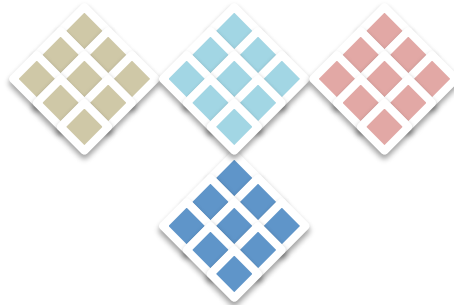


Infinity Tribe (ITR) Managed Services

Infinity Tribe

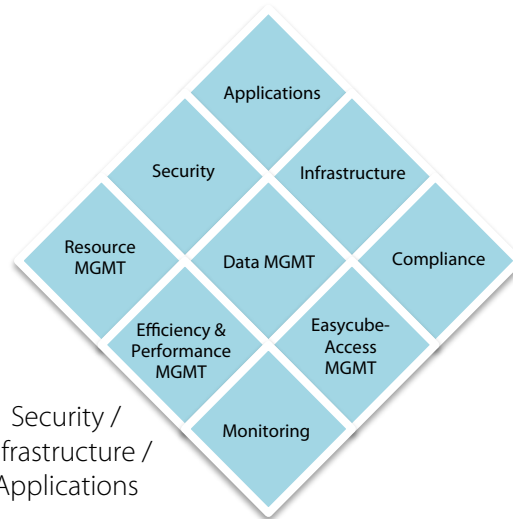


Overview

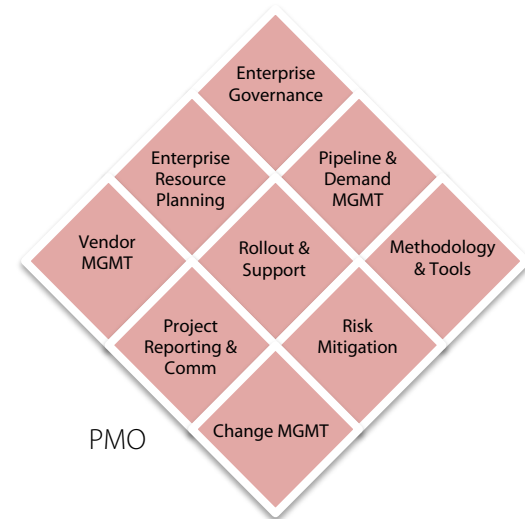
With over 75 years of IT and company structuring experience, ITR offers companies the complete information technology service line, powered by its CIO-CTO core.



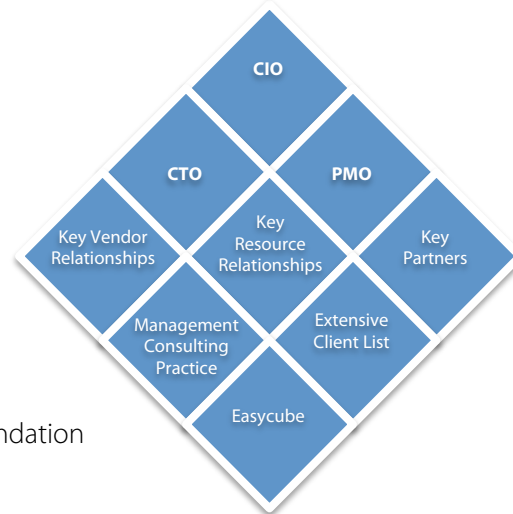
CIO-CTO



Security /
Infrastructure /
Applications



PMO



Foundation

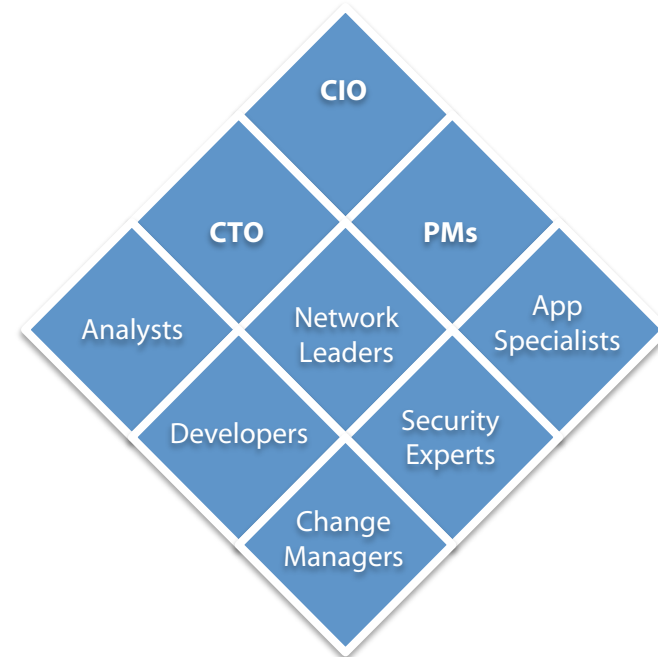
The ITR Managed Services Advantage



Using ITR Managed Services allows company's to focus on their core operations as opposed to managing IT inefficiently and being outdated. Turnover of Employees will inevitably occur but that does not mean a company's operations should be impacted negatively.

