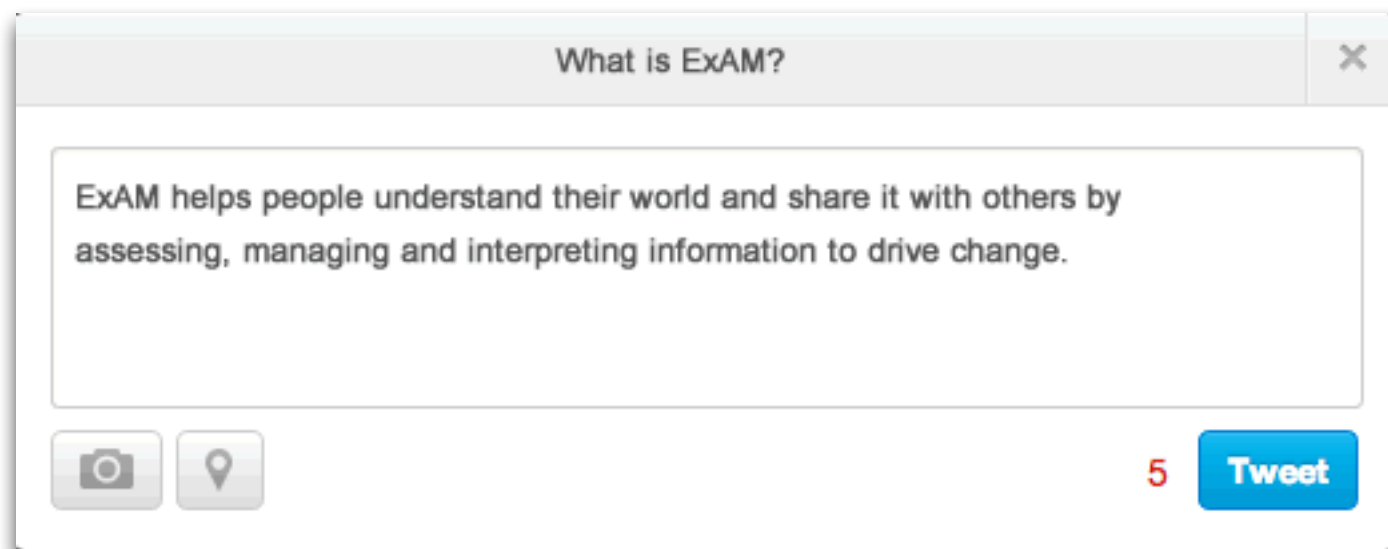


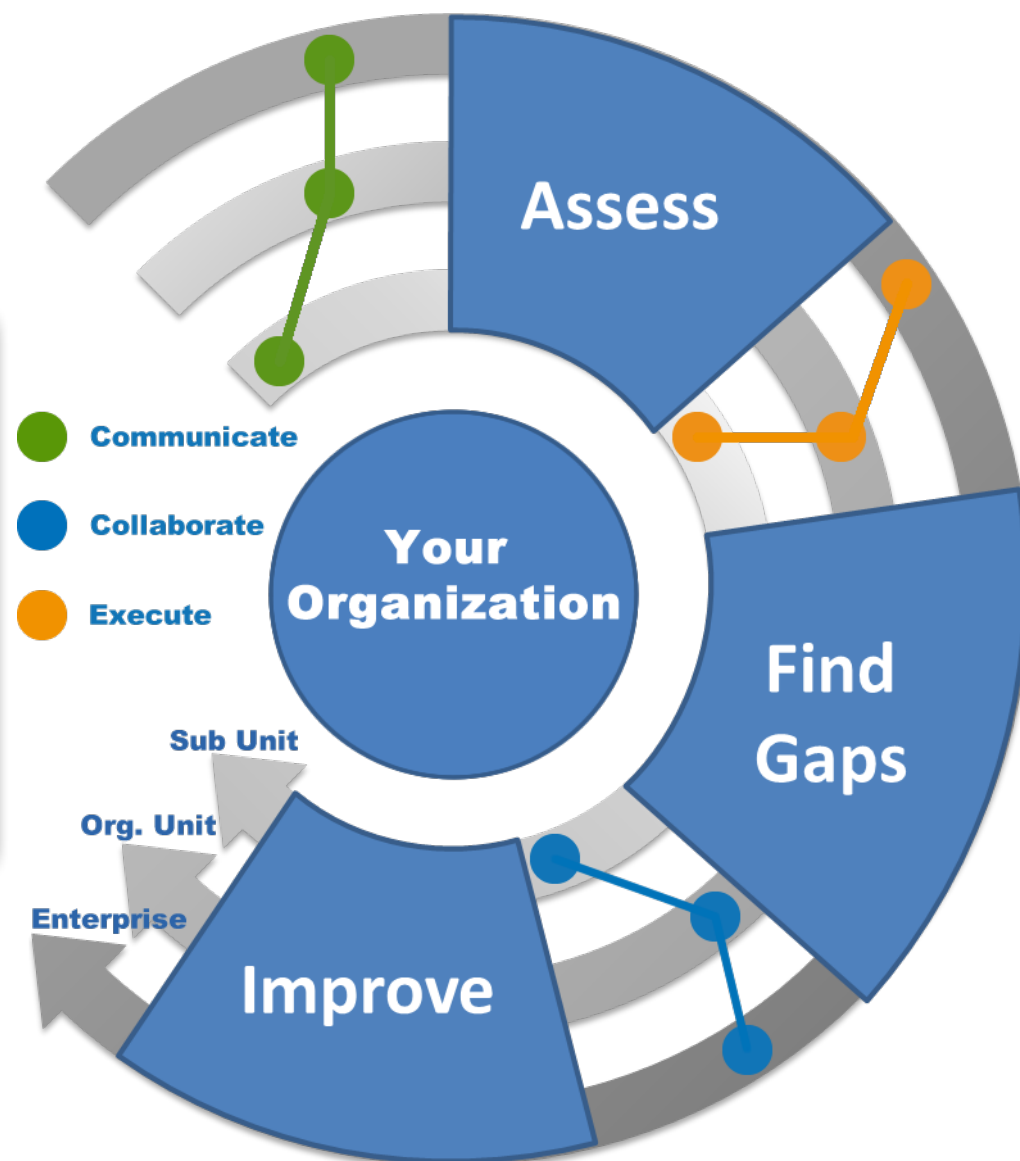


ExAM

Extensible Assessment Manager



Security | Operations | Administration | Performance | Compliance



ExAM4business.com | info@ExAM4business.com | 703-OUTCOME

ExAM is built on the world's most advanced cloud platform



Magic Quadrant for CRM Customer Service Contact Centers – “Leader”

Magic Quadrant for Sales Force Automation – “Leader”



100,000+ customers

1,900+ educational customers

Voted the most innovative company in the world by Forbes the last two years.

Regularly handle 400 million transactions per day (nearly 50% via API)

Instance	Current Status	Aug 12	Aug 11	Aug 10	Aug 09	Aug 08	Aug 07	Aug 06	Aug 05	Aug 04	Aug 03
NA0 (SSL)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA8	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA9	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA10	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA11	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA12	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA13	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA14	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA15	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NA16	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Updated 8/12/13 4:39:40 AM UTC

Performance Degradation

Time: 08/06/13 09:35 PM UTC

Detail: On August 6 2013, the salesforce.com Technology Team observed a performance degradation issue affecting the NA7 instance. The problem began at 13:38 UTC and was resolved by 18:17 UTC. During this time, customers may have experienced slow performance or intermittent errors while accessing the Salesforce application. Thank you for your continued business and patience during this situation.

