

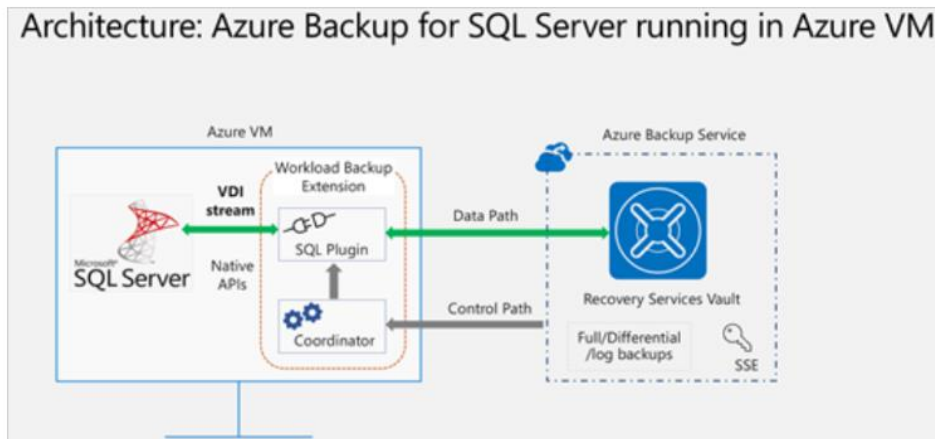
Orion Healthcare Technology: AccuCare Business Continuity Plan

Orion Healthcare Technology's (Orion) business continuity plan is critical in keeping its AccuCare Web-based application running and open to provide access to its customers when it is needed following an emergency or other disruption. The plan reduces the impact to AccuCare customers during a disaster (physical or cyber) and allows it to maintain its critical business and logistical functions. The business continuity plan also helps Orion recover and get back to 'business as normal' following an event more quickly and completely. Orion's business continuity plan and disaster recovery for AccuCare will cover these main areas:

Security and Backups

AccuCare Web is protected through the most secure encryption technology available as well as a next generation web trust service that combines state-of-the-art 128-bit SSL encryption and identity verification in a single bundle. AccuCare is hosted on the Microsoft Azure VM Cloud Services, with full technical and physical safeguards in place including dual power sources, redundancy, surveillance and full database backups.

AccuCare database and application backups are stored offsite using Azure Backup Service in its Recovery Services Vault with built-in management of recovery points for recovery planning. Each AccuCare database is backed up daily, as well as "check pointed" every six hours with a full back up rotated every week and every month and year, for the duration of each customer's contracted service. This allows for minimal data loss in a restore of AccuCare databases. Customers may request a copy of the database for their own storage.



Emergency Response: Contingency and Restoration

Overview

Orion utilizes a 3rd party vendor to assist with monitoring and security management of its web-based products (SaaS) on the Microsoft Azure VM platform. First National

Technology Solutions (FNTS) provides daily monitoring, security and maintenance of the SaaS product lines, along with assistance with disaster recovery and resolution services. This allows Orion to replicate workloads from any of its hosting environments on Azure VM Cloud Services to a secure hosted security cloud infrastructure to provide automated failover and recovery services.

In the event of any service disruption considered beyond reasonable in duration, caused by human, technical or environmental reasons, an emergency response will be triggered to execute a recovery (contingency) plan to ensure AccuCare is restored and back “online” via the emergency response team’s execution of a diagnosis, fix (as necessary) and restore.

Team

An Orion “Emergency Response Team” or ERT is designated to have authority to perform specific business functions to restore business activity for AccuCare and Orion. The ERT consists of any 3 of the following Orion staff: chief technology officer, president, vice president, director of development and the director of customer support.

Activation

When any Orion or FNTS staff member identifies a potential contingency-plan level incident, they should notify an individual on the emergency response team. The ERT will quickly diagnosis the service disruption and determine the severity, solution and recovery time estimate. If the ERT decides that Orion needs to activate the contingency plan, tasks are assigned to a technical team (that includes Orion and FNTS resources) and notes are documented with timestamps, and implementation is started.

Notification

Within 30 minutes of identifying the service disruption, the application users should be notified via the login page as well as an email blast to the point of contact for each agency. The director of support will coordinate with account managers to identify key customers who should be proactively contacted via email.

Recovery and Restoration

The technical team from Orion and FNTS will assess the situation and work to recover the AccuCare system based on their current protocols for recovery of services. Because of FNTS’ Azure Site Recovery plan, which replicates objects from Orion’s primary location to a secondary location (recovery vault), downtime and data loss can be minimized.

After recovery is established, the emergency response team tests and validates the system as operational. Within 15 minutes of recovery plan complete and confirmed

from response team, the director of customer support will notify all stakeholders, including customers, via login page and email.

The team schedules an internal post-recovery meeting to discuss the event and ensure any documentation is recorded and saved. Additional notification to stakeholders should be sent out (as necessary) on the incident.

Help Desk: Customer Support Services

In the event the Help Desk service is compromised at our facility for any reason, Orion's IT staff's goal is to work to resume normal business operations within 24 hours. During that time:

- A toll-free 800 number as well as email and web support will be available for AccuCare users to contact the Orion Help Desk for any technical issues and resolution.
- Help Desk staff as well as Orion emergency response team are available via cell phone and email in the event the 800 number is not available. The toll-free 800 line is a digital connection, allowing Orion's IT department to convert telecommunications for all employees to communicate from their home(s)
- All Orion staff listed on the BCP team have remote access. Proprietary software and other operational system data are backed up off site in a secure and local facility, ensuring recovery time is minimal