



YouTestMe

Government-specific Features
of YouTestMe GetCertified

Table of Contents

| | | |
|-------|---------------------------------------------|----|
| 1 | Introduction..... | 3 |
| 2 | Basic Information | 3 |
| 3 | Previous Experience | 4 |
| 3.1 | Most Notable Clients..... | 4 |
| 3.2 | Use Cases..... | 5 |
| 4 | Government-specific Requirements..... | 6 |
| 4.1 | Verified Source Code | 6 |
| 4.2 | Simple and Fast Procurement Process | 6 |
| 4.3 | C&A - Certification and Accreditation | 6 |
| 4.4 | On-premise Deployment | 6 |
| 4.5 | Custom Packaging & Protected Networks..... | 7 |
| 4.6 | Multiple Environments..... | 7 |
| 5 | Flexibility and Enterprise Features | 8 |
| 5.1 | Customization..... | 8 |
| 5.1.1 | Custom feature development | 8 |
| 5.1.2 | White labeling..... | 8 |
| 5.1.3 | Multilingual interface | 8 |
| 5.2 | Integrations | 9 |
| 5.2.1 | System and services..... | 9 |
| 5.2.2 | Integration protocols..... | 9 |
| 5.3 | High Availability | 10 |
| 5.3.1 | Database Redundancy | 10 |
| 5.3.2 | Off-the-grid Testing | 11 |
| 5.4 | Scalability..... | 12 |
| 5.4.1 | Increasing resources..... | 12 |
| 5.4.2 | Distributed System | 12 |
| 6 | Support..... | 13 |
| 7 | Pricing Options | 13 |
| 7.1 | On-premise Renting..... | 13 |
| 7.2 | Perpetual License | 13 |

1 Introduction

This document is created upon a request of the National Geospatial-Intelligence Agency (NGA) representatives to share YouTestMe’s previous experiences and lessons learned from projects for the US Government.

The focus of the document will be on explaining why YouTestMe GetCertified is an excellent choice for government institutions.

2 Basic Information

Malloc Inc. is a software development company incorporated in 1994 in Toronto, Canada. It is the manufacturer of several commercial software and provider of information technology services for many Fortune 500 companies. Malloc Inc. currently serves several high-profile clients in Canada, the United States, and Europe.

YouTestMe is a registered operational name of Malloc Inc. and represents the brand for the knowledge testing and learning management system line of products.

| | |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Company Name | Malloc Inc. |
| Registered Operating Name | YouTestMe |
| Type | Corporation |
| Incorporated | August 1994, in Toronto, Ontario, Canada |
| Business Number | 88789 7759 |
| Headquarter Address | 150 King Street West, Suite 200 Toronto, Ontario M5H 1J9 Canada |
| Contact | Toll Free: +1 800 752 9931 Local: +1 647 558 6199 Fax: +1 800 752 9931 * 101 |
| Chief Executive Officer | Zoran Kukoljac zoran.kukoljac@youtestme.com +1 647 290 9131 |
| Chief Operating Officer | Danilo Sretenovic danilo.sretenovic@youtestme.com +1 647 558 6010 |

3 Previous Experience

3.1 Most Notable Clients

YouTestMe was started and is being led by very experienced software developers who have been designing and developing enterprise systems since 1986. Our development technologies and methodologies are used in some of the biggest organizations:

- US Federal Government
- Oracle Corporation
- Citibank
- General Electric
- Prudential
- Royal Bank of Canada
- Bank of Montreal
- Scotiabank

Below you can see the list of most notable clients that use our knowledge examination solutions:

- Defense Intelligence Agency (USA)
- Federal Bureau of Investigation (USA)
- Colorado Department of Public Health and Environment (USA)
- Lufthansa (Europe)
- City Hall of the City of Surrey (Canada)
- The Investment Funds Institute of Canada (Canada)
- Conrail (USA)
- American Retirement Association (USA)
- Pacific Northwest National Laboratory (USA)
- SMATSA - Aviation Academy (Europe)
- Society for Academic Emergency Medicine (USA)
- London Health Sciences Centre (Canada)
- Peregrine Semiconductor (USA)
- International Electrotechnical Commission Explosive (Australia)
- Northeast Transportation Training Certification Program (USA)
- Mobius Institute (USA)
- Council for Certification in Volunteer Administration (USA)
- American Board of Forensic Anthropology (USA)
- Brain Injury Association of America (USA)
- Food Processing Skills Canada (Canada)
- Ontario Petroleum Contractors Association (Canada)
- Testing for Public Safety, LLC (USA)
- Global Innovation Institute (USA)
- Hose & Rubber Supply (USA)

3.2 Use Cases

YouTestMe specializes in delivering complete custom solutions for knowledge-testing, training, and certification.