Root Cause: The problem was caused by resource contention within the NA7 application tier resulting from high concurrent transaction volume.

Actions to Prevent Future Incidents:

- The salesforce.com Technology Team -
- Is expanding the capacity of the NA7 application tier
- Is reviewing application behavior to identify performance improvement opportunities

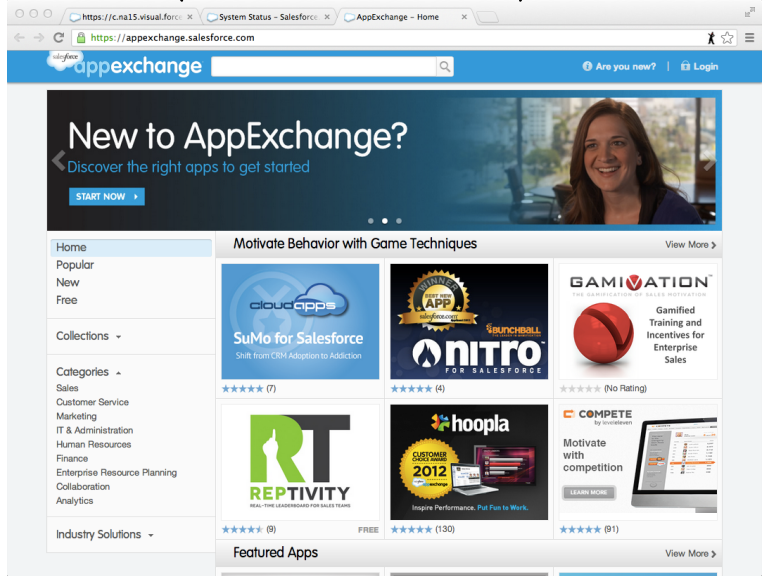
The only cloud computing vendor to provide daily service-quality data on a public Web site (<http://trust.salesforce.com>)

Force.com has a proven 99.9+ percent uptime record for years.



#1 Cloud Platform for Building Mobile Apps.

1,927,617 appexchange installs



1,883 apps in the appexchange

450 independent software vendors

Some quick ways that ExAM can help you

1  **Creating** integrated **decision-making processes.**

2  Responding to and managing **data calls** and decision support activities.

3  **Retiring and Creating** low to medium complexity information **systems.**

How we do it

1. Gather the right information.
2. Get it to (from) the right people.
3. Get it in the right form.
4. Get it into your processes.
5. Get results.

Benefits



Answer tomorrow's questions.



Facilitate analysis



Retire legacy applications



Reduce infrastructure cost and complexity



Respond to emerging requirements

Core ExAM Capabilities

Secure. Available. Anywhere.



Assessments & Questions



Workflow & Process Enablement



Communication & Collaboration



Analysis & Reporting



Creating integrated decision making processes.

ExAM can help your organization support the really big decisions. The ones that require gathering, managing and assessing information from across organizations, people and systems, in a repeatable, tweakable fashion.

1. Gather the right information.
2. Get it to (from) the right people.
3. Get it in the right form.
4. Get it into your processes.
5. Get results.

