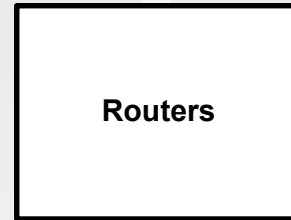
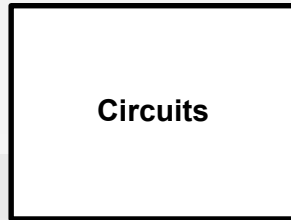
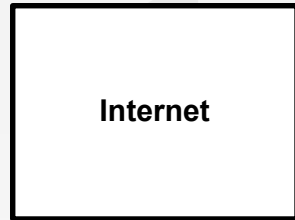


AgencyLink DataComm Services (Logical)



The AgencyLink Network is an ASP that uses the Internet and/or the Montgomery County WAN to provide applications to AgencyLink Partner Agencies.

The AgencyLink currently has one T1 line but can use any combinations of circuits including but not limited to T1, OC3, DSL, Cable, and ISDN depending on bandwidth needs of the Network.

The AgencyLink Network currently uses a Tier One ISP called FiberNet.

If additional circuits are brought into the County Data Centre due to a need of increase of bandwidth needs it is recommended that different ISP's be used so there are is not a single point of failure.

The Router of the AgencyLink Network consist of a Cisco 26XX router. Additional Cisco 26XX routers will be purchased as additional circuits (Additional Bandwidth is needed.)

Support for the routers comes from FiberNet and OFCF Staff

FatPipe Warp enables AgencyLink to provide redundant connections to the Internet, allows for load balancing between circuits, and allows up to three circuits connected to AgencyLink. These circuits can be any combination of DSL, ISDN, Cable, T1 and OC3.

Support for FatPipe Warp will come from OFCF Staff or/and consultants.

AgencyLink Security Services (Logical)

Physical Security

AgencyLink is housed at Montgomery County's Data Centre in lockable Racks.

No support issues in this vertical

Network Firewalls

The AgencyLink Network uses Nokia IP 650's for its Hardware and CheckPoint for the Software. for its Network Firewalls.

Support is purchased for both hardware and software.

Management for the Firewalls was outsourced to Verisign.

Intrusion Detection Units

The Intrusion Detection Units of the AgencyLink Network consist of redundant Intrusion.com SecureNet Products.

Support is purchased for the IDS Units.

The Intrusion Detection Units have been outsourced to Verisign.

Privacy and Integrity

The AgencyLink Network uses BIG IP as it's standard for SSL Acceleration and Application Load Balancing. Encryption is done at 128 bit level.

Support for AgencyLink's Big IP has been purchased on a 3 year contract.

OFCF Staff or/and consultants will maintain the BIG IP's.

AgencyLink Security Services (Logical)

Electronic Signature (Non-Repudiation)

The AgencyLink Network's Case Management Application will require a Electronic Signature for its Release of Information.

A standard has not been identified for the Network in this area.

Support for this vertical will be covered under application support agreement with the Vendor that writes the application.

Virus Protection

The AgencyLink standard for Virus Protection is Network Associate's McAfee Product.

OFCF will obtain support from the County DP staff as they are already trained on McAfee.

Audit Trail Creation and Analysis

The AgencyLink Network's Applications will provide AuditTrail creation and Analysis and will track user identification, Dates and Times, Resources Accessed, status of access, Type of access.

AgencyLink's servers will create logs to capture this information.

Support will be done by OFCF staff or vendors.

Application Firewalls

The AgencyLink Network uses Sanctum's AppShield to Protect the web servers of the Network.

The Appshield product will be supported by OFCF staff or vendors.

Database Security

Data on the Oracle database servers are encrypted.

Support for the Oracle Data bases will be done by the County Data Processing Department (i.e. John Mogato)

AgencyLink Switching Services (Logical)

Network Switching

The Network Switching of the AgencyLink Network consist of four Extreme Networks Black Diamonds. Support has been purchased for the gear.

Support for the switches comes from the County Data Processing Department and/or OFCF Staff.

AgencyLink Storage Area Network Services (Logical)

External Storage

The AgencyLink Network currently uses Dell Power Vault 650F for storage, backup, and disaster recovery. Veritas will be the software used on the SAN.

Support for AgencyLink's SAN will come from the County DP Department. (i.e. Russ Aber)

Tape Library

The AgencyLink Network currently uses Dell Power Vault 130TF for storage, backup, and disaster recovery. Veritas will be the software used on the SAN.

Support for AgencyLink's SAN will come from the County DP Department. (i.e. Russ Aber)

AgencyLink Backbone WebServers (Logical)

Mail Servers

The AgencyLink Network uses Microsoft Exchange for its mail services.

Support for these servers will come from OFCF staff/County DP or a consultants.

DNS Servers

The AgencyLink Network has redundant DNS servers.

Support for these servers will come from OFCF staff/County DP or consultants.

Active Directory Servers

Active Directory is used for security and roles in AgencyLink's applications.

Support for these servers will come from OFCF staff/County DP or consultants.

Oracle Databases Servers

AgencyLink uses Oracle 8i as the standard for its data repository.

Support will come from County DP. (i.e. John Magoto)

AgencyLink Custom Webserver Services (Logical)

**Online
Community**

Custom Application and one of AgencyLink's Modules.
Support will come from the vendor who created the application.

**Resource
Directory**

Custom Application and one of AgencyLink's Modules.
Support will come from the vendor who created the application.

**Family
Violence**

Custom Application and one of AgencyLink's Modules.
Support will come from the vendor who created the application.

**Collaborative
Case
Management**

Custom Application and one of AgencyLink's Modules.
Support will come from the vendor who created the application.