



# NetDimensions®

## HOSTED AND MANAGED SERVICES

## What distinguishes NetDimensions' ISO-27001-compliant Application Hosting Services?

Our Application Hosting Services are distinguished by:

- A multi-layered architecture that maximizes availability
- A multi-dimensional security blanket
- Strict change management controls
- Redundant disk arrays and regular backups
- Continuous monitoring with immediate notification of any problems or irregularities

### MULTI-LAYER ARCHITECTURE

NetDimensions Application Hosting Services are implemented under a multi-layer architecture whereby Application and Database servers run on separate machines. This maximizes security and performance as the use of multiple virtual hosts allows each application server to service multiple customers – or just one.

We also implement a SAN (storage area network) scheme that allows for:

- Quick and easy replacement of faulty servers,
- Improved storage capacity utilization, and
- The implementation of highly effective disaster recovery processes

Should an application or database server ever fail, a substitute system immediately takes over, temporarily serving until the underlying technical matter is resolved.

### MULTI-DIMENSIONAL SECURITY BLANKET

#### STRICT SECURITY

Security is implemented at multiple levels:

- Logical
- Physical
- Environmental
- Risk Assessment

**Logical Security Control** means that only authorized personnel have logical access to the production system. Strict procedures regarding password expiry and terminal session timeout are enforced as part of a comprehensive, overall security policy. Hosting Operation team members can access the system either at the data centre or through remote a Virtual Private Network (VPN) protected by a high-security Triple Data Encryption Standard (TDES) scheme featuring a TDES-encrypted firewall. All access and event logs of the firewall and systems are captured and monitored regularly to ensure that no unauthorized access of systems occurs. Changes to the firewall can only be requested by select individuals.

**Physical Security Control** means that all production hardware and systems are located in locked rooms at the data center and can only be accessed if the requisite authorization is granted by NetDimensions. Any and all visitors of the NetDimensions Hosting Operations team are escorted.

**Environmental Security Controls** include an uninterruptible power supply, diesel generator, pre-action sprinkler system or FM200, smoke detector, temperature and humidity controls to protect the production environment.

**Risk Assessment and Treatment:** The NetDimensions Security Committee regularly reviews and assesses rapidly changing threats, vulnerabilities and their potential impact on data and system assets. Management endorses these reviews and any potential risk is contained through proper control by NetDimensions, and/or transferred to qualified third parties for elimination.

### STRICT CHANGE MANAGEMENT CONTROLS

Only authorized staff, who are subject to internal audit and must follow strict policies and procedures that are periodically reviewed by management to ensure suitability and applicability, may access and effect changes to NetDimensions Application Hosting Services systems.

Software bug and enhancement requests are initiated and tracked in our problem tracking system. Strict change request control procedures are followed and only authorized change requests are deployed in the production environment. Prior to release, our software engineering and application QA teams review and resolve problems related to software bugs or customizations to ensure that proper testing and follow-up of each change for accountability, traceability and support purposes.

### REDUNDANT DISK ARRAYS AND REGULAR BACKUP

Application and database data reside on a Redundant Array of Independent Drives/Disks (RAID) system to ensure reliability as well as input and output performance.

Backups that include snapshots of both the database and courseware of the production sites are automatically performed on both a daily and weekly basis onto online disk arrays for fast recovery. Data at the offsite backups is encrypted for added security.

### CONTINUOUS MONITORING

Our Enterprise Knowledge Platform Status Monitor (ESM) continuously monitors each and every production application. Should any problem occur, our Hosting Operations Team is immediately alerted, either by e-mail, Short Messaging Services (SMS), or both.

