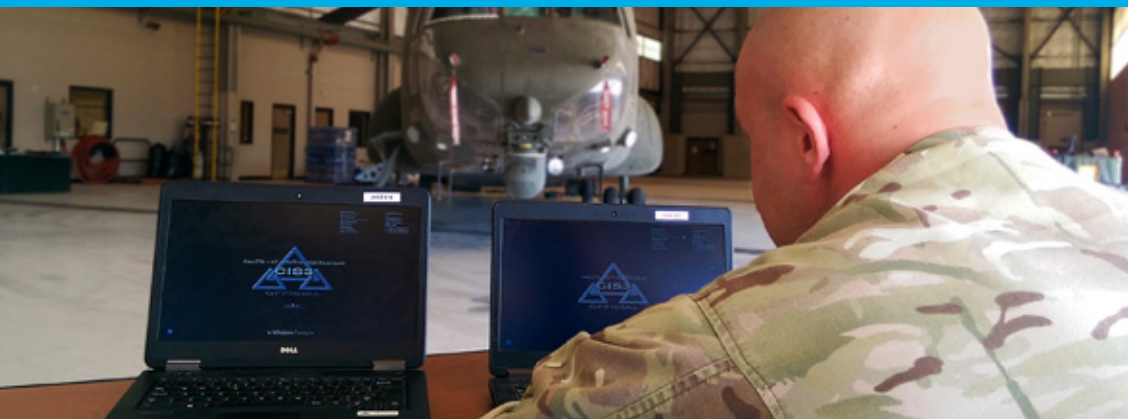


# Fully Managed CIS3 Remote Access Service and Device



## Overview

CIS3 formerly the DII Sustainment Programme for MoD Restricted Legacy Systems is contracted to Prolinx Ltd, and fully assured by MoD Information Systems and Services (ISS), Service Performance.

## Remote Access Service (RAS)

The CIS3 Remote Access Service (RAS), is available via the P2P catalogue and offers managed User Access Devices (UAD's) that allow the authorised user Secure, Remote Access to the RLI network and associated services from any location. Uniquely the CIS3 RAS UAD will permit access to the RLI via the Public Internet, on a myriad of communication bearers including but not limited to, Broadband, Mobile Broadband, Direct connection (LAN) or BGAN Commercial Satellite.



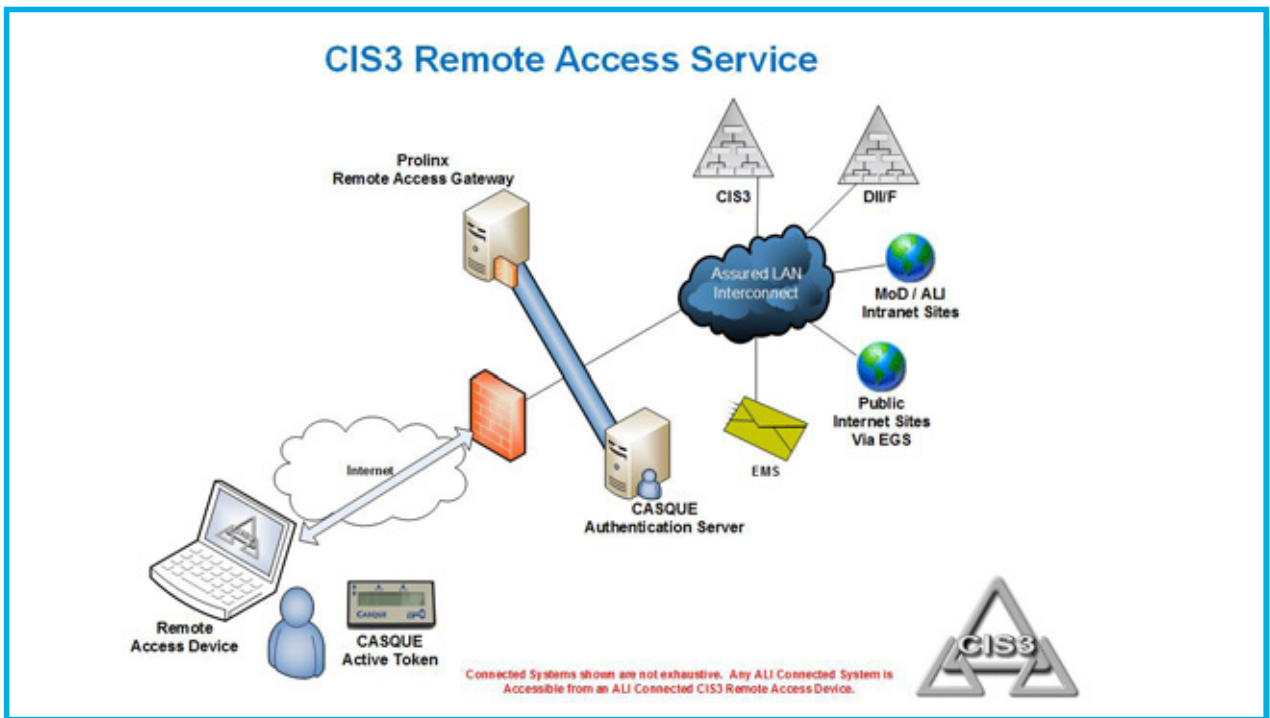
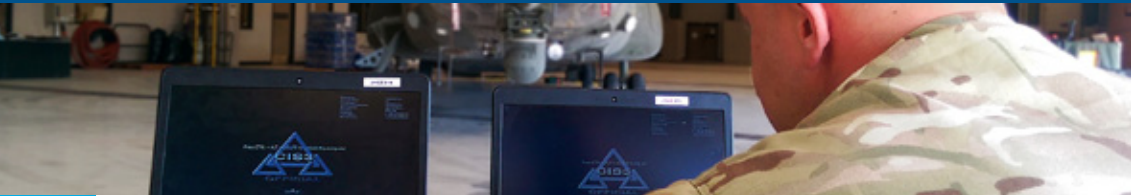
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## RAS Content

