizon

UCCaaS SLED
Allen
TX
verizon

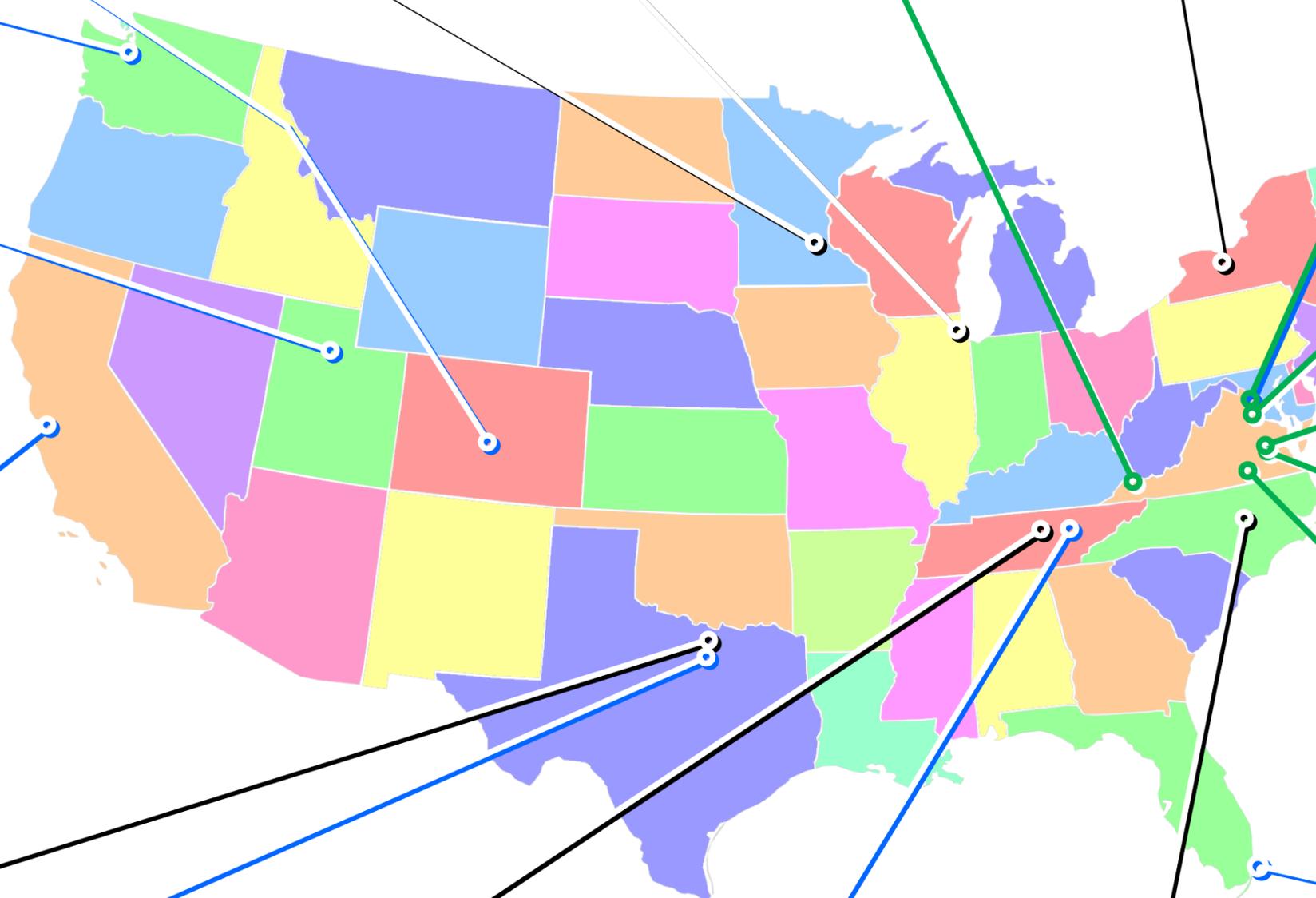
VCE
Dallas
TX
verizon

Cookeville
SAIC
Redefining Ingenuity™
Secondary Service Desk

Oak Ridge
DR & Overflow Service Desk Support
SAIC
Redefining Ingenuity™

Cary
Primary NOC
verizon

servicenow
Miami
SAIC
Redefining Ingenuity™



Service Desk (SD) (Help Desk): Primary SD located in Southwest VA (Clintwood) maximizing capture of existing support resources while ensuring support for the economy and employment opportunities of this area of the state. Location has proximity to local universities for excellent training and staffing opportunities to contribute to regional growth. Clintwood is ~1hr from the Lebanon SD location, providing opportunities to assess incumbent staff for transition. Cookeville/Oak Ridge, TN, is our redundant Service Desk location. Both Clintwood and Cookeville/Oak Ridge are active at all times as a single virtual center with the majority of work performed from the Virginia location. Cookeville also provides surge and temporary augmentation capability. Information derived from VA-170822-SAIC - 02.3.1 Exh (Solution - MSI Services) FINAL document. Subsequent SAIC status minutes indicate name for secondary location is Cookeville such as the SAIC MSI Contract - Weekly Status Minutes 2018.06.19, and MSI Stakeholder Status Report 13Jul2018 v1. SMM 4.1.5.1 SD Function of Oct-26-2018 states: Disaster Recovery and overflow support will be provided from our ISMC in Oak Ridge, TN. This facility currently supports more than 30 Customers and 3,000,000 end users. DR between centers is tested annually, and cross-training programs are in place to ensure support is seamless regardless of operation at either the primary or redundant facilities.

Mainframe: Perspecta – on June 1, 2018, a new mission-enabled, end-to-end IT services provider was launched to serve U.S. government customers. Perspecta is the independent public company formed by the spin-off of DXC Technology's U.S. Public Sector business and the combination with Vencore Holding Corp. and KeyPoint Government Solutions. http://www.dxc.technology/about_us/aut/144805-perspecta https://perspecta.com/sites/default/files/2018-05/Perspecta_Amendment_No_3_to_Form_10.pdf