1 Ask the right questions and go from business process to integrated workflows

3 Create flexible interfaces for gathering information

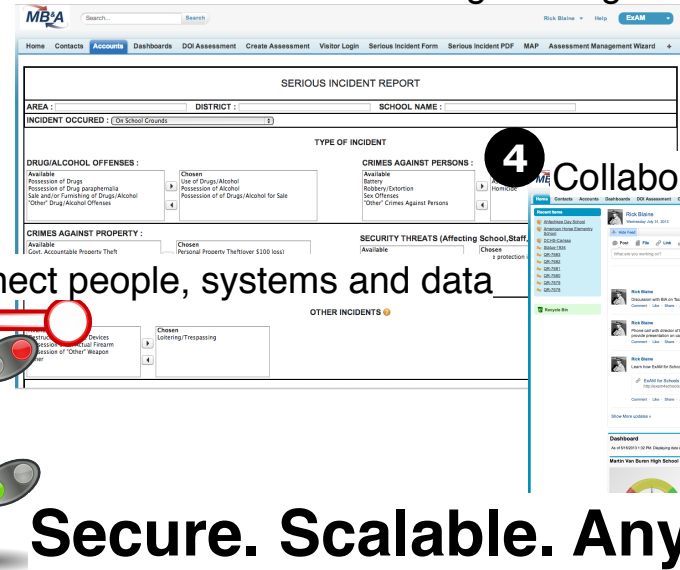
5 Analyze, report and make decisions

Big decisions

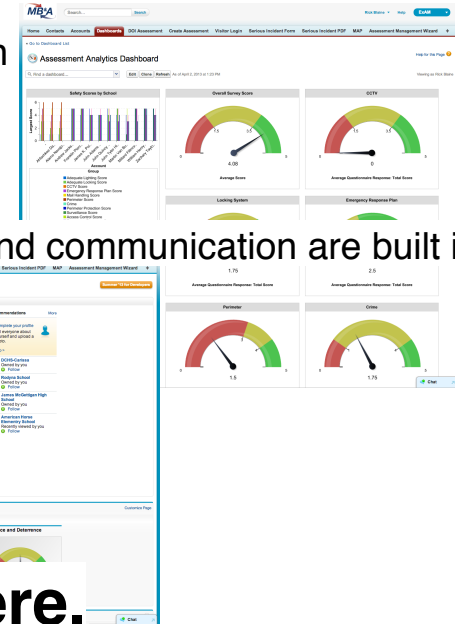
Performance Management
Strategic Planning
Enterprise Architecture
Facilities Planning
Human Resources
Capital Planning
IT Portfolio
Security



2 Connect people, systems and data



4 Collaboration and communication are built in



Secure. Scalable. Anywhere.

Benefits



Respond to emerging requirements



Answer tomorrow's questions.



Facilitate analysis



Retire legacy applications



Reduce infrastructure cost and complexity



Assessments & Questions



Workflow & Process Enablement



Communication & Collaboration



Analysis & Reporting

Core ExAM Capabilities

2  Responding to and managing **data calls** and decision support activities.

Big decisions Assessments

Inventories

Portfolios

Feedback

Compliance

Upward Reporting

1. Gather the right information.
2. Get it to (from) the right people.
3. Get it in the right form.
4. Get it into your processes.
5. Get results.

Benefits



Respond to emerging requirements



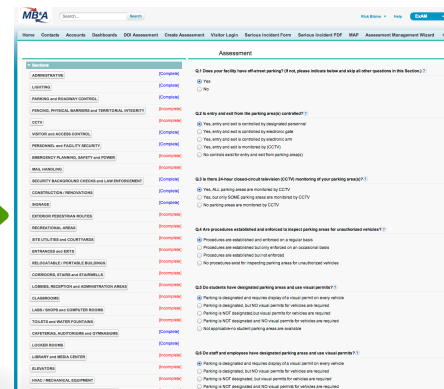
Answer tomorrow's questions.



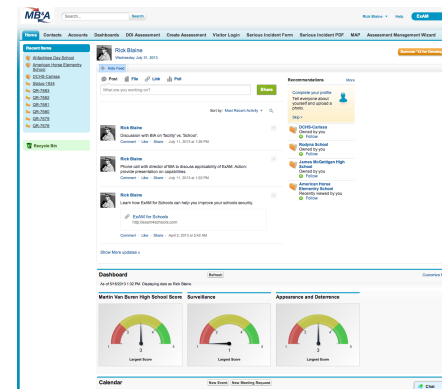
Facilitate analysis



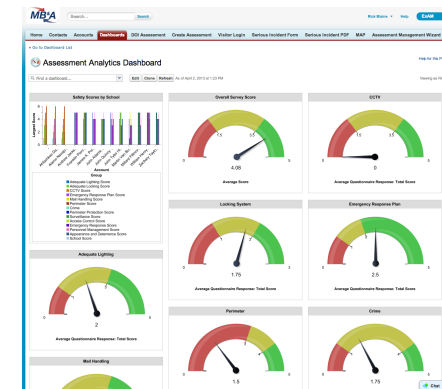
Make better decisions



1 Ask questions



2 Work together



3 Answer questions

Secure. Scalable. Anywhere.

Core ExAM Capabilities



Assessments & Questions



Workflow & Process Enablement



Communication & Collaboration



Analysis & Reporting



Retiring and Creating low to medium complexity information systems.

Benefits



Reduce infrastructure cost and complexity



Retire legacy applications



Respond to emerging requirements



Reduce total cost of ownership.

1. Gather the right information.
2. Get it to (from) the right people.
3. Get it in the right form.
4. Get it into your processes.
5. Get results.

Application Portfolio Categories



Assessments and Complex Surveys



Analysis and Decisions Support



Document and Forms Management



Communications and Collaboration



Enterprise and Community Intelligence



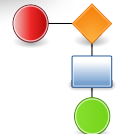
ExAM

Secure. Scalable. Anywhere.

