

**Exhibit B
Technology Services**

1. Office Administrative Support - consists of standard organizational services needed to run an organization. Note: UWF was providing many of these services with their consolidated systems.
2. Distance Learning/Student Services - The services are housed and supported in a cloud environment (Microsoft Azure).
3. Library Services - reside at Northwest Regional Data Center on equipment owned by Complete Florida. The computer equipment is housed in Tallahassee with backup systems in Atlanta and Gainesville. There
4. Integrated Services - are technical functions that cross all sectors. Student single sign-on capability, cybersecurity monitoring, and backup support are primary examples of these types of services.

Service Category	Service	Description	Cloud or on-premises	Requires frequent IT personnel support (weekly)(yes/no)
Office Administrative Support	Email and General Office Operations Software (i.e. Office365/Exchange, Teams, etc.)	Staff email, calendaring, Project Management Software, Microsoft Teams, SharePoint, One Drive. We also have guest users(external) participating in our Microsoft Teams.	Cloud	yes
	Phone Services (Voice over IP)	We use Avaya phone system. Each staff member has an Avaya phone on their desk. We have a transcription service(Mutare) for staff with hearing disability.	On-premises	no
	Listserv Services	Support for mass communications to external entities.	On-premises	no
	Office Computer Environments (Currently there are 2 virtual environment. One for the Tallahassee Office, one for the Gainesville office.	Currently VMWare are used to supports a number of office services for office: Local domain controller authentication, printer resources, home share, DHCP, DNS, imaging software for desktops).	On-premises	yes
	Physical Facilities	Physical Security of buildings, Power, Generator, UPS, Sonitrol, Redwire(cameras), fleet vehicle maintenance, Building A/V	On-premises	no
Distance Learning/Student Services	Azure resources	Webapps, VMs, Storage, networking, databases, managed file transfer(mft) etc.	Cloud	yes
	Storage	We maintain storage on-premises and in the cloud. Examples: HP 3par and Azure Storage.	Both	no
	Servers	We maintain over 200 virtual servers for our applications and databases. These servers are hosted on-premises and in the cloud. We are using the following technologies: VMWare(EsX), Cisco UCS and Azure cloud.	On-premises	yes
	Network - FACTS	This network supports the FACTS applications and the FACTS VPNs. This network is needed to communicate with the 40 colleges and universities.	On-premises	no
	N2N Integration Services	We are replacing our legacy FACTS/VPN and Sockets API with N2N Integration Services.	Cloud	yes
Library Services	Storage	We maintain storage on-premises and in the cloud. Examples: HP 3par and Azure Storage.	Both	yes
	Servers	We maintain over 200 virtual servers for our applications and databases. These servers are hosted on-premises and in the cloud. We are using the following technologies: VMWare(EsX), Cisco UCS and Azure cloud.	On-premises	yes
	Azure resources	Webapps, VMs, Storage, networking, databases, managed file transfer(mft) etc.	Cloud	yes
	Ex Libris	Next Generation Integrated Library System - Multiyear Upgrade Project in mid stream	Cloud	yes

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Service Category	Service	Description	Cloud or on-premises	Requires frequent IT personnel support (weekly)(yes/no)	
Integrated Services		FLVC staff user ids and passwords. Used to authenticate FLVC staff. We use AD for GPO's and Organizational Units. AD is integrated with our java applications on Windows, Windows authentication, SQL Server, Exchange, SSO(w/ non-Microsoft applications), etc. We use AD Connect to sync with Azure AD. We have a hybrid environment, some resources are on-premises and some in Azure cloud.	Both	yes	
		Access Management Support - Active Directory	On-premises	no	
		Access Management Support - Open LDAP	InCommon	n/a	no
		Cyber Security Certificates	GoDaddy, Network Solutions	n/a	no
		Web Domain registrations	Provide network services for the data center, FLVC offices and Azure. We utilize Florida LambdaRail, Tallahassee Fiber Loop, Gainesville Regional Utility(GRU) internet and VPNs(site2site, remote access).	Both	yes
		Network Connectivity - FLVC	We are using tools like CommVault, Tivoli and Azure to backup servers and databases.	Both	yes
		Backup Services	We are monitoring servers and network with tools like PRTG, UpTime, Lansweeper, IPAM, Observer, Azure Monitor. We are using various tools to monitor our network and logs. We use tools like LogRhythm, Firepower, Defender and Nessus.	On-premises	yes
		Computer System Monitoring	We use the GoAnywhere product to provide file transfer services. Institutions and other trading partners send files to FLVC using this server. The server supports protocols like HTTPS, sFTP and FTPS.	On-premises	yes
		Cyber Security Monitoring and Services	We have systems to support authentication and authorization using GLUU and role based access control.	Cloud	no
		Managed File Transfer Services	Oracle, SQL Server, Postgresql, MySQL, and Azure SQL	Cloud	yes
		End User Authentication/Authorization		Both	yes
		Database management systems			
		Cybersecurity Insurance	We have Cybersecurity insurance from Beazley. UWF acquired the insurance and FLVC pays a portion of the premium.	n/a	no
	Helpdesk Support	Helpdesk services are used for internal and external users. (Microsoft Dynamics CRM)	Cloud	yes	