

A background image showing several hands of different skin tones stacked together in a supportive gesture, overlaid with a semi-transparent blue filter.

# CIVICHR<sup>®</sup>

HR Software for Local Government

City of Margate,  
Florida

Applicant Tracking

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302 South 4th Street, Suite 500 | Manhattan, Kansas 66502  
888-228-2233 | [www.civicplus.com](http://www.civicplus.com)

Presented by:  
Solomon Grover  
Regional Sales Manager

March 7, 2017

Jim Wilbur, IT Director  
City of Margate  
5790 Margate Blvd,  
Margate, Florida 33063



302 South 4th Street, Suite 500  
Manhattan, Kansas 66502  
888-228-2233

Dear Jim:

Thank you for considering CivicHR as a partner for Margate's human resource system needs. I am excited to present an integrated solution that is comprehensive and easy-to-use, that allows human resource managers to recruit, identify and hire talent, on-board new employees, and assess employee performance.

Of the proposals you review, all should offer an intuitive way to quickly and efficiently populate information. However, the best solution should also include the latest innovations in government functionality that top candidates will seek to use when applying for your career opportunities.

CivicHR is part of CivicPlus, the integrated technology platform built for local government, connecting municipal employees and elected officials with the citizens they represent and serve. Today, CivicPlus has more than 200 staff members and continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 2,500 clients with over 55,000+ users. For over 20 years we have worked exclusively with local governments, allowing us to develop solutions uniquely tailored to improving civic engagement.

The following proposal details how the CivicHR solution will reduce your staff's workload, respect budget constraints and, most importantly, provide your community with a powerful online resource that promotes open and transparent access to your municipality's career opportunities.

I sincerely welcome the opportunity to elaborate further on our proposal and answer any additional questions you may have about partnering with CivicHR.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sh', with a long horizontal flourish extending to the right.



Solomon Grover  
Regional Sales Manager  
Grover@civicplus.com  
Direct Line 785-323-4707

# CivicPlus Company Overview

20+

20+ years of experience  
with a focus to help  
local governments.

200+

200+ employees, many who  
have experience in local  
government organizations.

2,500+

More than 2,500 local  
government clients across  
Canada and the U.S.

55k+

Over 55,000 internal admin  
users

60M+

More than 60 million online  
visitors (and counting!)



5-time Inc. 5000 Honoree



[www.govtech.com/100](http://www.govtech.com/100)

## CivicPlus History

Since our inception, CivicPlus has been capturing the passion our customers have for their communities and their residents with high-quality, eGovernment solutions. CivicHR, our cloud-based human resource software solution, simplifies and streamlines HR processes associated with hiring and engagement of employee, in a centralized secure system, that will help communities perform at their best. We consider it a privilege to partner with municipalities to provide a solution in finding top notch candidates for your career opportunities and quickly transition them to productive employers.

CivicPlus was born out of four rural cities' desire for a progressive way to maintain their websites without the burden of employing a continual webmaster. They sought a system that would allow routine updates and changes to be implemented by city staff, regardless of technical skill. After close consultation with these four initial cities, an innovative tool that automated the process of updating website content was developed. Our CivicHR tools also grew out of close collaboration with municipalities who are looking for better ways to attract and manage great people.

Incorporated in Kansas in 1998, we began providing technical-related services in 1994. Today, under the leadership of founder Ward Morgan, CivicPlus continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 2,500 clients. Our commitment to setting the standard for service to local governments drives us to continue to expand our offerings.



## Our Commitment To You

At CivicPlus, we have a passion for helping local governments engage with their citizens and employees. Our goal with CivicHR is to help you hire top performers and streamline your hiring and talent management processes.