Core ExAM Capabilities



Assessments & Questions



Workflow & Process Enablement



Communication & Collaboration



Analysis & Reporting

Social, familiar, and easy to use interface

Social look and feel.
Intuitive and familiar layout.

Search across your
organization, contacts,
documents, tasks and
workflows.

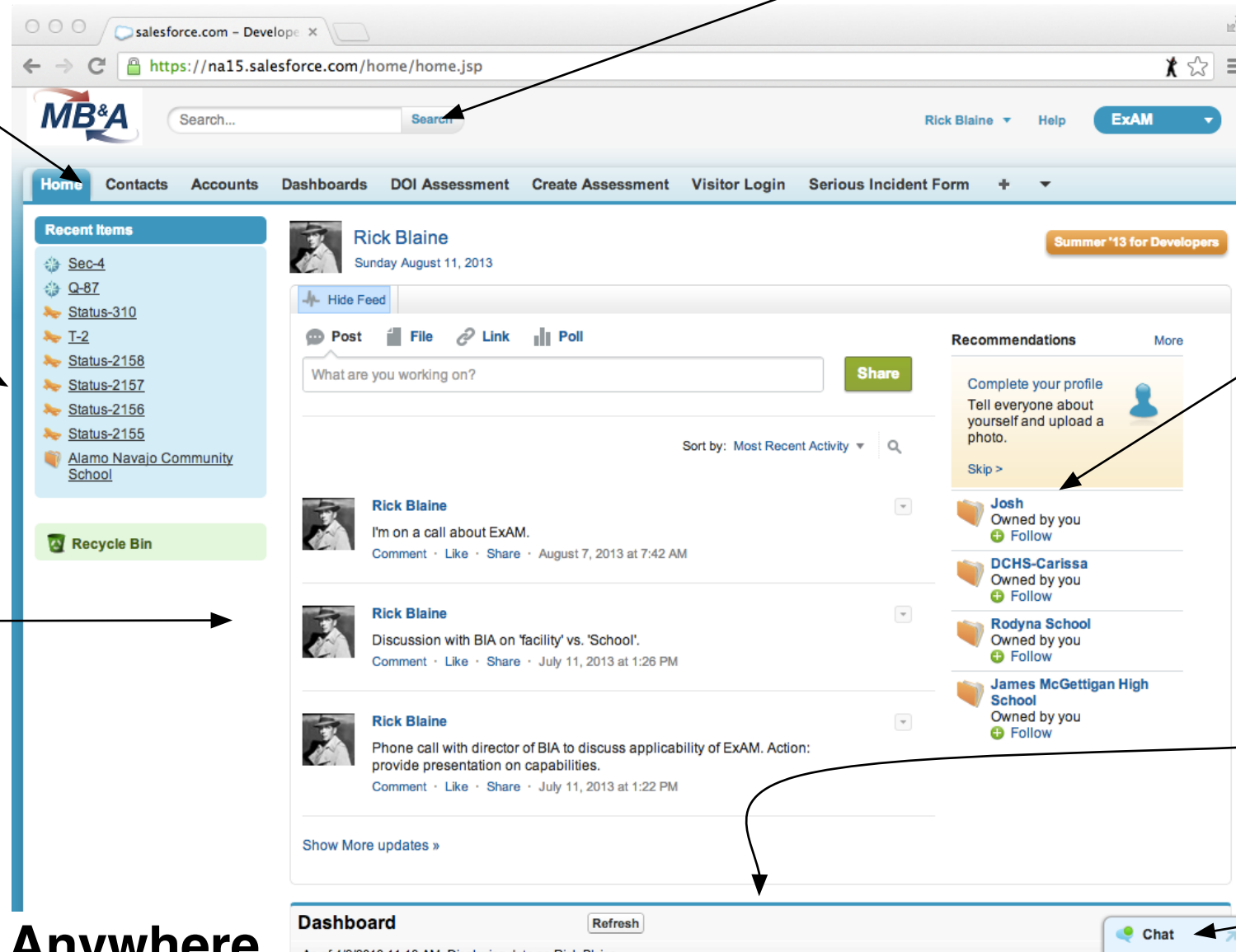
Personalized so that you can
work smarter and faster.

The activity feed keeps you
up to date on what's
happening in your
organization and enables
real time situational
awareness.

Subscribe to people, documents,
facilities, anything. Opt in to know
what's happening to the things
you care about.

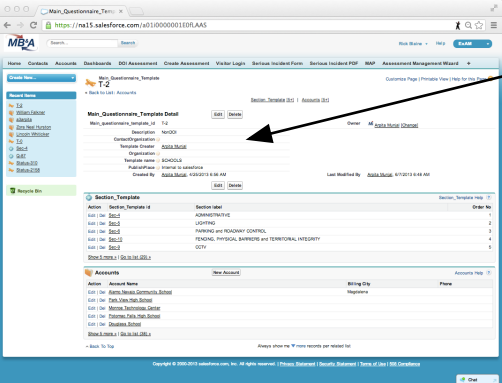
Personalized dashboards,
shared calendaring,
workflow and tasks. All
from the home page.

Secure chat in real time.

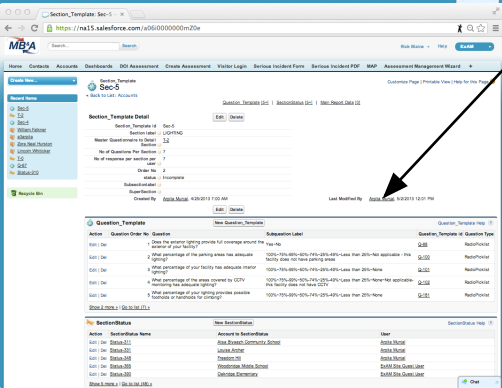


Secure. Scalable. Anywhere.