Our flagship product for online examination, YouTestMe GetCertified, is being used in various government and military agencies, as well as in the public, corporate and non-profit sectors.

We developed a custom version of YouTestMe GetCertified for the **United States Defense Intelligence Agency**. This **solution is fully integrated with their information system, their LMS, their single sign-on mechanism and is fully functional on their specific protected network**. Naturally, this required going through a comprehensive certification and accreditation process to ensure that our solution is compliant with the latest security standards.

United States Federal Bureau of Investigation also uses YouTestMe GetCertified as an **on-premise solution** for online testing in some of their departments.

Colorado Department of Public Health and Environment uses our **cloud solution hosted on the FedRAMP-compliant servers** rented by YouTestMe.

City Hall of the City of Surrey in Canada uses our **cloud solution hosted on a dedicated server on the location of their choice with data fully encrypted in transit and at rest**.

Society for Academic Emergency Medicine uses YouTestMe GetCertified to **conduct tests throughout the whole year in more than 500 medical institutions across the US** and has a base of active users that is constantly expanding with now **over 20,000 active users**.

The Council for Certification in Volunteer Administration uses our **solution with automated proctoring and e-commerce** enabled for their bi-annual certification, which made testing centers, processing of payments, and paper-based testing completely obsolete and reduced their annual expenses significantly.

4 Government-specific Requirements

YouTestMe GetCertified is a solution trusted by government institutions due to its advanced security and data protection mechanisms, obtained verifications and certifications, and compliances with the latest government standards.

4.1 Verified Source Code

- YouTestMe GetCertified source code passed US Government verifications
- YouTestMe GetCertified source code is regularly rescanned in order to allow sending the regular upgrade packages to its US Government clients

4.2 Simple and Fast Procurement Process

As a result of our partnerships, YouTestMe can be acquired through several contract vehicles, allowing the US Government clients to streamline the process of procuring the solution. Our partners are contract holders for:

- GSA Schedule 70
- CIO-CS
- SEWP V
- DHS FirstSource II

4.3 C&A - Certification and Accreditation

YouTestMe has participated in the risk management processes to make sure that our solution is compliant with the latest security standards created for the information system used in the US Government.

YouTestMe can, at any time, provide the necessary documentation, additional information, or assistance to the client's certifying bodies.

4.4 On-premise Deployment

YouTestMe fully supports on-premise delivery, which provides government clients with various advantages:

- The entire system can be hosted behind the government firewall
- The client receives a preconfigured plug-and-play system as a predefined virtual machine
- The client gains full control over the system and the data

In addition to a step-by-step instruction covered in the installation manual, the client can require assistance from our system administrators directly via email, phone, or through a Webex meeting.

4.5 Custom Packaging & Protected Networks

In case of any specific requirements, YouTestMe can work with the client's tech team to help them configure the system appropriately.

In the past, we have had the requirements to help make our system:

- Functional on JWICS
- Functional on SIPR
- Deliverable as Docker images

4.6 Multiple Environments

Since the system is delivered as a predefined virtual machine, the customer can easily purchase multiple licenses and install an independent instance of the system on different networks.

Additionally, a single YouTestMe license by default includes the following four distinct environments:

- Production environment - for official usage
- Training environment - for exploring the application
- UAT environment - for testing and signing off on ordered functionalities
- Sandbox environment - for exploring the beta version of the application and not yet released functionalities

5 Flexibility and Enterprise Features

Our solutions are developed and designed for high-profile clients like government institutions and military organizations. A secure, personalized, highly scalable, and reliable software with a distributed database configuration can meet any large corporation or government needs.

5.1 Customization

YouTestMe GetCertified can accommodate different business models due to its agile development, fast delivery, and the ability to create personalized features, modules, notifications, file-sharing templates, and reports, edit application screens, delete and add fields.

5.1.1 Custom feature development

With 30 years of experience in developing custom-tailored solutions, YouTestMe can deliver the exact features that you need to meet your priorities, objectives, and budget.