# Overview of CivicHR

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## Mission

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CivicHR specifically focuses on helping local governments engage high performing employees to achieve the goals of their community. Our solutions are easy to use tools that help our clients:

- Increase the quality and performance of employees
- Reduce administrative costs associated with HR processes
- Ensure the compliance of HR practices

## Overview

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CivicHR is the easiest-to-use local government human resource management solution. Our cloud-based software integrates and organizes data, automates job postings, collects applications, simplifies employee onboarding, and manages performance. Serving as an automated end-to-end solution, CivicHR acts as a force multiplier for human resource departments and communities of any size. Our CivicHR solution has been designed to specifically enable our clients to:

- Meet compliance requirements of public entities
- Source and screen for the qualified, civic-minded candidates
- Manage high volumes of job applications
- Mitigate per hire costs
- Streamline and modernize paper-based workflows
- Monitor job performance with quantifiable and qualitative metrics
- Meet record retention requirements

The CivicHR product suite includes the following modules:

- Applicant Tracking
- Employee Onboarding
- Performance Management
- HR Professional Services



# Project Team



## Steve Franks – Product and Consulting Manager

Steve helps local government's HR offices determine the best solutions for their organization, users, and constituents. Steve has extensive knowledge in CivicHR's solutions, usability expertise, and client-driven philosophy to ensure that the best solution is found!

**Education**  
BA Education

**Resume**  
Corporate Trainer  
Consultant & Trainer with Local Government

**10+ Years of Experience**  
Private & Public Sector HR Processes  
Teaching & Training  
Public Speaking



## Jon Wiersma – General Manager of CivicHR

Jonathan leads our human resource solutions division with responsibility for product strategy, marketing and sales, implementation and client support. His team will ensure the CivicHR products and professional services come together to help your people work better.

**Education**  
BS Business Administration  
International Business  
Finance

**Resume**  
Senior Product Manager  
Software

**15+ Years of Experience**  
Research & Development  
Client Implementation  
Team Building  
Sales & Marketing



## Adam Block – Manager of Project Administration

Adam leads our project management team. This team oversees inter-departmental and client interactions assuring that your project will be developed in a timely manner by professional website experts.

**Education**  
BS Business Administration  
Management  
Economics

**Resume**  
Lead Project Manager  
Financial Services

**5+ Years of Experience**  
Project Management  
Business Management  
Team Building  
Customer Service



## Jim Steffensmeier – Manager of Training and Consulting

From consulting services to content development to technical specifications, our consulting and training department will assist you in developing the right message in the right way by the right team. He will coordinate his team of professionals to deliver the consulting and training services you need to achieve success.

**Education**  
MA in Education/Adult  
Education & Training  
BS in Psychology  
AA in Business Management

**Resume**  
Training  
Consulting

**10+ Years of Experience**  
Customer Service  
Best Practices & Website Optimization  
US Army Veteran



## Sumre Amerin – Manager of Account Management

Upon launch of your website to the public, Sumre will assign an account manager to your account. Your dedicated account manager is a specialized team member that will ensure you stay current on CivicPlus solutions. This individual is your main point of contact and will partner with you to create an on-going strategy to better engage your citizens by utilizing the tools and products that CivicPlus has to offer.

**Education**  
BS Business Administration  
Management  
Economics

**Resume**  
Lead Project Manager  
Financial Services  
4

**5+ Years of Experience**  
Project Management  
Business Management  
Team Building  
Customer Service

A background image of a person with dark hair, wearing a dark jacket, looking down at a laptop. The image is overlaid with a semi-transparent blue filter.

# Project Implementation Plan

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Margate's proactive vision to develop a user-friendly, self-service human resources environment for its community and employees is commendable. You can have complete confidence that the professionals at CivicPlus will become your strategic, trusted partners in achieving this vision.