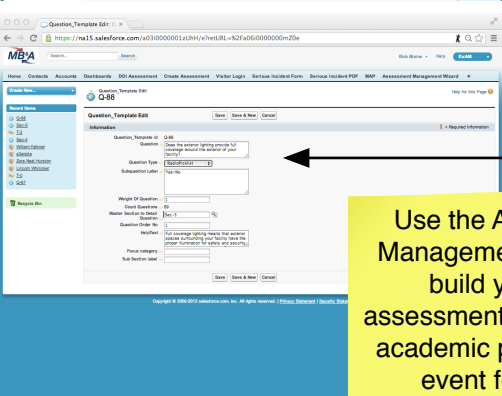
Making decisions easier, meet the Assessment Management Wizard



Control every aspect of assessment development, or use existing templates.

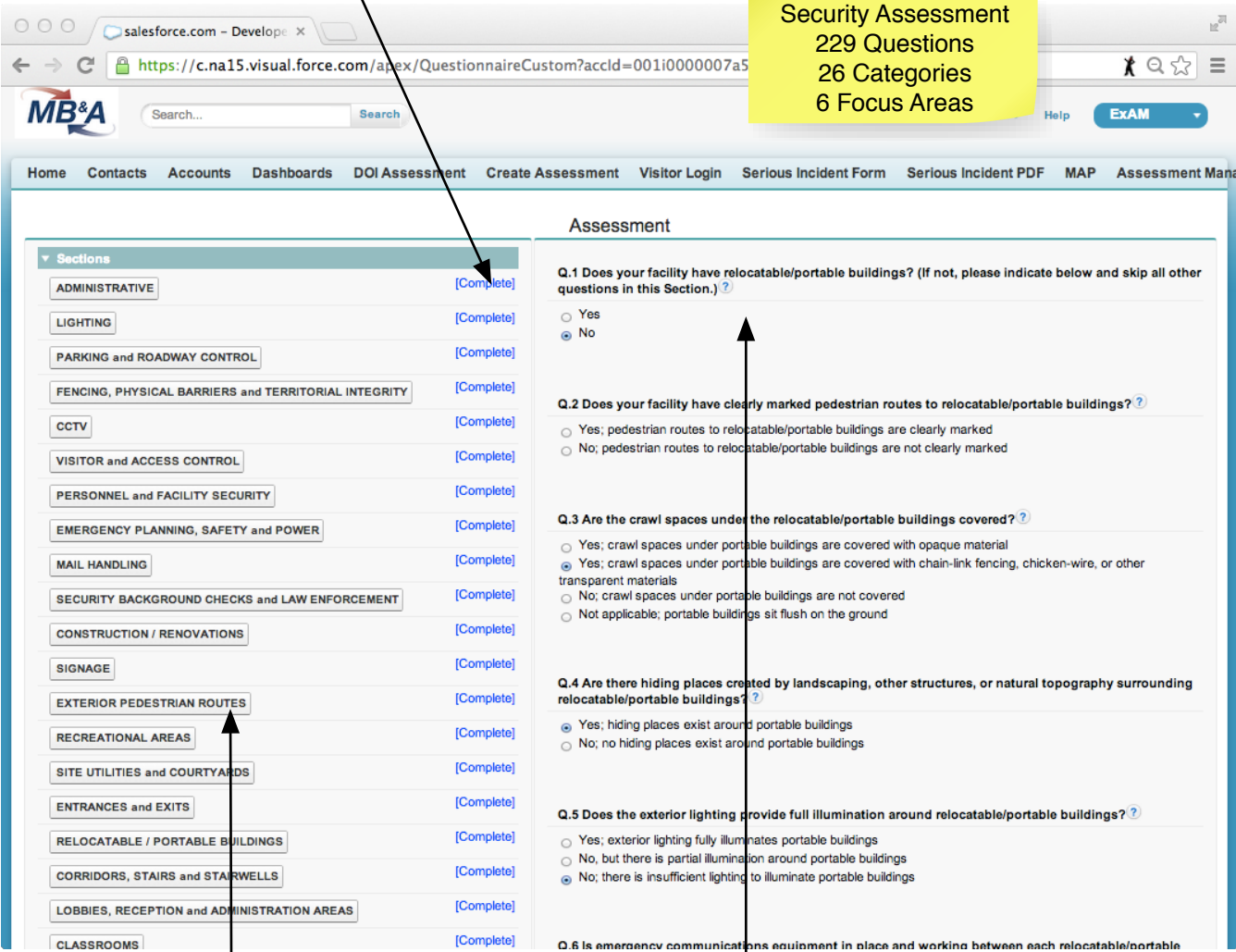


Ask your questions, extend, tailor, reuse or update in real time.



Use the Assessment Management Wizard to build your own assessments for facilities, academic performance, event feedback.

Build customized scoring, add help text, and complex grouping.



Understand where you are within an assessment at any time.

Security Assessment
229 Questions
26 Categories
6 Focus Areas

Categorize assessments in order to facilitate scoring, ease of use and understanding.