Advantage	Internally Managed	Infinity Tribe MS
Documentation Concise and Up to Date	N	Y
Configuration, Processes, Controls Investor and Sox Compliant	N	Y
User Roles and Accounts with Segregation of Duties and Periodic Reviews	N	Y
Operate According to Up to Date Best Practices in the Industry	N	Y
Leverage Upgrades and New Functionality	N	Y
Targeted Training for Personnel on Current Applications to Increase Productivity of Employees. More Efficient Operations-> Less Time/Resources, More Output	N	Y
Company Focuses on Core Business Personnel Rather than Supplemental for IT	N	Y
One Point of End User Support Service versus many over Multiple Applications	N	Y

Infinity Tribe Resource Pool



To properly manage technology for an organization, Infinity Tribe pulls knowledge from a variety of expertise areas.

ITR's Managed Services Stack



ITR manages companies' technology to ensure its compliant and utilized effectively to achieve an organization's goals. Service stacks are independent; any or all can be combined for a company's solution.

CIO-CTO Services					
Manage Scalability and Growth	IT Budgets & Contracts Management	Streamline Business Utilizing Technology	Strategic Resource Management	Continued Mapping of IT to Goals	Technology Reviews- Up to Date in Market

PMO Services						
Delivery Management	Enterprise Resource Planning	Pipeline & Demand Management	Technical Change Management	Vendor Management	Project Reporting & Communication	Methodology & Tools

Managed IT Services																							
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ITR CIO-CTO Managed Services



ITR has acted as operating CIO and CTO for highly reputable companies which value leveraging a wealth of experience and organization at the C-level. Companies that are able to leverage technology to elevate their business are the ones that excel in today's competitive landscape.

CIO-CTO Oversight and Strategic Planning

IT Budgets & Contracts Management

Manage Scalability and Growth

Streamline Business Process Utilizing Technology

Strategic Resource Management

Map IT Initiatives to Goals of Organization

Technology Reviews- Up to Date in Market

Fixed \$ + Hourly Rate

Oversight is charged at a fixed portion + hourly rate over the company aligned roadmap budget.



Brookfield

ROUSE PROPERTIES



ITR PMO Managed Services



ITR employs various PM methodologies to adapt to a company’s situation. Managing implementations to the goals of the organization in an efficient and timely manner are at the core of TRI’s PMO platform.

Enterprise Governance PMO
Delivery Management
Enterprise Resource Planning
Pipeline & Demand Management
Technical Change Management
Vendor Management
Project Reporting/ Communications Management
Methodology & Tools

ITR is tool agnostic and can suggest the best fit-for-purpose toolset to adapt to any environment.

Service Offerings	Description
Delivery Management	Ongoing oversight of project delivery. Reviews of project schedules to ensure status of delivery is transparent to clients
Enterprise Resource Planning	Implementation and maintenance of centralized resource tracker. Oversight of work levels impacting staffing needs to assist organization based on project projections.
Pipeline & Demand Management	Document all potential projects in a centralized tracker, development and maintenance of an organizational scorecard to prioritize projects based on business needs
Technical Change Management	Implementation of an organizational technical change management process and
Business Requirements Traceability	Facilitate business requirements, document in central log per project, complete prioritization exercise
Vendor Management	Ongoing tracking of contracts, renewals and opportunities for consolidation/savings.
Project Reporting/ Communications Management	<ul style="list-style-type: none"> - Produce ad hoc, weekly, monthly, quarterly reviews per client needs. - Maintenance of ongoing communications management plans to ensure employees are engaged and kept informed
Methodology & Tools	Periodic reviews of methodology and tools used by organization to ensure it continues to meet business needs



Through desk requests, end user support and application changes are managed. ITR performs a set of periodic management functions focused on efficient use and adoption of in-house technologies.

