FedRAMP Authorized
in³sight™ Management Platform

In³Sight is 1901 Group's FedRAMP-authorized management platform we use to deliver managed services for our customers. In³Sight enables us to monitor, manage, and optimize environments spanning on premise, private, and public cloud environments through a single pane of glass. In³Sight includes integrated tools for cloud management, application lifecycle management (ALM), IT service management (ITSM), IT operations management (ITOM), and cybersecurity. In³Sight leverages artificial intelligence and machine learning to provide a proactive AIOPSs solution. In³Sight is an integrated platform comprised of commercial and open source tools we continually improve to leverage new, innovative technologies and gain better understanding for our customers across their IT environment. The goal of In³Sight is "automate everything" to streamline IT operations, reduce costs, and improve service levels.

BENEFITS

The In³Sight management platform provides a common foundation of integrated tools and standard process, all within 1901 Group's FedRAMP-authorized security boundary. This enables consistency in how we deliver services and allows us to harvest lessons learned and apply innovations to the platform that benefit all our customers. In³Sight enables 1901 Group to deliver managed services with consistency and maturity we gained through over a decade of investments and partnership with our customers. In³Sight promotes repeatability and productivity by applying proven, established process and services. Ongoing investments in In³Sight further streamlines IT operations and improves performance by increasing automation, which reduces incidents and their impact in the IT environment, and reduces the level of effort and time to securely deploy application updates and cloud environments.

ENHANCEMENTS

Since inception, 1901 Group has constantly invested in the evolution of our In³Sight platform. These investments include the tools, processes, and techniques we use to deliver services, as well as the integrations and automations within the platform. In 2020, we expanded the level of automation in the platform, harnessing the power of AI operations (AIOps), which involves the application or infusion of AI into IT operations. While 1901 Group has long developed and used predictive analytics with our monitoring platform, we are now taking advantage of advances in technology that enhance our use of AI, as well as infusing it into our DevSecOps approach. Culturally, we want our engineers and technicians to always think first about how they can solve a problem once via automation versus manual repetition, which switches their focus to solving more challenging and less routine problems. This approach includes using infrastructure as code (IaC) and continuous integration/continuous deployment (CI/CD) to standardize and automate the deployment of infrastructure components in a highly secure, repeatable, and scalable way.

CLOUD MANAGEMENT

As part of our Cloud Factory approach, 1901 Group uses In³Sight's Cloud Management Platform (CMP) to manage the full lifecycle of cloud development, migration, maintenance, and optimization of customer environments. In³Sight enables faster, more secure cloud management, aligning with federal mandates. In³Sight offers customers a single pane of glass to manage cloud workloads and resources including metering and billing. For further

In³Sight's CMP Includes:

- Discovery and Analysis
- Migration
- Provision and Orchestration
- Infrastructure as Code
- Multi-cloud Monitoring and Management
- Metering
- Optimization and Reporting
- Elasticity Engineering

optimization, In³Sight automates cloud provisioning and orchestration of multi-cloud services, instances, and containers. In³sight uses IaC via a service catalog to automate management of configurations and builds, metering and tiered billing, and spend. Our Cloud Factory continually creates IaC templates that encapsulate security reviews early in the process to ensure our "ATO-approved" templates deliver compliance as code and security as code. In³Sight CMP also includes predictive analytics to auto-identify deviations from cloud service provider baselines and auto-create event tickets.

As part of In³Sight CMP, we optimize cloud cost and utilization through elasticity engineering. We auto-analyze cloud utilization to right-size the environment based on workload (such as CPU, disk, and memory) to ensure our customers are not overspending on resources they do not use. We combine analytics into visual dashboards to enhance reporting and transparency into the cloud environment's performance.

APPLICATION LIFECYCLE MANAGEMENT

Using In³Sight, 1901 Group delivers Agile ALM to efficiently lead software governance, development, and operations from concept to retirement whether on premise or in the cloud. In³Sight ALM enables closer collaboration between stakeholders and project teams, faster development cadences, higher quality code production, and integrated security. We offer a full suite of capabilities and tools in an ALM as a service model to foster a DevSecOps culture using Agile methods enhanced by In³Sight's integrated dashboard.