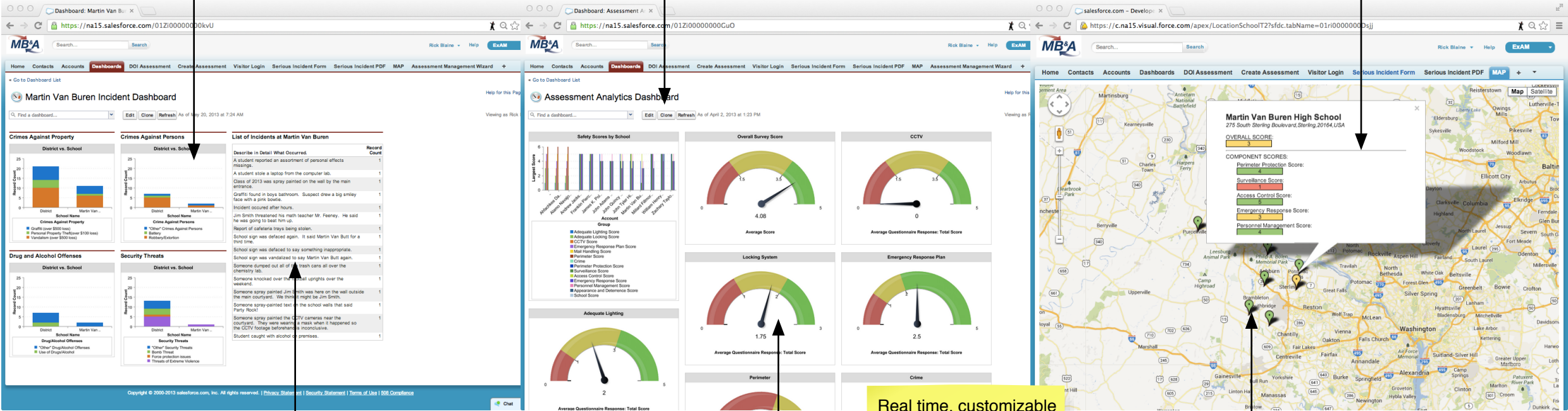
Customize help text to ensure accurate responses.

Understanding and supporting decisions is critical to the success of anything

Assess in the context of the different organizational levels, county, etc.

Use simple or complex analytic components. Edit, Clone or Refresh to get the latest data.

Leverage call outs to gain further insight.



Click through for more granular reporting.

Real time, customizable and extendable.

Personalize dashboards to meet your role and requirements.

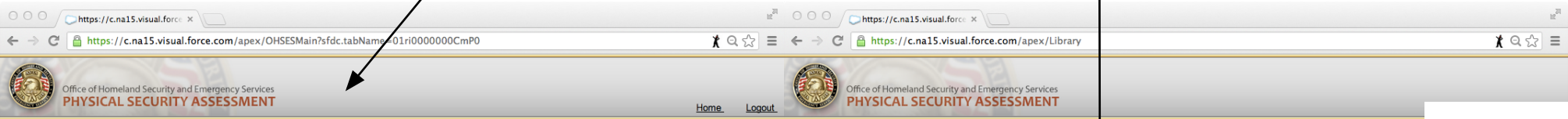
See your data layered across a map.

Your tools should be flexible enough to fit into your own environment

ExAM fits seamlessly into your online environment.

Manage all of your documents and policy in one place.

Drive analysis, facilitate reporting and understanding.



OVERVIEW

The Pre-Assessment Checklist (PAC) is a tool that facilitates the assessment of minimum security requirements set forth by the Department of the Interior ' Departmental Manual for facilities owned or leased by the Bureau of Indian Affairs in Indian Country.

Survey

Questionnaire regarding the security standards and conditions of BIA/BIE owned or leased facilities operating in Indian Country.

Dashboards & Reports

Dashboard provides a user-friendly interface that organizes, compiles, and presents survey data. Reports are automatically analyzed and results are generated after each facility survey is completed.

LIBRARY

An online repository consisting of department manuals, regulations, and guidelines for BIA/BIE owned or leased facilities in Indian Country.

- Department Manuals
 - Department of the Interior Manuals
 - Law Enforcement and Security Part 441 Personnel Security and Suitability Requirements
 - Law Enforcement and Security Part 444 Physical Protection and Building Security
 - Department Manual 444 DM
 - Department of the Interior Manual 444 CH 2
 - Department of the Interior Manual 444 CH 1 Addendum on Security Program Guidelines
 - Indian Affairs Manuals
 - Indian Affairs Manual Safety and Occupational Health Program F
 - Indian Affairs Manual Safety and Occupational Health Program F
 - Indian Affairs Manual Safety and Occupational Health Program F
- Executive Orders Manual
 - Executive Order 12077
 - Executive Order 13286
- Directives
 - Homeland Security Presidential Directive 12
 - Homeland Security Presidential Directives
 - Homeland Security Presidential Directive 7

OHSES SECURITY CHECKLIST

4.5 FACILITY SECURITY

4.5.1 Does your facility have security guards/personnel? (If no, then please skip to sub-section 4.5.5)

☒ Yes
☐ No

4.5.2 Are your security guards armed?

☐ Yes, armed with deadly weapon
☐ Yes, armed with non-deadly weapon
☒ No
☐ Not Applicable

4.5.3 Does your facility have one or more School Resource Officers (SROs) as security personnel?

☐ Yes
☒ No
☐ Not Applicable

4.5.4 Does your facility have minimum training requirements for security guards or personnel acting in that capacity?

☒ Yes
☐ No
☐ Not Applicable

4.5.5 Do security personnel or an outside party provide security awareness training to non-security personnel?

☐ Yes, security awareness training is conducted annually
☐ Yes, training is conducted, but less frequently than on an annual basis
☒ No