**The RAS includes the following service access and packages:**

- MoD Official Sensitive E-mail via CIS3 Mail Account – DII E-mail Accounts can be re-directed to this Account.
- External Unclassified E-mail (Public Internet) via External Gateway Service\*\*.
- Defence Intranet Access.
- Internet Access via EGS\*\*.
- Microsoft Office Suite including Word / Excel / PowerPoint.
- Access to JPA / HRMS and many other RLI Hosted Application Services.
- Central Back-Up protection for a Managed storage space of 70MB as standard – options to upgrade available.
- Full remote management including Security Patching and Anti-Virus updates.
- Ability to Save, up to, OS Material to My Documents folder (save now, synchronise later).
- 4GB Official USB Memory device.
- Full Print Capability – a list of standard approved printers is available on request – others can be added.

\*\* EGS Accounts are not provided as part of this package



## After Sales Service

The RAS UAD solution is fully managed and supported by the Prolinx Service Delivery Team, based at our Network Operations Centre in Shrivenham, which currently operates and supports numerous Government and Commercial Systems.

The Service Desk is available 24x7 and Overseas Users are automatically added to the CIS3 Gold Service User Group which provides this coverage.

In the event that of a UAD hardware failure, we provide a swap replacement within 48 hours anywhere in mainland UK. The swap replacement, pre-built and configured for the authorised User, is delivered via a secure courier and the unserviceable system collected and returned to our facilities.

In the event of any UAD being lost or stolen, our Service Desk upon notification, will suspend all accounts, thus preventing Unauthorised Access to Official Services. The system would become unusable by another person and any data stored locally would remain protected by the Hard Disk Encryption.

## Information and Pricing

For more information regarding the CIS3 Remote Access Service, pricing or related solutions please call Deborah Gardner on 07813 362117 or email [deborah.gardner@prolinx.co.uk](mailto:deborah.gardner@prolinx.co.uk)

## Security

The User Access Device is pre-built and configured for each individual User providing an out of the box solution to the user without a requirement for Technical resource. A step by step User Guide is supplied with each UAD.

The RAS is Accredited for MoD use by the MoD Information Systems and Services (ISS), Defence Assurance and Information Security Team (DAIS) and uses CESG Commercial Product Assurance (CPA) Certified Products and Standards. Full HDD Encryption is provided by BeCrypt DISK Protect (CPA) or Microsoft BitLocker. User Access is controlled using Casque SNR Dual Factor Authentication. The CIS3 build is applied to every UAD and is fully Accredited.



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