# Implementation Plan

| PROJECT TIMELINE: 12 – 20 WEEKS |             |             |             |             |
|---------------------------------|-------------|-------------|-------------|-------------|
| Phase 1                         | Phase 2     | Phase 3     | Phase 4     | Phase 5     |
| 4 – 6 Weeks                     |             |             |             |             |
|                                 | 2 – 4 Weeks |             |             |             |
|                                 |             | 2 – 4 Weeks |             |             |
|                                 |             |             | 2 – 3 Weeks |             |
|                                 |             |             |             | 2 – 3 Weeks |

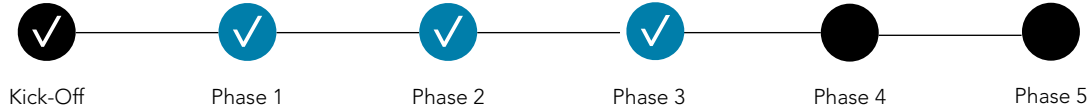
## Project Phase Descriptions



## Kick-Off Meeting

During the initial kick-off meeting, you will meet your project manager to establish your project timeline, review the startup kit and discuss the takeaway items that need to be completed. Your project manager will discuss the implications of deadlines and the expectations required to keep the project on track.





## Phase 1: Analysis & Optimization

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### REVIEW NEEDS

Goal: Research and review your current processes, deliverables, and expectations for a solid understanding of how to execute.

### DESIGN, CONTENT & FUNCTIONALITY

Goal: Determine how you can streamline your processes and best use our system functions.

### BEST PRACTICES

Goal: Outline industry and CivicHR system best practices and standards based on experience with organizations just like yours.

## Phase 2: System Development

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Based on the results and goals outlined during the Analysis & Optimization phase, your project team will collaborate and review all your deliverables and begin data configuration. During this phase we will import your jobs, users, and create forms and workflows.

## Phase 3: System Review & Testing

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Your Project Manager will schedule a meeting with you to review the development process and system functionality. At this time, you will have the opportunity to add and create additional information in your system.

Our CivicHR training team provides multiple levels of training to your team to ensure that your staff has a full understanding of the system. Trainings include:

- **ADMINISTRATIVE TRAINING:** Training for all Module System Administrators preparing your team for successful user acceptance testing period and launch.
- **SYSTEM USER TRAINING:** Training for your staff providing all the necessary tools to utilize the system for all aspects of the hiring continuum.
- **VIDEO TUTORIALS/MANUALS:** Video tutorials of new features and how-to guides on a regular basis. These can be accessed directly from within the module.
- **POST GO-LIVE REFRESHER TRAINING:** Monthly Webinar sessions are available for all clients. You can also build in tailored refresher training blocks as part of your CivicHR package.

## Phase 5: Go-Live

Once your system is launched, we won't leave you to fend for yourself. The week after go-live is critical for project success so we will have an open line of communication and scheduled check points to ensure everything will continue to meet your expectations.

# HR Professional Services

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On-Site Consulting for Performance Based Hiring practices and System User Training will not only help make sure the CivicHR modules are fully optimized, it also ensures that you will hire better applicants!

Hiring top talent is not the same as getting requisitions filled. Governments can't operate on a daily basis without the help of great people that are dedicated to doing things right and making things better. Local governments are continuously being asked to do more with less and need talented people to help create solutions.

Our expert consultants will help you begin to target top performer candidates, configure your system and provide your staff with training on the system as well as your new streamlined hiring processes. On-Site Consulting sessions include, but are not limited to:

## HIRING PROCESS DEVELOPMENT

- Job Description Analysis
- Attracting Top Performers
- Improved Sourcing Channels
- Performance Profile Based Hiring Methods
- Hiring Process Definition
- Workflow Efficiency

## PERFORMANCE MANAGEMENT PROCESS REVIEW

- Evaluation Criteria Review
- Performance Profile Training and Implementation

## MODULE SETUP

- Jobs Manager – Descriptions, Performance Profiles and Performance Metrics
- Hiring Manager Configuration
- Candidate Routing
- Efficient Workflow
- Customization
- Job Specific Assessments
- Listings and Social Media Integration

## USER TRAINING

- Performance Based Hiring Practices
- Hiring Manager Processes
- System User Training
- Admin and Support Training

## Additional Consulting

To further assist your organization, additional consulting, covering a variety of human resource processes and topics, can be customized by our senior consultants.