Second Mesa Day School
Point of Contact: None Listed

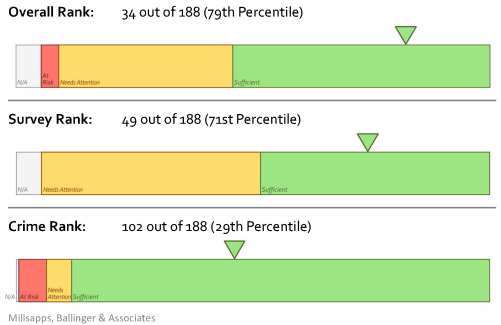
Second Mesa Day School
P.O. Box 60 Second Mesa, AZ 85643

OVERALL SCORE: **Sufficient**

SURVEY SCORE: **Sufficient**
CRIME SCORE: **Sufficient**
POPULATION: **More Than 100**

COMPONENT SCORES:

Adequate Lighting:	At Risk
Adequate Locking System:	Sufficient
CCTV:	At Risk
Emergency Response Plan:	Sufficient
Mail Handling:	At Risk
Perimeter Protection:	At Risk



We took DOI from 5% complete to 100% complete in five months.

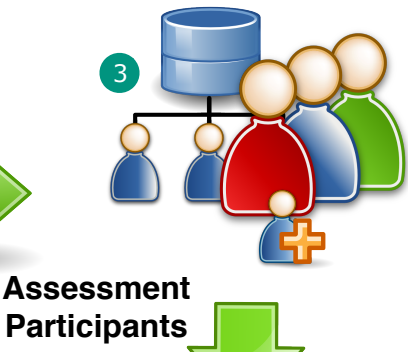
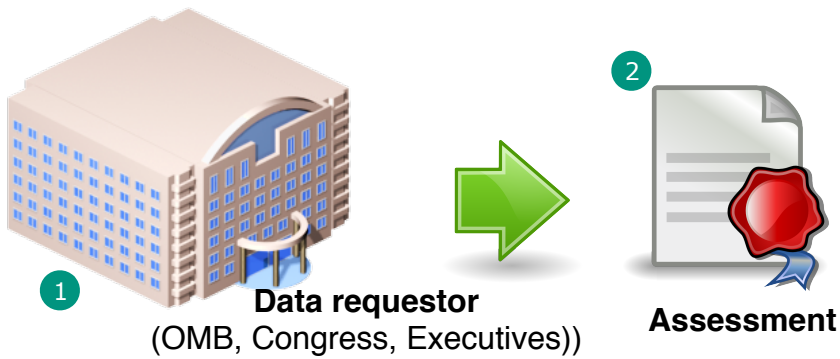
Our DOI physical security assessment resulted in more than a 60% reduction in assessment costs.

We make it easy to learn from each assessment by gathering feedback and enabling business intelligence on the assessment process itself.

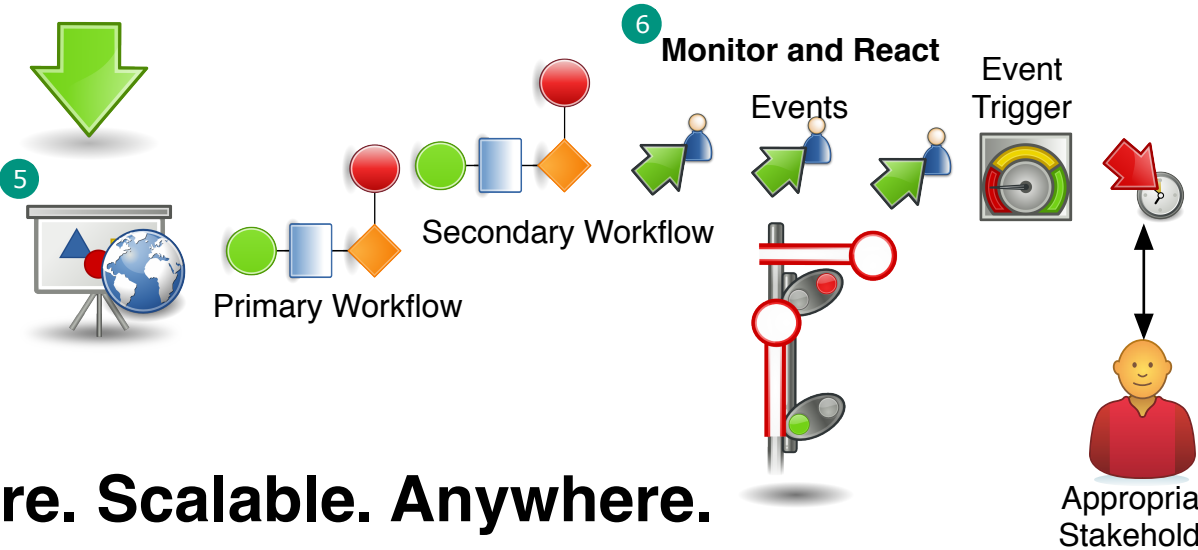
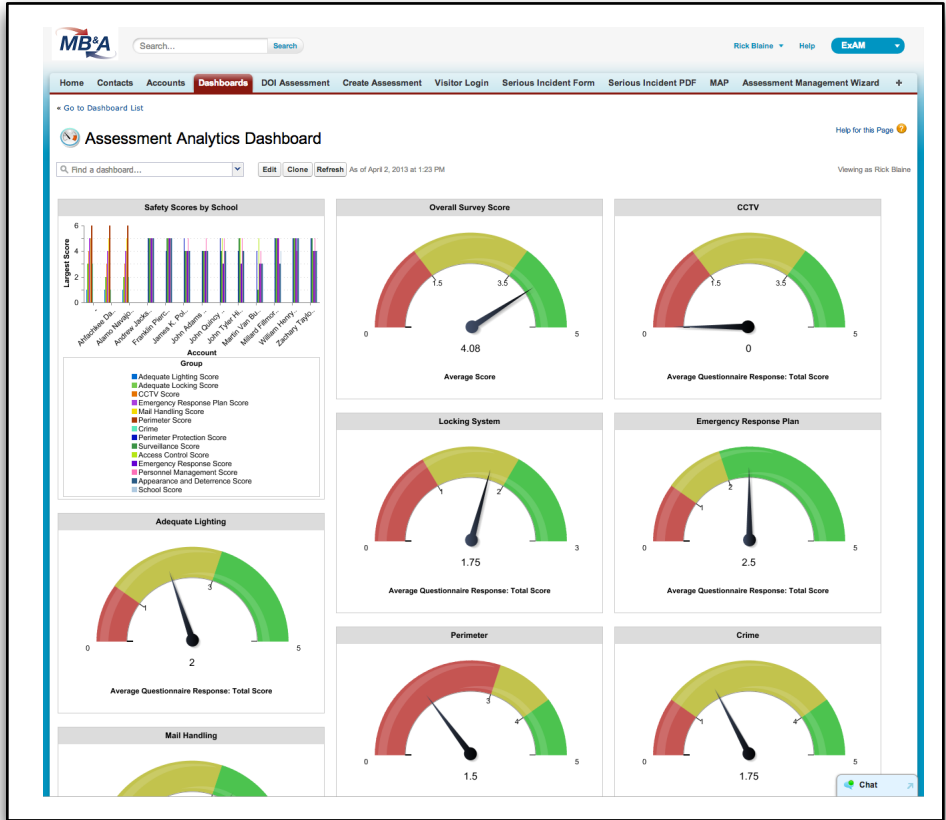
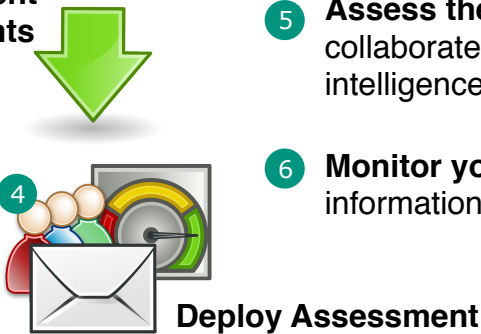
Help and support are available online and a phone call away.

