

Metricus Security Fact Sheet

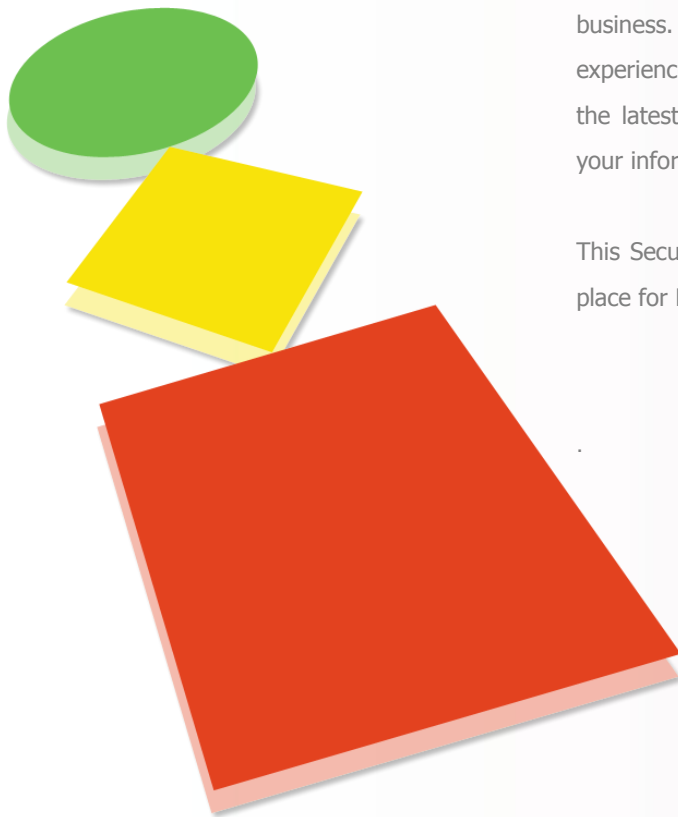
Security provided at every level

NAI understands that information security is of paramount importance for organizations looking at leveraging a SaaS environment such as the Metricus IT Performance Measurement Platform.

Security is our number one priority. Metricus has adopted and extended industry best practice security measures and policies to protect your information assets.

The Software-as-a-Service business model allows NAI to do what we are good at: dedicate our efforts to managing and protecting your information assets. In return this allows you to do what you are good at: running your business. The NAI team is composed of experts and engineers with deep experience in building large, scalable and secure environments. NAI deploys the latest security technologies and best practice methodologies to protect your information assets.

This Security Fact Sheet gives you an insight into the measures that are in place for Metricus



Metricus
Security
Measures

Secure Facility

NAI leverages the worlds' leading server hosting organizations and demands high level and auditable security measures for data facilities. NAI requires the following physical security measures to be in place:

1. SAS70 type II Certification
2. ISO17799 based policies and procedures
3. Data center access limited to registered data center technicians
4. Biometric scanning for controlled data center access
5. Security camera monitoring at all data center locations
6. 24x7 onsite staff providing additional protection against unauthorized entry
7. Unmarked facilities to help maintain low profile
8. Physical security audited by an independent firm

Application Security

The infrastructure platform for Metricus leverages Microsoft Business Intelligence technology. SharePoint 2007 acts as the portal and content management component. Enhanced security features within SharePoint 2007 that are utilized by Metricus include:

1. Pluggable authentication
2. Forms based authentication and web single sign-on
3. Encryption of application connection strings
4. Alternate Access Mapping and Zones Alternate Access Mapping
5. Targeted Content for Secure Collaboration
6. Information Rights Management (IRM)

PerformancePoint 2007, ProClarity Analytics 'web parts' and SQL Server 2005 Reports are integrated into SharePoint using secure authentication all based on a single sign-on model.

Inbuilt logging and auditing is also leveraged to monitor for security violation attempts

Data encryption

All Metricus customer data is transmitted over the Internet. The lock icon in the corner of the user's browser assures customers that their data is fully shielded from access in transit. Metricus leverages the strongest encryption currently supported by browsers, using a 1024-bit RSA public key and letting users access their data with 128-bit encryption from their browsers.

User Authentication

Metricus can only be accessed with a valid username and password combination. Users are automatically prevented from choosing weak or obvious passwords.

Once a Metricus session has been established, an encrypted session ID cookie that does not contain username or password information is used to identify the user.

Continued

**Metricus
Security
Measures**

System Security

A strong defense layer protects and prevents unauthorized or inappropriate access. Metricus is protected with various Firewalls that are continuously monitored. The following security measures are in place from a systems perspective:

1. Dedicated firewall and VPN to help block unauthorized system access
2. System installation using hardened, patched OS
3. Data protection with managed backup solutions
4. Distributed Denial of Service (DDoS) mitigation services

To prevent malicious attacks through unmonitored ports, external firewalls allow only http and https traffic on ports 80 and 443, along with ICMP traffic.