Typical customization process follows these steps:

1. Planning - the detailed project plan is produced, including a breakdown of all tasks, delivery dates, dependencies, and critical paths
2. Design and proof of concept - proposed design and technology are demonstrated to the client to ensure that the adopted approach will deliver the product that meets the requirements
3. Development - development of new modules, integration of all components, optimization, and testing
4. Testing - includes integration testing, user acceptance testing, user training
5. Production - after final approval, the product is ready to be delivered, designed to have minimal or no maintenance requirements

5.1.2 White labeling

Users can reinforce the branding of the knowledge assessment platform to create a familiar, learner-centric experience for their candidates by changing logo, interface colors, labels, and text.

5.1.3 Multilingual interface

YouTestMe GetCertified is suitable for international organizations conducting certifications and tests in several languages since its user interface is available in multiple languages and can be translated into any additional language at our clients' request.

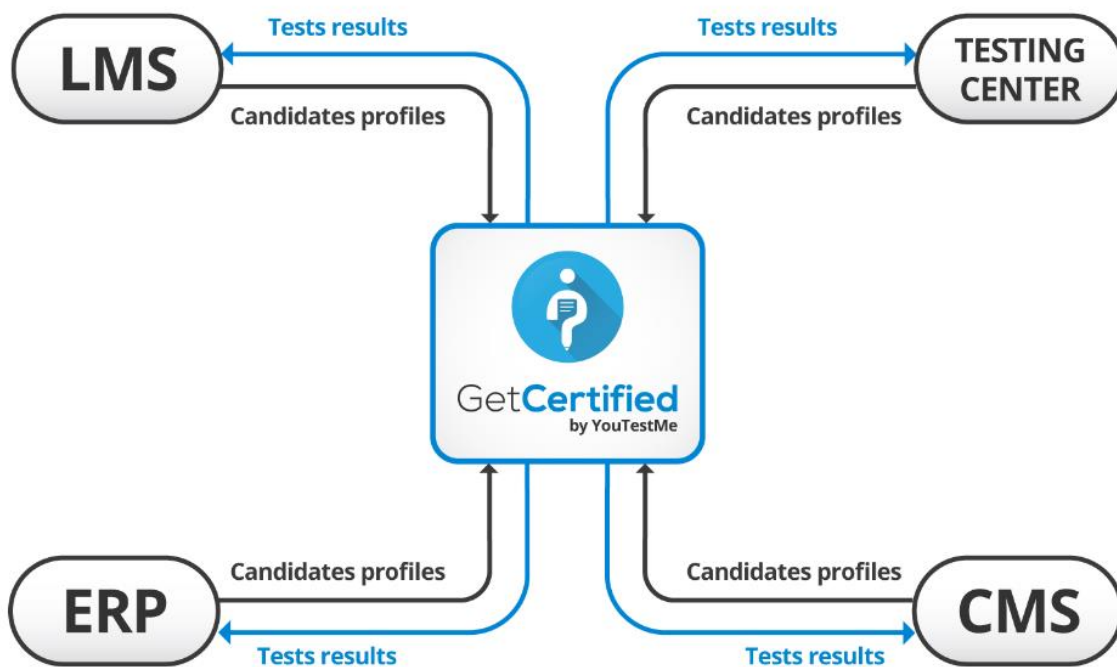
Additionally, all examination content can be in any language of our client's choice, allowing them to create different language versions of the same test, making the test management and reporting more practical and less time-consuming.

5.2 Integrations

5.2.1 System and services

Our software can be seamlessly integrated into your business environment and access the data from other services and systems (LMS, LRS, ERP, CRM, etc.). Some of them are:

- Microsoft Active Directory Integration
- SAP or other Enterprise resource planning software (ERP)
- Alfresco or other document management system (DMS)
- Activity Workflow or another workflow manager
- Slack, Outlook