Implement living checklists.

You can do data calls better, ExAM is the answer

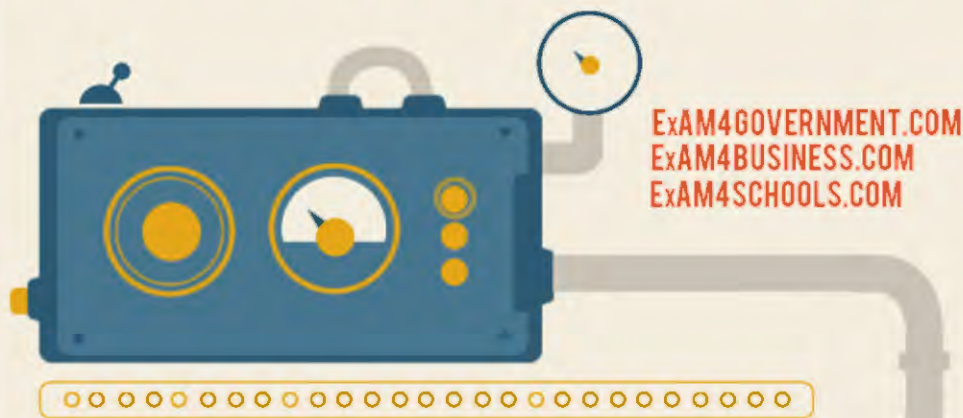


- 1 **A request for information comes in** to support a particular strategic effort, decision support, re-structuring or compliance.
- 2 **Gather the right information...** If the data collection is to support transformation or decision-making, you may want to develop a scoring system.
- 3 **Identify the right participation** to get your information. Include systems, internal and appropriate external stakeholders.
- 4 **Deploy the assessment**, collaborate around questions, manage the assessment process in flight, and monitor assessment progress.
- 5 **Assess the information** in ExAM, execute secondary workflows, collaborate, communicate and integrate the data into other business intelligence tools, business processes and applications.
- 6 **Monitor your situation on an ongoing basis.** React to changing information.



Secure. Scalable. Anywhere.

ExAM (EXTENSIBLE ASSESSMENT MANAGER) PERFORMANCE



ExAM4GOVERNMENT.COM
ExAM4BUSINESS.COM
ExAM4SCHOOLS.COM

UNDERSTAND

Enable real analysis and combine with other data sources to provide context. Manage the data you need to make real decisions in one place.

ASSESS

Ask the right questions and easily gather the right answers across organizational boundaries. A fully automated, mobile and secure solution.

COMMUNICATE

Communicate across teams, organizations and stakeholders. Engage and leverage the social enterprise.

REAL-TIME

COLLABORATE

Work together to leverage assessment information, data sources and communications across teams and organizations to facilitate decision making.

OPERATE

Execute workflows and empower the organization by having the right information, in the right place, at the right time. Bring the power of communication and collaboration to your operations.



DATA HOLISTIC
DRIVEN APPROACH
CONTINUOUS
IMPROVEMENT WORKFLOW
COMMUNICATION
SITUATIONAL COMMUNICATION
AWARENESS
PORTFOLIO

CALL
FOR
DEMO

JOSHUAMILLSAPPS | JOSH.MILLSAPPS@MBAOUTCOME.COM | 703.OUTCOME