# Applicant Tracking

For local governments looking to bring talent into their administrations, CivicHR offers an easy-to-use applicant tracking software (ATS) solution. CivicHR helps local government human resource managers to more efficiently receive, screen, track, and hire job candidates, while more efficiently communicating and collaborating with hiring departments. Human resource departments of any size can more efficiently fill open positions by automating aspects of the documentation, application routing, candidate communication, and job posting processes.



# Applicant Tracking

## *DID YOU KNOW?...*

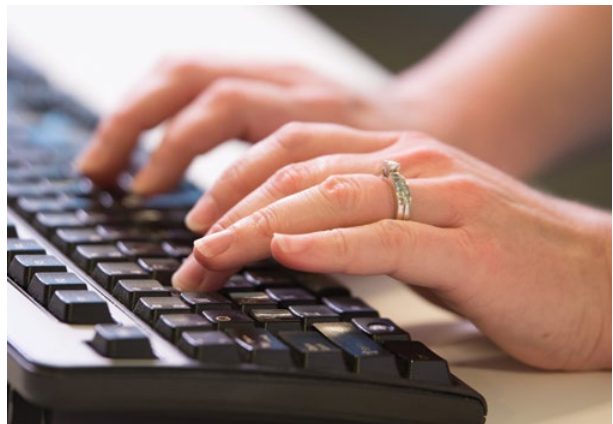
*Traditional hiring processes spend most of the time targeting the 17% that are actively looking, but ignore the other 83% which contain the top candidates.*

*An application and resume provide experience and skills data, but on their own offer little indication of a candidate's interest, willingness and fit for a position. Performance Profiles, Benchmarking and Trending Skills identify future top performers who will go above and beyond their duties and be committed to your organization.*

## Performance-Based Approach to Hiring

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CivicHR allows local government human resource departments to find and hire talent using a performance-based approach. With its customizable job descriptions, sourcing channels, and basic minimum qualification assessment and candidate scoring, CivicHR helps HR managers to create a profile for an ideal candidate for each open position. Managers can then identify that candidate from among the applicant pool using built-in intuitive pre-screening tools. This automation saves HR managers time while identifying a more qualified pool of applicants to be interviewed and assessed by the hiring department.



# Applicant Tracking

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## An Easy-to-Use Approach to Talent Acquisition

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CivicHR offers HR management teams customizable tools to easily manage job descriptions, publish open positions, accept online applications, and screen candidates. CivicHR's talent acquisition functionality allows local government HR managers to:

- Streamline the hiring process, helping you quickly find and select the best candidates.
- Standardize your hiring process with easy-to-use templates.
- Hire faster with standardized metrics and access to a searchable database of all applicants.
- Track, manage and reduce your cost-per-hire.
- Save time reviewing resumes.
- Fill positions faster by automating the pre-screening and ranking of applicants against baseline specified job criteria.
- Meet Equal Employment Opportunity Commission (EEOC) and Office of Federal Contract Compliance Programs (OFCCP) compliance requirements for applicant record retention.
- Reduce the costs associated with manual paperwork, and limit the number of hours spent screening applicants and mailing applications to individual departments.
- Attract more qualified candidates for each open position through integration with social media profiles such as LinkedIn and Facebook.
- Expedite job postings to multiple third party employment websites with a single integrated solution.
- Accelerate application submissions through the mobile-optimized career portal.
- Proactively identify qualified talent by searching previously submitted applicant profiles and encourage new applications using the invite-to-apply tool.
- Improve the applicant experience with expedited communications sent via automated mass notifications.
- Optimize the recruiting process by using integrated ROI reports.