Database security

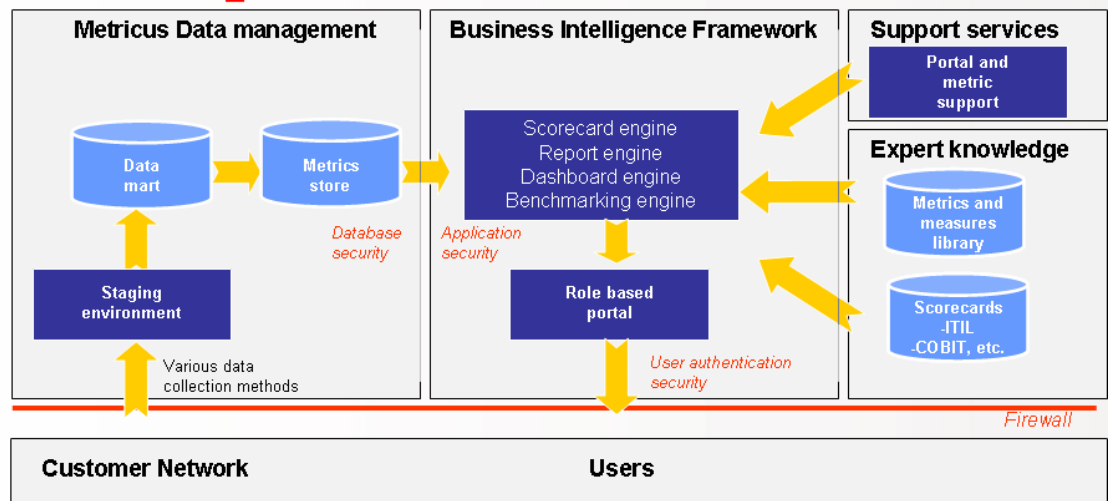
The infrastructure platform for Metricus leverages Microsoft Business Intelligence technology. The Metricus IT Performance Data Mart is based on Microsoft SQL Server 2005 which acts as the engine for Database Services, Analysis Services, Integration Services and Notification services. Each customer has dedicated databases and security within SQL Server. Authentication from application instances is controlled via dedicated customer passwords

Metricus Disaster Recovery

In the event of a crisis leading to a service interruption or failure, customer data can be restored from the previous day. Automatic restore procedures are in place to get customers up and running again as soon as possible.

**Metricus Security
Overview**

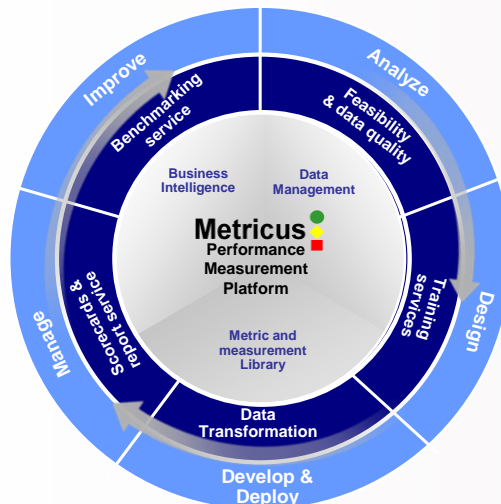
Metricus Performance Measurement Platform



About Metricus

Metricus provides a comprehensive IT performance measurement framework that allows organizations to manage tomorrow's IT performance today. Metricus helps organizations in taking informed IT decisions based on practical, pragmatic and best practice IT performance metrics.

- Metricus provides an 'on demand' business intelligence platform that supports comprehensive IT performance measurement
 - A centralized 'one stop shop' for comprehensive IT performance measurement;
 - Streamlined process for collecting and intelligently presenting IT performance metrics;
 - A Business Intelligence SaaS service available 'on-demand' for IT organizations/ departments of virtually any size or geographic location.
- Metricus represents a toolbox with scorecards, metrics, best practices and expert knowledge that supports the entire IT performance measurement lifecycle
 - A ready-to-use set of proven and pragmatic metrics aligned with IT best practices such as ITIL, ISO 20000 and COBIT;
 - Toolkits to improve the quality and reduce the cost of data collection;
 - Predefined and customizable scorecards provide quick insight into the health of the IT organization.
- Metricus presents a framework for performance measurement that supports effective decision making at the strategic, tactical and operational levels of IT
 - Facilitates IT alignment to business strategies;
 - Enables accountability and transparency between IT and the business.



Metricus provides the knowledge, infrastructure, application, security and supporting services to monitor and manage IT performance.