5.2.2 Integration protocols

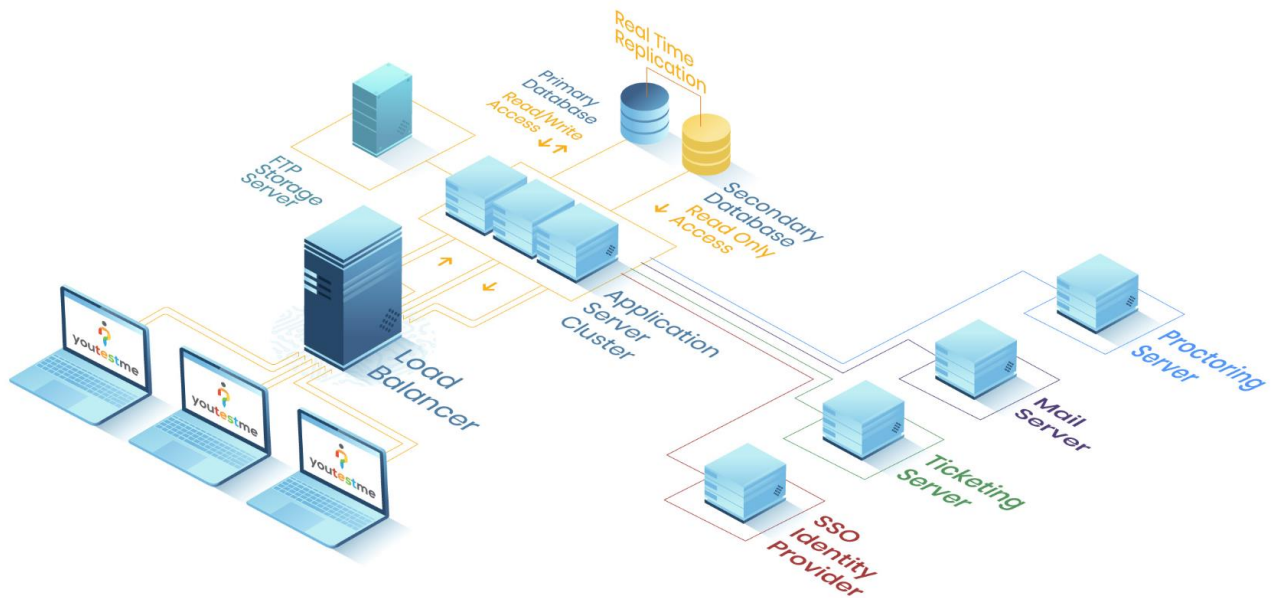
YouTestMe GetCertified supports many integration concepts and protocols. Some of them are:

- LTI Standard
- SAML 2.0
- LDAP
- OAuth
- Flat file import/export
- Major standards such as QTI, SCORM, xAPI
- Web services, Webhooks
- REST API
- TinCAN

5.3 High Availability

YouTestMe GetCertified is a scalable, secure, and expandable system that includes, as a pre-configured Virtual Appliance, the following major components:

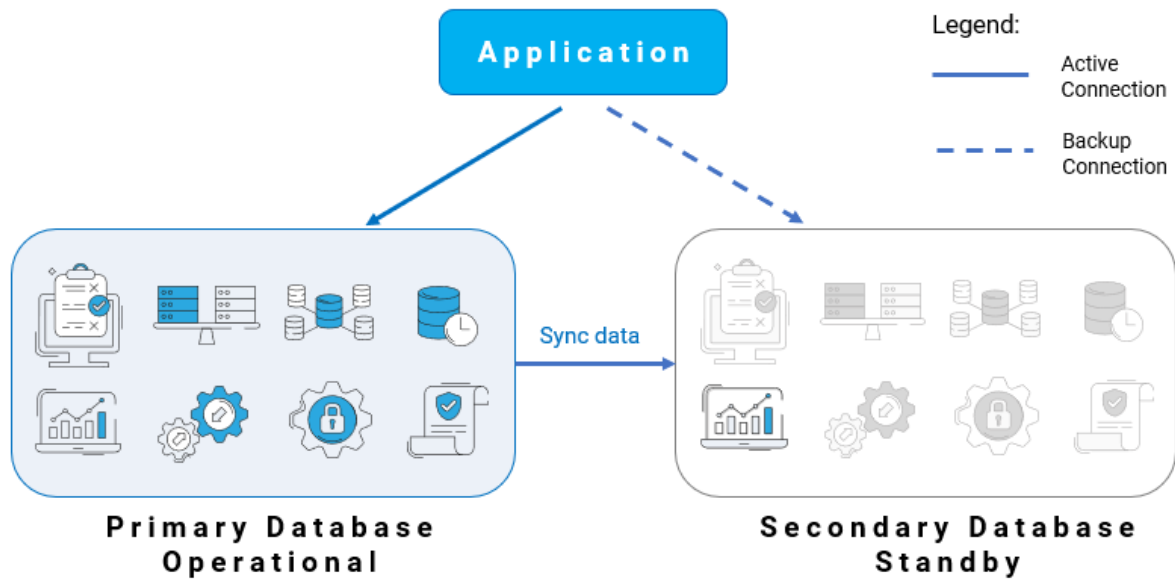
- Oracle Unbreakable Linux OS
- Postgres Relational Database
- Application Server
- YouTestMe Application
- Set of libraries and utilities for system self-maintenance