# Applicant Tracking

## Time-Saving Features

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- **Create Job Requisitions** – To help departments communicate their hiring needs and stay right sized, use CivicHR to create and manage job requisitions. Track the status of each requisition from creation, to review, to approval, to submission and posting.
- **Job Description Management and Integration** – Create job postings in less than a minute by starting with one of our job profile templates designed specifically for local government. CivicHR eliminates the need to constantly recraft job descriptions every time a position becomes available. Instead, write and manage job descriptions from a single system that integrates with your employee management solution. This integration ensures employees are continually evaluated against the exact criteria for which they were hired. The job management module also allows you to manage all the details for your many positions in one single repository, making it easy to keep postings updated based on collaborative feedback as positions and expectations evolve and change.
- **Create Job Applications** – Simplify your application process by creating standard application versions based on department, title, or any other criteria. By creating an application within the CivicHR system, you don't have to worry about version control, or department managers utilizing outdated application forms. Instead, you manage the application process from start to finish from a single interface.
- **Build Custom Applicant Measurement Criteria** – The criteria you set will be used to pre-screen applications, saving you the time and effort of manually reviewing the submissions of applicants who are not qualified.
- **Social Network Integration** – Social media has become a popular way for active and passive job seekers to find open positions. With CivicHR, HR managers can post open positions to local government website career pages and social media channels, including Facebook, Twitter and LinkedIn, extending your reach and maximizing your applicant pool.
- **Application Keyword Searches** – CivicHR analyzes resumes and stores data allowing you to search for specific qualifications, experiences, or traits by keyword. Keyword searches save you time, eliminating the need to review dozens of received resumes. You can even search previously submitted applications, expanding your candidate pool to include passive job seekers.

# Applicant Tracking

## Time-Saving Features

- **Automated Pre-Screening of Required Qualifications** – Civic employment opportunities attract a wide variety of applicants looking for civil service employment. CivicHR automates the first time consuming step in the process of screening initial application submissions to ensure baseline qualifications are met. This process expedites the application review process for both HR administrators and hiring managers by only moving applicants through the hiring workflow if they meet the position's baseline education and experience requirements.
- **Job Sourcing** – To better manage future open positions and learn where applicants are finding out about positions using the job sourcing channel feature.
- **Custom Candidate Assessment Criteria** – You know what you want in a new hire, because you know the skills and talents of your most valuable employees. Create job criteria based on competencies you've identified in your top employees. The CivicHR system will then search for candidates that exhibit those identified qualities.
- **Interview Schedules** – Track candidate interview schedules within CivicHR for consistent inter-departmental communications and process management.
- **Candidate Scoring** – Add an objective assessment to your assessment process with candidate scoring. CivicHR helps make scoring an actionable evaluation step by allowing administrators to establish basic minimum qualifications (BMQ). Candidates that the system determines do not meet BMQs, based on identifiable criteria, may be excluded from advancement in the hiring process.
- **Optimize Your Talent Acquisition Processes with Detailed Reporting** – Improve your talent acquisition processes based on quantitative and qualitative hiring data. CivicHR's full reporting framework allows you to analyze candidate sourcing, identify candidates by status type, job description, and career portal metrics. CivicHR also enables Equal Employment Opportunity (EEO-1) compliance reports to ensure you are meeting federal requirements.
- **Candidate Communications** – One of the biggest frustrations candidates express during any hiring process is when they feel there has been a lack of communication. For HR managers, frequent calls, emails, and walk-ins of applicants looking to check on the status of their application is disruptive and time consuming, yet manual follow-up with each applicant is typically not feasible. CivicHR helps local governments improve their candidate communications using an automated outreach process, freeing-up time for HR managers to focus on other personnel needs. Use CivicHR to craft specified email communications that are automatically sent when a candidate's status changes. For example, if an applicant is flagged as not receiving an interview, CivicHR will automatically send your pre-written communication to notify that applicant that he/she will not be scheduled for an interview. Such communications eliminate candidate confusion as to their application status, which minimizes phone calls and walk-ins.





# Experience & References

Contact our clients and let them tell you about their experiences working with CivicHR. If you would like to see more, just let us know!

