



AWS Singapore / XXX XXXX

WORK ORDER #XXXXXXXXXX

Submitted to:

Submitted by:

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Digital Edge is an information technology provider for XXXXXXXXXXXXXXX, and has deep knowledge of XXXXX infrastructure as well as DevOps and virtual infrastructure management in Azure and AWS. Digital Edge is an AWS Partner ID 1400070.

SERVICE DESCRIPTION

Configuration of the AWS Singapore Environment

Digital Edge will architect and deploy a production environment with a single production server for the exclusive use of XXXXXXXXXXXXXXX in the AWS Singapore region. The environment will be hosted within a Virtual Private Cloud (VPC) that is easily migrated between availability zones for service robustness and contingency purposes. The SQL/Server database will be backed up daily to an AWS S3 bucket, and monthly to AWS Glacier. XXXXXXXXXXXXXXX users will connect to the VPC and use RDC to connect to the production server. The environment will be assigned an AWS Elastic IP to assure secure communication with 3rd party providers. The Production VPC will be online and available 24x7.

Digital Edge will also architect and deploy a second VPC, identically configured, that will host both a Development server and a UAT server. This second VPC will not back up its databases but will only be able to restore the production database from the most suitable backup. This second VPC will not be accessible to the XXXXXXXXXXXXXXX production users, only to XXXXXXXXXXXXXXX development and operational staff. The second VPC will be connected via VPN to the XXXXXXXXXXXXXXX Data Center. The second VPC will be dormant except when it is required for problem resolution and the testing of new software releases and solutions; This VPC will be activated on demand and is not expected to be active for more than 20 hours per week.

The standard AWS instance in both VPC's is described as "Windows and Std. SQL/Server, m4.2xlarge" with general-purpose SSD 512Gb disks.

Both VPC's will be extensively monitored using a combination of AWS CloudWatch and Digital Edge tools, including proactive monitoring via the Digital Edge Enterprise Management System and log file collection and analysis via Digital Edge LogIt service.

Digital Edge will configure environments and servers to be protected from all known malicious software and attack vectors, using best of breed tools and methods to ensure server and data integrity.

See Appendix A.