In³Sight ALM Services Include:

- Stakeholder Collaboration
- Agile and Kanban KPIs
- Automated Code Scanning
- Automated Testing
- Continuous Integration and Continuous Deployment

Our integrated teams work collaboratively across operations, security, development, and engineering to optimize continuous lifecycle management across entire application portfolios. We use Agile methods and automated workflows using CI/CD to rapidly develop, scan, test, and deploy software code.

ALM begins with strong stakeholder collaboration, iteratively and frequently. Working with our customer, we document requirements and develop the initial design. We then develop an application roadmap with release and sprint planning, visually manage the lifecycle using Agile and Kanban boards, and leverage real-time team reports using In³Sight integrated tools such as Good Day and Jira. Our In³Sight ALM uses automated commit, unit tests, and code quality checks to quickly identify errors in small code differentials in short time intervals, as often as 30-100 times per day. We use automated testing for functionality and security at the end of every sprint and regression tests to ensure application operability. ALM continues with automated deployment of the application into the production environment. Application changes and enhancements are also governed by our DevSecOps and Agile ALM as the application ages and technology changes.

IT SERVICE MANAGEMENT

To maintain our customers' IT infrastructure and deliver superior customer support, 1901 Group governs our IT services using In³Sight'sITSM. 1901 Group's In³Sight ITSM platform offers a common foundation of integrated tools and automated processes, all within 1901 Group's FedRAMP-authorized security boundary. Our Enterprise IT Operations Center (EITOC) uses In³Sight ITSM to deliver service desk, customer contact center, user support, and end-point management using ITIL-based processes and our hybrid operations model. Our operations analysts monitor and investigate automated alerts and events 24x7 and In³Sight automatically creates tickets in ITOM tools for potential service impacting incidents. This streamlined lifecycle approach enables consistency in how we monitor, manage, and optimize the delivery, security, and performance of managed services. We continually apply lessons learned and innovative technology to our underlying platform to benefit all customers.

In³Sight ITSM Services Include:

- Customer Service Desk
- Service Portal
- Knowledge Management
- ITIL-based Workflows
- Integrated Automated Call Distribution (ACD) and Interactive Voice Response (IVR)
- End User Remote Support
- End-point Management
- Intelligent Automation via ChatBot

Recognizing that many government customers require 24x7 support at their locations, we offer a hybrid service desk approach whenever possible, with onsite technicians supplemented by our 24x7x365 EITOC for remote services, saving our customers money. Using tools such as ServiceNow, we develop a service portal and service catalog for user friendly self-service, reducing call volume and allowing technicians to focus on more complex service requests and issues. In³Sight powered Service Level Managers (SLMs) automatically monitor service quality against contracted SLAs and KPIs, and continuously update and deliver actionable performance, ticketing, and incident information to customers via visual dashboards and reports. Customers can also streamline access to information to improve customer satisfaction by using our simple language chatbots, the platform's robotic process automation capabilities, and our large, growing library of pre-built responses to relevant topics.

IT OPERATIONS MANAGEMENT

Using In³Sight ITOM, we perform real time discovery of all components in the enterprise across physical, virtual, and cloud environments. This information is stored in a data lake and integrated with In³Sight ITSM to create a comprehensive configuration management database (CMDB) for enterprise monitoring and management. Using advanced data analytics, In³Sight ITOM understands relationships between infrastructure, applications, and services and generates insights that proactively identify and alert on performance problems before an incident occurs. We automate infrastructure monitoring and event management by auto-generating tickets through application programming interface (API) integration of network monitoring in In³Sight ITSM to proactively address performance deviations, enhancing root cause analysis (RCA). This level of automation allows our team to proactively identify issues and leverage automated runbooks to auto-resolve performance problems before an incident occurs. Integrated with In³Sight's CMDB, BigFix provides endpoint monitoring, management, compliance, and patching. 1901 Group has deep expertise with advanced modules, such as Software Use and Analysis (SUA) that enables the effective management of enterprise license agreements, to identify and remove unused licenses to reduce costs.