# Case Study

Spartanburg County, South Carolina

## Before CivicHR

The human resource department at Spartanburg was operating an entirely paper-based recruitment, talent screening, and hiring process. “For those who wanted to complete or hand in their applications in person, they would have to physically come to our office during business hours,” indicated Director of Human Resources, Tony Bell. “For many, that meant taking time off from their current job. For others, if they weren’t able to come to our office in person during business hours, they weren’t able to apply. We were potentially missing out on qualified talent, or asking a significant time commitment of some applicants who didn’t even meet our hiring criteria.”

Beyond the inconveniences of obtaining paper applications, tracking and managing applicants through the review process between the Human Resource staff and departments was also a challenge.

*“At times, a qualified applicant would apply but in the hustle and bustle of our other daily responsibilities, an application would inadvertently get misplaced or sent to the wrong department. It didn’t happen often, but with such a manual process, human error can occur. We also knew that we were losing out on qualified candidates due to our turn-around time. Our previous process took weeks to complete. We had to compile paper applications, mail them to the applicable department’s hiring manager, and from there they had to be individually reviewed. If, during that time, a qualified candidate didn’t hear anything from us, even a confirmation that we received their application, they may move on to another position, which meant we were losing qualified candidates. Even for those applicants who came down to our office in person, we didn’t have a way to follow-up with them on the status of their application. It was very discouraging for many applicants.”*

*-Tony Bell, Director of Human Resources*

"Before CivicHR, we couldn't notify a citizen if their application was received, or if they were not going to be scheduled for an interview. Now, using just one tab in the CivicHR Applicant Tracking system, we can select all applicable candidates to notify them that they were not selected for an interview. It gives these citizens the information they need to move on in their job search, and provides them with a better experience interacting with our administration."

-Lisa Hart, Assistant Director of Human Resources

## After CivicHR

According to Bell, even though the process of moving from a paper-based talent management system to an online system was a paradigm shift for both the administration and the community, the transition was well-received.

*"I was pleasantly surprised. I hoped it would be a success but I was hesitant that people wouldn't like the idea of solely working through an online system. On the contrary, it has been a huge success. Our citizens appreciate that they can apply for open positions at anytime from anywhere. They can apply at 9 a.m., or 2 a.m., or on weekends, or any time during the hiring timeframe. Our hiring managers can look at application immediately so they don't need to wait for human resources to collect all the applications and provide them in bulk. It's also cut down on our lobby traffic. The transition to CivicHR has been a really, really, good thing for Spartanburg County."*

-Tony Bell, Director of Human Resources

"The new process that we have devised for our Sheriff's Department using CivicHR works much better than our previous paper-based process," said Bell. "Before, we would give our Sheriff's Department a pile of paperwork with every applicant, regardless of whether the applicant was qualified. Now, only qualified candidates are passed on to the Sheriff's Department. It has significantly cut down on the number of documentation being reviewed for each applicant, making the screening process much easier for everyone."

According to Hart, one of the greatest benefits of the CivicHR Applicant Tracking system from both a workflow and a citizen communication perspective, is the system's ability to automatically pre-screen applicants, and send notifications when an applicant has not been selected for an interview. Using CivicHR's dynamic candidate assessment feature, job specific criteria can be defined to require specific baseline criteria such as years of experience or educational accomplishments. The system can then flag those applicants that do not meet the required criteria, alleviating the need for human resource departments to manually complete this step. The candidate assessments feature is a significant time saver for positions in which hundreds of applications are received.

In addition, CivicHR provides an automated solution that allows human resource managers to bulk notify applicants at various steps in the process, such as when their application has been received, if they have been selected for interviews, and when it has been determined that they will not be moving forward in the application process, or any other status changes the county deems appropriate.

# Case Study

Marble Falls, Texas

## Before CivicHR

The City of Marble Falls, TX had historically used a paper based job application and internal routing workflow. The process of receiving and distributing applications for department manager review was time consuming and slowed the entire hiring process.

