



## GrantStream Grant Management Technologies Technical Overview

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### SYSTEM DEFINITION

GrantStream's grant management tools, *GrantRight™*, *MatchRight™* and *ScholarRight™*, use Internet-based "Software as a Service" technology (commonly called SaaS). The technology resides on GrantStream's servers and is accessed through an Internet-connected computer.

### SYSTEMS RUNNING GRANTSTREAM APPLICATIONS

The GrantStream application runs under Zend® Server (Apache+SSL 2.0.x, and PHP 5.x), an enterprise PHP platform on Red Hat Enterprise Linux, with a Microsoft® SQL Server® 2008 back-end.

### BROWSER COMPATIBILITY

On-line application forms are compatible with browser versions of Microsoft® Internet Explorer 6.0+, Netscape® 7+, Firefox, Opera 7+, Safari 2+ and Mozilla. Our client management interface is compatible with Microsoft® Internet Explorer version 6.0+.

### DATABASE ENGINES

The primary database is Microsoft® SQL Server® 2008 running on Windows Server® 2008. There is also a secondary database used for subordinate functions, which is MySQL server 5.x.

### DATABASE BACKUP

GrantStream databases are fully backed up on an hourly schedule and incrementally to tape every four hours. Furthermore, data is fully backed up to tape nightly. We also maintain 13 months of backups off-site at other data centre facilities in Canada, provided by TELUS.

### SERVER HOUSING AND ENVIRONMENT

GrantStream ensures that the integrity of our systems and our clients' data is protected at all times. GrantStream's servers are stored at the TELUS Toronto Internet Data Centre, 300 Bator Road, Toronto, Ontario M9M 3A8.

### SECURITY

Data is stored utilizing high quality RAID arrays with hot swappable drives. The database server is not exposed to the Internet and is accessed solely through internal traffic only. GrantStream's exposed servers operate from behind TELUS' secure global firewall in which all ports are closed except for those required for specific services. Furthermore, the TELUS data center is annually audited to align with CICA 5970 and SAS70 Type II standards.

### TECHNICAL SUPPORT

GrantStream provides all technical support for applicants and client users of *GrantRight™*, *MatchRight™* and *ScholarRight™* systems.

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### SERVICE LEVEL AGREEMENT (SLA)

It is essential to GrantStream that clients receive the best possible support. Below is a synopsis of our support agreement, the full version of which is appended to the service contract.

There are three severity levels for support requests (i.e. requests for support to fix a defect in existing functionality of the Grant Management Technology and/or a general request for support, such as a request for product information or help using the system.)

#### Severity 1 - Critical

The client's business is severely impacted by the problem (i.e., client staff cannot perform their jobs effectively); applicants cannot access all or part of the on-line application form.

#### Severity 2 - High Importance

The client's business is impacted but not in a mission critical manner; the problem affects the overall value of GrantStream's Grant Management Technology but the key elements of the site are functioning properly.

#### Severity 3 - Low Importance

Client business is not significantly impacted. GrantStream's Grant Management Technology is fully functional but a defect exists that must be corrected.

<i>Severity Code</i>	<i>Coverage</i>	<i>Response Target</i>	<i>Updates</i>	<i>Resolution Target</i>
1 – Critical	7 x 24	1 hour	Every 2 hours	Within 24 hours
2 - High Importance	8:00A - 6:00P EST	4 hours	Daily (Mon-Fri)	Within 3 business days
3 - Low Importance	8:00A - 6:00P EST	24 hours	Weekly	Within 15 business days

If service goes down, the technology emergency contact is paged immediately as is our on-call technician. We will provide you with a detailed process for dealing with support issues.

For more information on GrantStream systems, please contact:

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