

LOAD BALANCER CONFIGURATION GUIDE

Summit Digital Solutions, Inc.

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Classification: Confidential

1. INTRODUCTION AND SCOPE

1. This Load Balancer Configuration Guide ("Guide") sets forth the mandatory requirements and procedures for configuring and maintaining load balancing infrastructure within Summit Digital Solutions, Inc.'s ("Company") Peak Performance Platform(TM) and related enterprise systems.

2. This Guide applies to all Company employees, contractors, and authorized third parties responsible for implementing, maintaining, or modifying load balancing configurations.

2. DEFINITIONS

1. "Load Balancer" means any hardware or software system designed to distribute incoming network traffic across multiple servers.

2. "Peak Performance Platform" means the Company's proprietary digital transformation platform, including all associated components and subsystems.

3. "Critical Infrastructure" means any load balancing system supporting production environments or customer-facing services.

3. GENERAL CONFIGURATION REQUIREMENTS

1. All load balancers must be configured according to the following specifications:

- a) Minimum of N+1 redundancy for all Critical Infrastructure
- b) SSL/TLS termination with minimum TLS 1.2 support
- c) Health check intervals not exceeding 30 seconds
- d) Session persistence based on source IP or application-specific requirements
- e) Automatic failover capabilities with maximum 5-second detection time

2. Load balancing algorithms shall be implemented as follows:

- a) Round-robin for stateless applications
- b) Least connections for stateful applications
- c) IP hash for persistent session requirements
- d) Custom algorithms as specified in approved technical documentation

4. SECURITY REQUIREMENTS

1. All load balancers must implement:

- a) DDoS protection mechanisms
- b) Web Application Firewall (WAF) integration
- c) IP filtering and access control lists
- d) Rate limiting and connection throttling
- e) SSL/TLS certificate management with automatic rotation

2. Security configurations must be reviewed quarterly and updated in accordance with Company's Information Security Policy.

5. MONITORING AND MAINTENANCE

1. Required monitoring parameters:

- a) Connection rates and concurrent connections
- b) Backend server health status
- c) SSL/TLS certificate expiration
- d) Resource utilization metrics
- e) Error rates and response times

2. Maintenance windows must be scheduled and executed in accordance with Company's Change Management Policy.

6. DISASTER RECOVERY AND BACKUP

1. Configuration backups must be:

- a) Performed daily with 30-day retention
- b) Stored in geographically diverse locations

- c) Encrypted using Company-approved methods
 - d) Tested quarterly for restoration capability
2. Disaster recovery procedures must ensure maximum recovery time objective (RTO) of 4 hours.

7. COMPLIANCE AND DOCUMENTATION

1. All load balancer configurations must comply with:
- a) SOC 2 Type II requirements
 - b) ISO 27001 standards
 - c) Customer-specific compliance requirements
 - d) Industry-specific regulations as applicable
2. Configuration changes must be documented in Company's configuration management database (CMDB).

8. INTELLECTUAL PROPERTY

1. All load balancer configurations, including custom algorithms and optimization parameters, are the exclusive property of the Company.
2. This Guide contains confidential and proprietary information and may not be disclosed to unauthorized parties.

9. AMENDMENTS AND UPDATES

1. This Guide may be updated or modified by the Company at any time, with notice to affected parties.
2. Version history must be maintained in the Company's document management system.

10. APPROVAL AND EXECUTION

This Guide is approved and executed by the undersigned authorized representatives of the Company:

SUMMIT DIGITAL SOLUTIONS, INC.

By:

Name: Michael Chang

Title: Chief Technology Officer

Date: January 9, 2024

By:

Name: James Henderson

Title: Chief Digital Officer

Date: January 9, 2024

11. DISCLAIMER

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