*"When a paper application would come in, I'd make three copies. The copies would be distributed to the hiring department where they had to be reviewed. I'd make individual phone calls to candidates identified for interviews. I hardly ever sent letters to applicants that weren't identified for an interview because it was just too time consuming."*

*- Angel Alvarado, Human Resources Director*

Alvarado was compelled to follow the inefficient, paper-based system despite the fact that her predecessor had invested in a human resource management system intended for local government. The system, however had never been implemented, which meant if Alvarado wanted to automate her human resource processes, she would need to execute the new software on her own.

Despite the software company's claims to be an easy-to-implement, technology leader in the public sector industry, the system was proving to Alvarado to be anything like intuitive.

"I tried to use the software since I had inherited it," said Alvarado. "I just could not get it off the ground as a one-person department. It was incredibly time consuming. I tried dedicating time to the implementation and following the advice of my sales rep, but after several weeks of frustration, I finally gave up."



"The assessment tools are so helpful in reviewing applicant resumes," said Alvarado. "Before CivicHR, it took so much time to review resumes. Now, I build assessments and let the system pre-screen received resumes for qualified candidates."

## After CivicHR

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After a successful implementation, Alvarado has benefited from several CivicHR features that allow her to streamline her processes as a single-person department, while attracting qualified talent to her small community. From a process perspective, the job assessment and auto-routing features have enabled Alvarado to expedite application reviews without adding manual steps to her already busy days.

CivicHR has also helped Alvarado to reduce paper and speed department application reviews.

*"I no longer need to make three copies of each qualified resume, put them in department mailboxes, and follow-up for feedback. By implementing CivicHR, our department resume review process went from taking weeks, to taking days. The system auto-routes qualified applicants to the appropriate department manager for review. I don't have to do anything."*

Aside from expediting the hiring process, since moving to an online system with CivicHR, Alvarado has seen an increase in total applications as well as a trend in higher quality applicants for most positions.

# Support, Hosting & Security

You are now a part of the CivicPlus family and will continue to receive both technical and consultative support from our Support and Account Management team.

# Continuing Service & Support

Once you are part of the CivicPlus family, you will continue to receive both technical and consultative support from our Support and Account Management team.

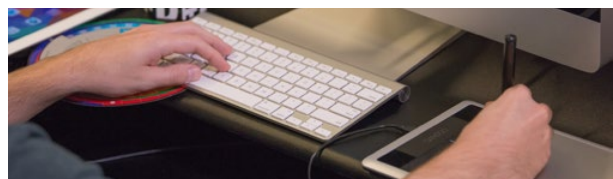
## DEDICATED ACCOUNT MANAGEMENT

CivicHR has a team of dedicated account managers to help you implement the tools needed to make sure you get the most out of your new human resources solutions. Upon system Go-Live, you will have a dedicated member of this team to help you keep up on new CivicPlus products and optimize your system. This specialized team member can provide you with further information on how to engage your potential employees utilizing the tools that CivicHR has put into place on your new human resources system.

## AROUND-THE-CLOCK TECHNICAL SUPPORT

Our support personnel are ready to answer your staff members' questions and ensure their confidence in using our site. When you choose CivicPlus, our knowledgeable staff is available from 7 a.m. to 7 p.m. (CST) to field your calls and emails, and emergency services are available after regular hours with our on-call staff 24-hours a day.

In addition to fielding support requests, CivicHR is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity and the internet in general, our personnel often identify and correct issues before they even affect our clients' systems. Our expertise in HR management systems provides assurance to our clients that their applicant management needs are in good hands.



| SUPPORT   | MAINTENANCE OF CIVICPLUS APPLICATION & MODULES     |
|---|--|
| 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) / 24/7 Emergency Support | Install service patches for OS system enhancements |
| 2-hour response during normal hours   | Fixes  |
| Dedicated support personnel   | Improvements                                       |
| Integration of system enhancements  | Integration  |
| Usability improvements  | Testing  |
| Online training manuals   | Development  |
| Proactive support for updates & fixes   | Unlimited Administrative Users                     |
| Monthly newsletters / Ongoing follow-up check-ins                                   |  |



# Hosting & Security

CivicPlus protects your investment and takes hosting and security of our client sites seriously.

