infoReady IT Summary

Below is summary of common inquiries from IT departments related to the implementation of InfoReady technologies.

Credential Management
- All passwords stored locally use a one-way salted hash
- Local marshaling of credentials of Single Sign On (SSO support)
- SSO support includes InCommon, CAS, Shibboleth, LDAP, etc.

Service Model
- Software-As-A-Service
- Multi-tenant, Single instance implementation
- All data logically separated

Technology Stack
- Java, JavaScript, MySQL, Linux, Apache, JBoss infrastructure

Hosting
- Hosted at RackSpace, a Tier IV data center, in Roanoke VA.
- Intrusion Detection and Prevention Services deployed
- Hosted on dedicated hardware within an isolated cage

Security
- Veracode for MPT and automated vulnerability scanning
- AES 256-bit encryption of data
- 128-bit SSL certificates
- DMARC Compliant

Data Management
- All data in-transit and at-rest is encrypted.
- Data is typically classified as category 1

System Availability
- System outage notifications can be sent to client-specified notification list.
- Client service support is available through email, telephone and a self-service portal.
- Maintenance windows are Monday and Friday mornings

Software Upgrades
- Major releases occur throughout the year, typically once per quarter.
- Minor releases occur typically every other week.
- All clients receive all upgrades.

System Back up and Disaster Recovery

- Incremental backups of all servers containing client data are completed daily.
- Weekly full backups of all servers are completed and maintained offsite for six months.
- Segregated Disaster Recovery facilities (VA & TX) with 4 hr warm failover commitment.
- Business Continuity Plan is maintained to protect critical business processes from the effects of major failures or disasters. The plan is tested annually.

SOC 2 Type 1 Report available upon request

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Any further questions or concerns can be sent to
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