NOC: The Supplier's Network Operations Center (NOC) is staffed 24x7 and provides proactive monitoring and fault resolution. The primary Supplier NOC responsible for managing the Customer's network will be located in Cary, North Carolina as noted on page 18 of 116 in the document titled: 23 <snip> 20180423 VDN - Exhibit 2.3.1 Solution – Managed Network Services as obtained from Eric-Perkins' May-7-2018-email.

Print Services: Xerox's cloud-based MPS offering. Xerox Services Manager is hosted at a Xerox primary data center in Rochester, NY and a secondary data center in Wilsonville, OR. (Per research, Xerox is closing down their Rochester location and moving everyone to Webster, NY over certain period of time.) Xerox-VITA-CDD-Architecture-Review-20181018 v1_1 FINAL from Tim Kelly on Oct-19-2018

SSDC NOC and VITA: CESC data center on target for shutdown in 2022. To manage the VITA compute infrastructure for central and agency locations, (Supplier) provides server monitoring and management from the CESC central operations center, and (Supplier) Network Operation Centers in Eagan, MN, and Salt Lake City, UT, for the complete VITA server, storage, and network infrastructure listed in VITA-RFP 2017-04 – 04.6 Exh (Equipment Assets). We will assign a team of (Supplier) badged Client Engineers (CEs) to VITA. Info derived from page 10 of 99 in the document titled: (Supplier) Interim Response RFP 2017-04-02.3.1 Exh (Solution - Server Storage Data Center) – 20170918. There is an estimate of five (5) CE's to be onsite at CESC per information obtained from the EA Server Storage Update obtained from Cheryl Truman on July 30, 2018.

UCCaaS SLED Service: The Supplier's UCCaaS SLED Service San Jose, CA and Allen, TX locations are noted in the network topology graphic on page 61 of 116 in the document titled: 23 <snip> 20180423 VDN - Exhibit 2.3.1 Solution – Managed Network Services as obtained from Eric-Perkins' May-7-2018-email. It is estimated Allen, TX will be the primary and San Jose, CA the secondary, but nothing stipulates such in the aforementioned document – the graphic only showing a high availability topology layout between the two sites.

VCE: VCE Service provided by Dallas and Chicago locations as seen in the graphic on page 81 of 116 in the document titled: 23 <snip> 20180423 VDN - Exhibit 2.3.1 Solution – Managed Network Services as obtained from Eric-Perkins' May-7-2018-email. It is estimated Chicago will be the primary and Dallas the secondary, but nothing stipulates such in the aforementioned document – the graphic only showing a high availability architecture layout between the two sites.