5.3.1 Database Redundancy

The software includes two databases with real-time replication. The primary database is communicating with the application. A secondary database is a standby database that can also generate complex reports while the application is working without affecting the test-taking process and the primary database. The secondary database allows:

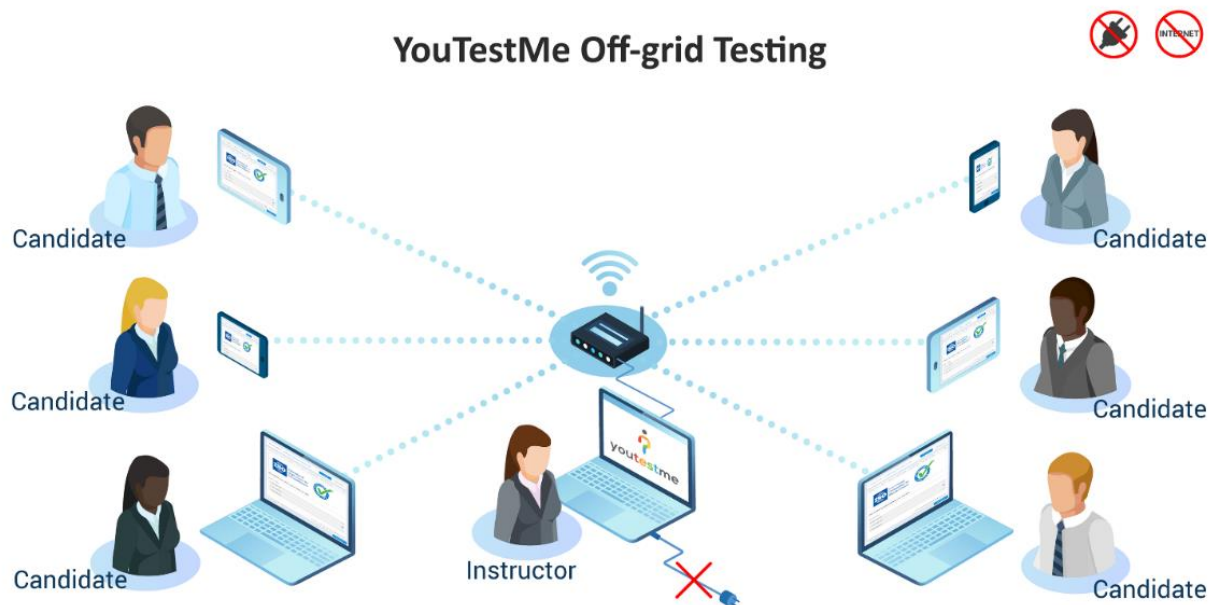
- Uninterrupted testing process
- Data balancing - relieving the load on the primary database
- Daily backups - real-time replication of data
- Seamless integration with external systems
- Preserving primary database security and performance
- Secure and direct access to data analysis and system support



5.3.2 Off-the-grid Testing

The application supports conducting off-the-grid testing sessions, using a battery-operated server laptop and tablets for test-taking in areas without an internet connection or electricity.

Data from all connected laptops and tablets is synchronized with the main server using a network connection or file exchange.



5.4 Scalability

YouTestMe GetCertified is fully scalable and can efficiently serve organizations with a large number of users located on different sites.