1901 Group's EITOC delivers 24x7 managed services for cloud operations, network operations, infrastructure management, asset management, patch management, and event management following ITIL-based processes. This approach enhances consistency across service delivery and allows us to harvest lessons learned and apply innovations to the platform benefit all customers.

In³Sight IT0M ITOM provides the following capabilities:

- 24x7 Network Operations Center
- Infrastructure Monitoring and Management (server, storage, database, and middleware)
- Automated Event Management
- ITSM Integration and Automation
- Patch Management
- Configuration Management Database
- Asset Management
- AIOps

CYBERSECURITY

In³Sight merges cybersecurity into the development, operations, and maintenance of IT environments using integrated security tools. We use Tenable Nessus for vulnerability scanning following the Common Vulnerabilities and Exposures architecture for easy cross-linking between compliant security tools. Nessus employs the Nessus Attack Scripting Language (NASL), a simple language that describes individual threats and potential attacks. With In³Sight, we detect waivers and deviations, security holes in local or remote hosts, and missing security updates and patches; perform simulated attacks to pinpoint vulnerabilities; execute security tests in a contained environment; and schedule security audits. In³Sight also offers security information and event management (SIEM) as a service for log collection, log management, threat detection, and

In³Sight Cybersecurity Includes:

- SecOps Monitoring and Management
- Managed Security Services
- Traditional Security Operations
- Security and Event Management
- Infrastructure Security and Continuous Management
- Vulnerability Management
- Identity and Access Management (IDAM)
- Cybersecurity Maturity Model Compliance (CMMC)
- Supply Chain Management
- Security Orchestration, Automation, and Response (SOAR)

threat response. In³Sight, integrated with SIEM tools, rapidly detects, responds to, and neutralizes damaging cyber threats. Our management platform unifies next-generation SIEM, log management, network and endpoint monitoring, user entity and behavior analytics (UEBA), security orchestration, automation, and response (SOAR), and advanced security analytics. In addition to protecting customers from the risks associated with cyber threats, In³Sight delivers automated compliance and assurance and enhanced IT intelligence.

EMERGING TECHNOLOGIES

1901 Group is working with Leidos to develop and integrate emerging technologies into the In³Sight platform to enhance our future capabilities. We are working to create an In³Sight data lake using technology such as AWS S3 and Athena. Using this data lake, we will be able to identify opportunities to implement AIOps and train machine learning models. Additional areas for emerging technology include analyzing ServiceNow ticket data to automatically identify potential solutions for issues based on historical ticket data. **1901 Group explores key areas of AI and ML to ensure our In³Sight management platform continues to meet the demands across our customers including:**

- Artificial Intelligence Operations (AIOps)
- Predictive Analytics and Data Science
- Elasticity Engineering
- Infrastructure as Code (IaC)
- Robotic Process Automation (RPA) & Chatbots
- AI Platform Development and Management

Why 1901 Group?

1901 Group, a wholly owned subsidiary of Leidos, develops innovative IT services and solutions for the public and private sector. We improve service delivery using our FedRAMP authorized Enterprise IT Operations Centers (EITOCs) with 24x7 support for users, complex IT infrastructure, and mission-critical systems. We offer cloud, cybersecurity, and enterprise-scale managed services to transition customers from traditional on-premise IT infrastructure models to hybrid cloud solutions that improve performance and reduce costs. We proudly serve customers in federal, state, and local governments, including law enforcement agencies and commercial markets. Customers benefit from our 24x7 Cloud Factory with FedRAMP authorization, ISO 9001 certification, and CMMI Maturity Level 3 appraisals. Visit our newsroom and simplify IT with 1901 Group.