APPENDIX A

D.C. Retirement Board’s Web Site Requirements

District of Columbia Retirement Board

Web Site Requirements

Purpose

DCRB anticipates enhancing and maintaining their public web site. They also intend to establish a secure Intranet and web portal for their future line-of-business applications.

The District of Columbia Retirement Board (DCRB) intends to utilize the Internet to accomplish the following outcomes.

- Create an official public facing website that contains the information about DCRB and assets available to download. The audience for this website includes the active members and retirees that DCRB serves and other stakeholders that need information about DCRB. Provide a web benefit estimator to aid active members in obtaining an estimate of the retirement benefits they may expect given their employment context, high average salary, service history, and retirement date. This will apply the retirement plan rules in determining the estimated retirement benefit estimate.
- Implement a web based Intranet site that provides access to internal administrative content, assets, and information that DCRB staff may use to support their jobs. [Future]
- Implement a secure web portal that supports DCRB line-of-business systems. The audience for these line-of-business systems will be DCRB staff. In the future active members and retirees may also have secure access to their own information. [Future]

This document contains the business and technical requirements for the web site.

Context

DCRB administers a defined benefit retirement system for police officers, firefighters, and teachers employed within the District of Columbia.

DCRB supports approximately 24,500 active and retired members of which 13,500 are retired, and 10,500 are active, with others are terminated employees with monies' in the plan. DCRB has approximately 40 full time staff.

DCRB is an Independent District agency that is independently funded by their retirement pension plans. DCRB currently uses the District Exchange Server for Email, and participates in the DC-NET telecommunication network. The DCRB uses the Enterprise District web portal currently (dcrb.dc.gov). DCRB owns the URL DCRB.org for which they still have rights.

Conceptual Architecture

The attached exhibit presents DCRB's conceptual architecture for their Internet services.

Requirements

Category	Requirement
Business Requirements	
Public Web Site	▪ The public website will provide web pages that contains information about DCRB, its programs, and reports, forms, and information that can be downloaded by DCRB. ▪ DCRB communications staff expects to be able to create and maintain the content wit ▪ The ability to change web page content and publish the content at will. ▪ DCRB expects to be able to use common web tools that monitor the access and usage patterns of the web sites. ▪ DCRB expects to have available all of the common components available for website creation that are commonly in use. This includes links, graphics, videos, and accessible documents (PDF, Word, Excel, PowerPoint, etc.)
Intranet Site (Future)	▪ The Intranet site will be DCRB's internal repository for staff and board members to access a variety of content associated with business operations. The Intranet should be able to organize information by topical context and capture and store digital content (text, images, video, audio, etc.) and make it easily accessible by authorized DCRB staff. ▪ The Intranet should be secured by allowing only access to staff who have registered usernames and passwords, and who are on the DCRB network domain. Since some documents may contain sensitive information containing private and financial content, it must maintain strict security. ▪ The Intranet may be accessible through a secured Virtual Private Network (VPN) for registered users who operate outside the DCRB network domain. ▪ The Intranet must be capable of allowing DCRB administrative staff with the ability to configure and manage DCRB internal content. ▪ Intranet content should be able to be extracted and downloaded by authorized and authenticated staff. ▪ DCRB staff should be able to upload digital content and make it available to other DCRB Staff. ▪ The Intranet should have a security scheme that allows limiting