Support Desk Requests

Applications MS- Support
Configuration Change Management
User Roles & Security
Data Management
Functionality Control & Rollouts
End of Year Audit and Compliance

End user issues, Configuration Changes, Role Modifications, and Functionality Requests are processed TRI's service desk

Applications MS- Analysis, Enhancement
Adoption and Usage Reviews and Reports
Targeted Training/Re-Training to increase Efficient Use
Periodic Reviews of Configuration and User Roles
Periodic Reviews of Data and Functionality Enhancements

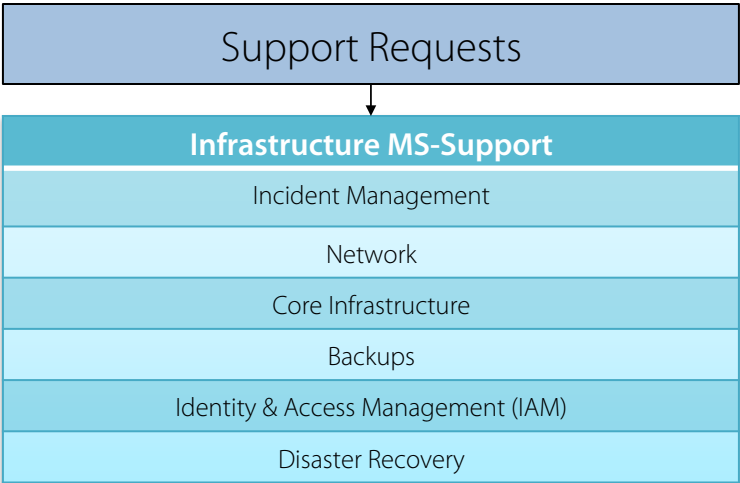
Periodic functions are performed to increase efficiency and performance and guard the integrity of the systems

Area	Description
Configuration Change Management	<ul style="list-style-type: none"> - As part of established approval workflow, TIMS validates goal of the Request, confirms Request aligns w/ established business SOPs, and obtains approval to make change. Discovery-Design-Configure-Test-Deploy - Periodically performs a review of tool configurations to confirm compliance.
User Roles & Security	<ul style="list-style-type: none"> - Request runs through Role/User/Access Review to verify segregation of duties and proper solution for the Request. - Periodically performs a review of users, roles, and access to confirm compliance, confirm users still need access, and roles are current
Data Management	<ul style="list-style-type: none"> - For requests to fix data issues, as part of established approval workflow, runs Request thru Discovery-Fix-Validate-Deploy - Periodic evaluation of application data/files- organization, usage, integrity and recommends plan for file cleanup
Functionality Control & Rollouts	<ul style="list-style-type: none"> - As part of established approval workflow, runs Request through Discovery-Design/Configure-Test-Deploy. - Periodically performs a review of functionality used and new functionality available
Adoption & Usage Reviews	Provide reports and analysis of application adoption and usage by employees to become more efficient with applications
Training	Targeted training and re-training of applications to improve efficiency

ITR Infrastructure MS



ITR partners with the Support Desk to provide companies with all-inclusive IT support. The Support Desk performs ticket support and triage for break fix issues, routine upgrades, maintenance and monitoring of the IT environment and engages ITR to provide Project Delivery Specialties and enhanced IT support when architectural changes/design is required.



Area	Description
Incident Management	- Single point of contact incident management of all sub vendors for incidents.
Network, Core Infrastructure & Backup	- Architectural/Engineering level support (T2/T3) for incidents & projects - Upgrades/advanced maintenance on existing infrastructure
Identity & Access Management (IAM)	- Tool and data management modifications to user profiles, Active Directory updates, new hire account creation, hardware provisioning, access provisioning, e-mail creation.
Disaster Recovery	- Perform Disaster Recovery tests per defined schedule with customer - Remediation of issues and updates to Run books



ITR performs Security services to clients via pre-defined calendars to ensure the end user training, documentation, and BCP tests are kept current. Through Support Desk requests, ITR performs out of band training based on common reoccurrences of tickets.



Area	Description
Security Awareness Training	<ul style="list-style-type: none"> - Establishment of a Security Awareness training calendar for end users training on Security Threats and organizational policies. - Development and delivery of training materials per established calendar - Completion of out of band training for situational training requirements (eg. Cyber threat)
Security Framework	<ul style="list-style-type: none"> - Periodic assessment of Security Framework to ensure documentation is current and being followed by the organization.
Policy/Process Documentation	<ul style="list-style-type: none"> - Regular reviews of Policy/Process documentation to ensure commitments and processes are being followed in accordance with organizational policies and audit requirements. - Provide recommendations for areas needing updates/modification based on current business practices.
Business Continuity Planning (BCP)	<ul style="list-style-type: none"> - Perform BCP Recovery tests per defined schedule - Updates/remediation to BCP documentation/plans