Redundant power sources and internet access ensures consistent and stable connections. We invest over \$1.0M annually to ensure we adapt to the ever-changing security landscape while providing maximum availability. To help ensure your HR system is protected at the level required for your highly sensitive personnel information, CivicPlus offers a Platinum Hosting & Security coverage for every CivicHR implementation.

## HOSTING & SECURITY

Your system is monitored 24/7/365. CivicPlus' extensive, industry-leading process and procedures for protecting and hosting your site is unparalleled. From our secure data center facilities to constant and vigilant monitoring and updating of your system, including 99.9% guaranteed up-time (excluding maintenance), we've got you covered. Our software and hosting has passed the most rigorous comprehensive 3rd party audits and is continually scanned for threat mitigation. When maintaining sensitive information, we do more than just securing the borders, we keep your data locked down at every point with the highest level of encryption.

Cyber security is a high profile topic that makes the news almost daily. Every industry is a target, including local government. Our Platinum Hosting & Security Package not only protects your system through all of our included hosting and security features, but also adds the peace of mind of comprehensive and continuous protection. Our team has been pressure-tested and has the experience and expertise to handle any situation.

## ONGOING PROTECTION SERVICES

We recognize that human resource information is unique and is highly critical regardless of community size. Therefore, CivicPlus provides our Platinum Hosting & Security Package for every client implementation to ensure we exceed top standards for your community without compromise. At the time of an attack, CivicPlus will activate our mitigation procedures and work with you to restore system access in a timely and prudent manner.

| HOSTING & SECURITY FEATURES   | PLATINUM |
|---|----------|
| Data Center   |          |
| Highly reliable data center   | ✓        |
| Managed network infrastructure  | ✓        |
| On-site power backup & generators   | ✓        |
| Multiple telecom/network providers  | ✓        |
| Fully redundant network   | ✓        |
| Highly secure facility  | ✓        |
| System monitoring   | 24/7/365 |
| Hosting   |          |
| Automated CivicHR software updates  | ✓        |
| Server management & monitoring  | ✓        |
| Multi-tiered software architecture  | ✓        |
| Server software updates & security patches  | ✓        |
| Database server updates & security patches  | ✓        |
| Antivirus management & updates  | ✓        |
| Server-class hardware from nationally recognized provider   | ✓        |
| Redundant firewall solutions  | ✓        |
| Bandwidth   |          |
| Multiple network providers in place   | ✓        |
| Unlimited bandwidth usage for normal business operations<br>(does not apply in the event of a cyber attack) | ✓        |

| HOSTING & SECURITY FEATURES  | PLATINUM |
|--|----------|
| Disaster Recovery  |          |
| Emergency after-hours support, live agent (24/7)   | ✓        |
| On-line status monitor by Data Center  | ✓        |
| Third party online ping testing with automated alerts  | ✓        |
| Event notification emails  | ✓        |
| Guaranteed recovery TIME objective (RTO)   | 8 hours  |
| Guaranteed recovery POINT objective (RPO)  | 24 hours |
| Pre-emptive monitoring for disaster situations   | ✓        |
| Multiple data centers  | ✓        |
| Geographically diverse data centers  | ✓        |
| Threat Mitigation  |          |
| Five-star rating from third party product scan including: Code-level evaluation, injection prevent and penetration testing                       | ✓        |
| Defined Attack Response Process  | ✓        |
| Identify attack source   | ✓        |
| Identify type of attack  | ✓        |
| Automated attack response, notification and intervention   | ✓        |
| Global threat exchange   | ✓        |
| Advanced Security Coverage   |          |
| Real-time United Security Management service including: Asset Discovery, Vulnerability Assessment, Intrusion Detection and Behavioral Monitoring | ✓        |
| Comprehensive Security Information & Event Management (SEIM)   | ✓        |
| Live User Detection Service  | ✓        |