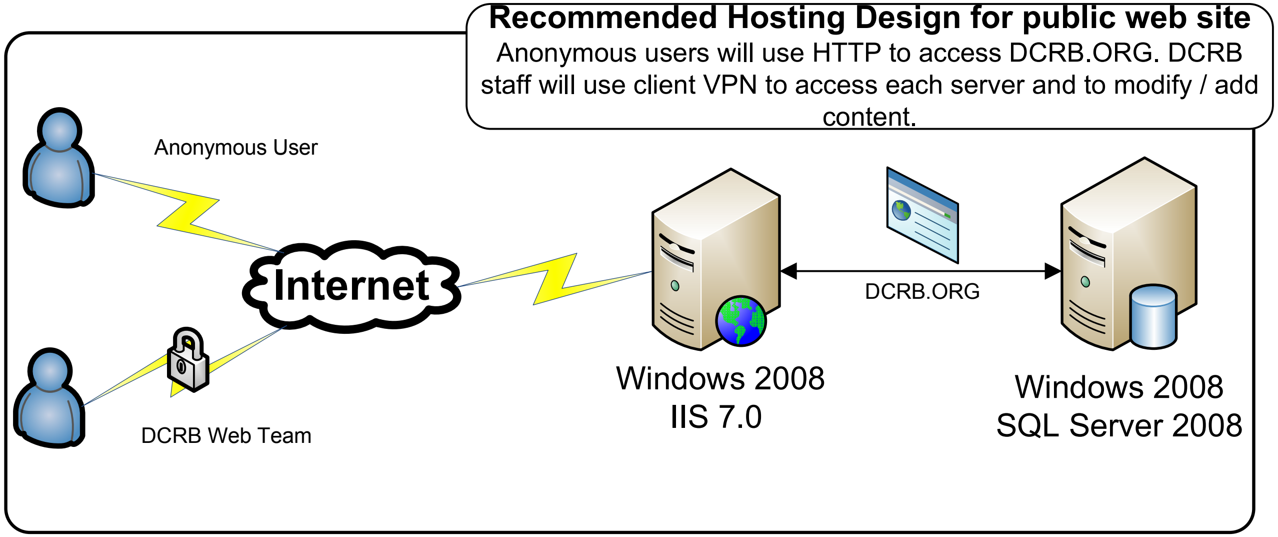
Category	Requirement
	access to definable subsets of DCRB staff that are authorized to access the content. (e.g., legal, investments, benefits, procurement, project, etc.)
Web Portal (Future)	▪ The web portal will be an access point for DCRB staff to access line-of-business applications. Modern applications use web-browsers as their client providing business staff with access to application programs and database content. ▪ The line-of-business applications will contain sensitive data about members including private and financial data. Only authorized and authenticated DCRB staff may have access to this information. ▪ The web portal will access server-side applications and databases that provide application logic and database access. ▪ The web portal will use modern client side applications that employ tools such as JavaScript and AJAX to validate and manipulate data before sending the data to the server side application objects for processing and database manipulation. ▪ The web portal should have the ability to log web activity and monitor access to web services.
Technical Requirements	
Web Server Support	▪ DCRB expects that the web servers will operate within a managed service environment. The server will be housed within a secure and regulated physical server environment. The web server will have technical administrative support for monitoring performance and services, backing-up applications and data, and alerting technical staff of any problems, faults, or issues that may compromise operation. ▪ The public web-server will be connected through a high-speed network connection. Generally, the performance bottleneck should be the users own Internet connection. ▪ When incidents are identified, they should be dealt with within a four hour response time. ▪ DCRB expects that the internet server will be available 99.999% of the time excluding planned system outages for maintenance. As such, the provider should have adequate processes to monitor the system proactively and to be able to respond to alerts and incidents before it creates a system failure.

Category	Requirement
	▪ DCRB intranet and line-of-business applications will be considered mission critical and the provider shall provide business continuity plans that restores services that support business operations within a reasonable time frames.
Technology Preferences	▪ DCRB to expect establish a web server in a secure data center environment that will host its public facing website; a secure intranet site; and a web secure web portal for line-of business applications. ▪ DCRB plans to use Microsoft Internet Information Services (IIS) as the foundation and related Microsoft and compatible tools for building its Internet environment. Future Line-of-business applications will likely be deployed using Microsoft's .NET family of services, tools, and capabilities. ▪ DCRB has invested in Adobe Dreamweaver CS4 and the full Adobe Web Premium package to build its public facing web site. ▪ The web server must be capable of providing a public web site that is separated from line-of-business retirement data to ensure the security of DCRB data. The public web server will be accessible by the public anonymously. ▪ DCRB expects to use a web content management system such as Microsoft SharePoint Services as a platform to deploy their secure intranet web site. The intranet site will be a secured web site accessible by authorized DCRB staff. ▪ DCRB will build a secure web portal to provide DCRB staff access to line-of-business retirement information. This web portal will provide access to member private and financial data and must be kept secure. ▪ The intranet services will conform to industry standards and best practices associated with Microsoft Web based application, web page development, and support commonly available commercial and open-source tools and applications that support operate within this environment.
Server Availability	▪ The DCRB Public web page will be operational twenty-four hours a day and seven day per week. (99.99% Uptime) ▪ The Intranet site should always be available (99.99% Uptime) ▪ The Web Portal will be accessible during the business hours. Batch and maintenance processes may occur during off

Category	Requirement
	business hours.
Support Services	▪ DCRB expects a Service Level Agreement to cover support, maintenance, and operations of the data center environment. The SLA will include topics such as response time, technical support processes and incident resolution time, and other related items. ▪ The server provider shall provide basic training and support for the tools, applications, and services that it offers.