5.4.1 Increasing resources

An increase in volumes can be handled by:

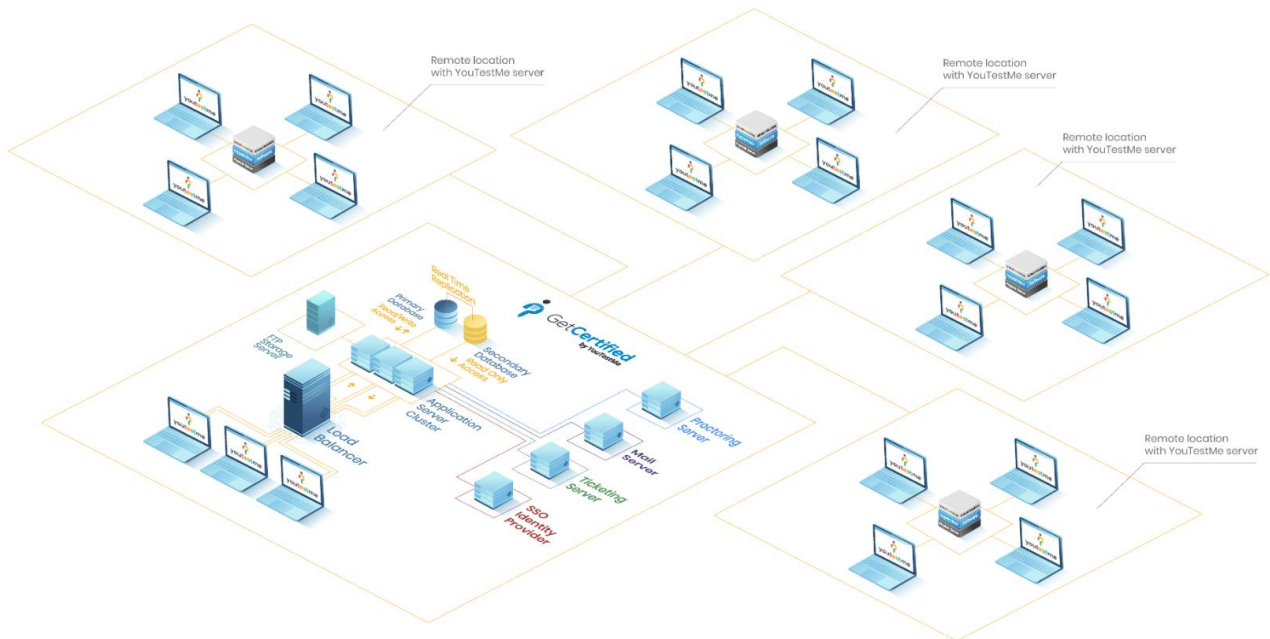
- adding more components (application servers) to the system
- adding more hardware resources to the system

Alternatively, you can consider a distributed system as a solution.

5.4.2 Distributed System

A distributed YouTestMe system makes it possible to:

- Have test centers at locations where an Internet connection is scarce or does not exist
- Handle a very large load on the system by distributing a load on various servers
- Make the system reliable since servers on various locations can take over from other servers in disaster scenarios



6 Support

Enterprise-level support includes:

- Technical support via email, phone, or Webex with an immediate response during your business hours
- A dedicated point-of-contact familiar with your terminology
- Personalized help center
- Custom-made documents and videos for your use-case scenario
- Step-by-step instruction manuals

7 Pricing Options

7.1 On-premise Renting

- This option allows you to purchase a monthly/annual license for the software and host it on your servers.

| | STANDARD | ENTERPRISE |
|----------------------------|---------------------------------------------|-------------------------------------|
| Number of test attempts | Unlimited | Unlimited |
| Number of registered users | Unlimited | Unlimited |
| Additional customization | Not available | Available on-demand |
| Support | 8 hours response time on workdays via email | Immediate response time on workdays |

| | | |
|-----------------------------------------------|-----------|-----------|
| Monthly license (USD) | 3,800.00 | 6,800.00 |
| The annual license in a 1-year contract (USD) | 45,000.00 | 81,000.00 |
| The annual license in a 3-year contract (USD) | 41,000.00 | 73,000.00 |
| The annual license in a 5-year contract (USD) | 36,000.00 | 65,000.00 |

7.2 Perpetual License

- After purchasing a perpetual license (one-time fee), you become the owner of the software.
- You can choose whether to host the software on our servers or your premises.
- The table below contains our off-the-shelf purchasing packages.
- Keep in mind that we can make a custom offer tailored according to your requirements and budget.

| | CUSTOM | STANDARD | ENTERPRISE |
|-------------------------|------------|------------|------------|
| Perpetual license (USD) | Contact Us | 144,000.00 | 288,000.00 |