

Subject: Harmony
Date: Wed, 7 May 2008 11:20:29 -0400
From: "Tonya Harmon" <tharmon@harmonyis.com>
To: <fredbuhr@merr.com>

Mr. Behr,

It has come to my attention that you continue to raise security concerns about our software to our customer, the State of Wisconsin, and to the media. I am surprised that you continue to have concerns given the repeated assurances you have received directly from our customer that these issues have been reviewed and addressed as appropriate.

Here at Harmony, we take the security of our software very seriously. If you have a concern about a particular security issue that you believe still exists, I would greatly appreciate that you contact me directly. To date, our company has never heard directly from you about any security issue. If you feel that your concerns have not been heard or addressed, I would be pleased to discuss them with you.

I am concerned, however, that you have some misinformation about our systems. I would like to address some specific factual inaccuracies in your latest email to our customer:

* Contrary to your assertion in your email to our client, Agingnetwork.com runs on Windows 2003, and has since its inception. At no time has it run on Windows 2000. It appears that your security concerns are based on an assumption about our operating system that is not correct. Since you stated in your email that had the system been running on Windows 2003 it would have been secure, I hope you now understand that it has been and is secure.

* You seem to be concerned that your concerns were not taken seriously. Let me assure you, that when your security queries were brought to the attention of the State, they quickly brought them to our attention, where they were treated very seriously. We understand that the State directly contacted you to assure you that the issues had been reviewed and addressed.

I would also ask you to be very careful as to what information you publicly disclose. Information that you may have had access to as an employee of the State of Wisconsin may be confidential information of the State or of Harmony and you likely have confidentiality obligations regarding such information. We would also request that any statements that you do make about the Harmony system, be factually accurate. To date, they have not, and Harmony can not continue to allow such statements to go unchallenged.

We all want to make sure that Harmony software is secure. We believe it is, but to the extent you have factually accurate reasons to believe it is not, we are happy to hear from you. We are always assessing our systems to make sure that our security is where it needs to be to protect our client's information.

Regards,

Tonya Harmon

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