Recommended Data Center Requirements

- All hosting should be housed in a Tier IV data center
- Data center should be located outside the beltway
- Server(s) should be in a highly available cluster with automated failover in the event of hardware failure
- Storage should be flexible (increase dynamically with change order, no rebuild or migration needed)
- DCRB staff should be able to access server / sites for modification 24/7 without assistance
- Backup solution should meet business requirements
- Virtual servers are recommended for portability
- Hosted server(s) should be monitored and managed
- Public Web Site should be separated from Intranet and Line Of Business Applications

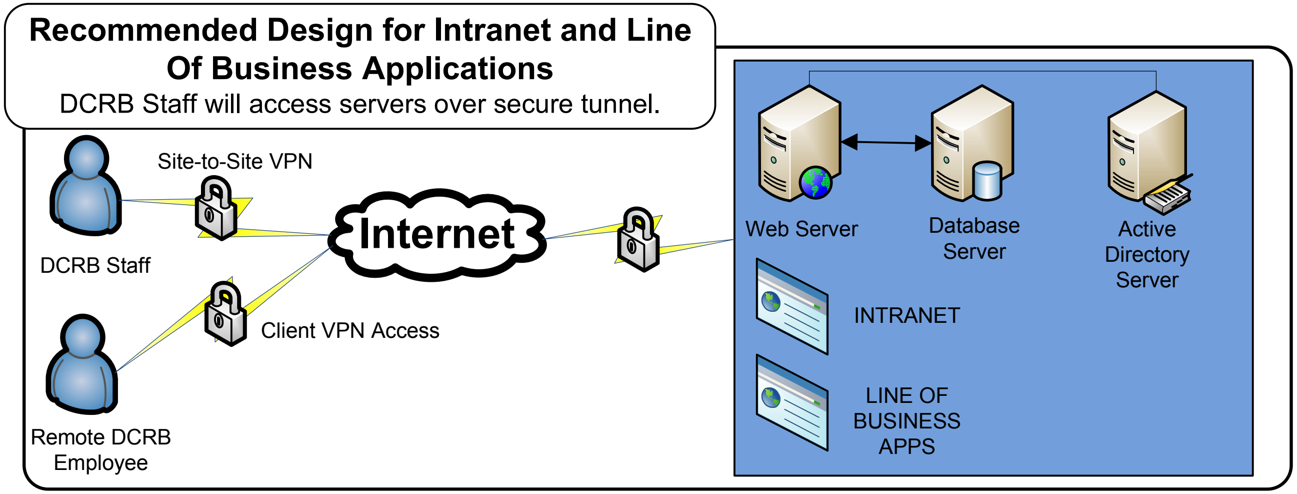


Recommended Hosting Design for public web site

Anonymous users will use HTTP to access DCRB.ORG. DCRB staff will use client VPN to access each server and to modify / add content.

Notes for Recommended Hosting Design for public site:

- This design contains only public data. No private or confidential data resides on either server in this design.
- DCRB Web Team will simply launch a VPN client to achieve full access to the servers. This requires little to no need for support interaction and allows DCRB Web Team to achieve a higher level of efficiency
- While not noted specifically, the benefits estimator can and should reside as a page or series of pages inside the DCRB.ORG site. The benefits estimator will have to be dynamic.
- Should be on a different network than the Line Of Business Applications



Recommended Design for Intranet and Line Of Business Applications

DCRB Staff will access servers over secure tunnel.

Notes for Recommended Design for Intranet and Line Of Business Applications:

- This design can reside locally or in a hosted environment depending on business requirements to maximize availability, reliability and security
- If hosted, this design provides secure end-to-end access that is transparent to end user.
- This solution allows for single sign on access and utilizes existing domain usernames and passwords.
- Should be on a different network than the Public Web Site