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

IT Summary

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, 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, WildFly infrastructure

# Hosting

* Hosted within borders at Amazon Web Services (AWS).
* AWS protection and monitoring services deployed~~~~.

# 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.

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# System Back up and Disaster Recovery

* Daily backups of all servers (Elastic Compute Cloud-EC2) containing client data are completed.
* Daily backups are maintained for 35 days.
* Monthly backups of the same servers are completed and maintained for one year.
* All backups are replicated to our designated disaster recovery site.
* Segregated Disaster Recovery region (Oregon, US-West-2) 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 2 Report available upon request

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Any further questions or concerns can be sent to Maurice Collins at maurice@inforeadycorp.com.

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