

# Security and Quality in Hosting Services

## Global ARCHIBUS Authorized Hosting Partners Network

**Authorized Hosting Partners:** eFM (Italy EU), Elion (Telia Sonera), RACSA (Costa Rica), Terremark, Telefónica,... *In process:* Fujitsu (Australia), Elsoptech (ISRAEL).

**Sites:** Amsterdam (Holland EU), Boston (USA), Cape Town (Africa), Madrid (Spain EU), Miami (USA), Rome (Italy EU), Shanghai (Asia), Tallinn (Estonia EU)... *Next:* Sydney (Austria)

## Certifications

Department of Defense (DoD) security requirements, as tested and verified by the DoD Information Assurance Certification and Accreditation Process (DIACAP) -> [More](#)

- **ISO 9011** - *Quality*
- **ISO 27001** - *Data protection and secured management*
- **SAS-70 Type II** - *Software as a Service*

Our hosting providers (i.e. Terremark in the USA) are certified according to **ISO27001** or **SAS70** standards. They accomplish with the security rules and follow the rules data protection policies according to EU Directive 95/46/EC.

Read also [How Terremark Cloud Services Pass DOD Security Test](#)

ARCHIBUS Hosting Services are based on ARCHIBUS, a TIFM (Total Infrastructure and Facilities Management) solution. Depending on the contracted applications or modules, all the loaded data in ARCHIBUS Hosting Services system is related with customer's infrastructure and general customer's data which identifies companies. Some examples are: Company name, contact customer name, contact customer last name, address, telephone, mail, etc. ARCHIBUS Hosting Services also can load general employee information.

## Privacy Policy

"Data Protection Directives" means the European Union Directive entitled

"Directive 95/46/EC of the European Parliament and of the Council of 24th October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data" and the European Union Directive entitled "Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector"; For the purposes of this section, "personal data", "special categories of data", "process/processing", "controller", "processor", "data subject" and "supervisory authority" shall have the same meaning as in the Data Protection Directives. "Data Protection Legislation" means any legislation in force from time to time which implements the Data Protection Directives and is applicable to the provision of the ARCHIBUS Hosting Services.

ARCHIBUS Solution Center Hosting Services doesn't collect any personal information. We just collect the contact information for administrative and support purpose. You can contact or send an email to [privacy@elsoptech.com](mailto:privacy@elsoptech.com) to resolve any concern or question about privacy policies.

The complete privacy policy is published in the following link: <http://www.elsoptech.com/online-privacy-policy> : Appendix (1)

## Information Security

**ELSOPTECH** datacenter has implemented controls to provide network based security measures to protect its enterprise network. A security policy is in place and a security awareness program is designed to educate employees to protect **ELSOPTECH** 's network and systems. A variety of hardware and software based tools

have been deployed, which include firewalls, intrusion detection systems, routers, switches, real-time monitoring, and audit logging.

Redundant and clustered industry standard firewalls, switches and routers are implemented to provide a high level of availability and security of network, applications and data. In clustered firewall/router implementations, if one system fails, data traffic is automatically routed to the other standby

firewall/router. Configuration standards of firewalls and routers are documented. The configuration of the firewall systems follow vendor recommendations and are based on the principle of least privilege, which allows only necessary and authorized access and denies other services and protocols. The firewalls are strategically placed on the network to filter data packets according to predefined access rules. Administrative access to networking devices is limited to authorized IT personnel only.

The enterprise network is segmented and grouped into different virtual local area networks (VLAN) based on business functions and responsibilities. The VLANs are built by deploying industry standard switches and the proper configuration and administration. Network segmentation serves as an additional security measure to minimize risks resulting from unauthorized network access.

A third party company is engaged to perform quarterly vulnerability assessments for a portion of its publicly accessible IP addresses. The IT personnel review the scanning reports to assess and remediate potential network and system vulnerabilities.

The **ELSOPTECH** 's team performs annual penetration tests scan against the management environment and reviews the results and remedies potential network and system vulnerabilities.

## Security Incident Response

**ELSOPTECH** maintains a security incident response plan in order to organize resources to respond in an effective and efficient manner to an adverse event related to the safety and security of a computer resource under

**ELSOPTECH** 's management. An adverse event may be malicious code attack, unauthorized access to managed networks or systems, unauthorized utilization of **ELSOPTECH** services, denial of service attack, or general misuse of systems.

An incident response team is in place with defined roles and responsibilities. The purpose of this team is to protect **ELSOPTECH** and its customers' information assets, provide a central organization to handle Incidents, comply with government or other regulations, prevent use of **ELSOPTECH** managed systems in attacks against other systems, and minimize the potential for negative exposure. Major responsibilities of this team include:

- Limiting immediate incident impact to customers and business partners
- Recovering from the incident
- Determining how the incident occurred
- Determining how to avoid further exploitation of the same vulnerability
- Avoiding escalation and further incidents
- Assessing the impact and damage
- Determining the cause of the incident
- Compiling and organizing incident documentation
- Reviewing response to incidents
- Updating policies and the Security Incident Response Plan
- Security incident occurrences are tracked and documentation is maintained. Actions and procedures are documented to guide the incident response team to respond in the event of a security incident and include:
  - Taking control of the incident and invoking the security incident response plan
  - Assigning an incident response coordinator, communication manager, and technical account manager and starting documentation of the incident report including personnel assignments
  - Notifying the security manager on duty at the time of the incident
  - Assessing the incident
  - Reporting findings to the communications manager
  - Communicating the incident to the incident response team, customer, and identified additional personnel including external agencies as appropriate, and maintaining communications throughout the life of the incident

- Containing the damage and minimizing immediate exposure
- Identifying the impact of the incident
- Remediation of the vulnerabilities
- Collecting and protecting evidence
- Recovering the systems
- Preparing the incident analysis report for trending and analysis
- Preparing and presenting the incident summary as necessary to the customer

Once the documentation and recovery phases of the incident are complete, the team thoroughly reviews the process that was followed during the incident to determine what was successful and where mistakes were made. Based on findings, policies and the plan are updated as appropriate.

## Infrastructure monitoring and support

Our hosting providers (i.e: Terremark in the USA) provides monitoring 24/7/365 of ELSOPTECH and clients' networks and system infrastructure for continuous system performance and signals of system failure.

The [ELSOPTTECH](#) providers tests monitoring redundancy several times each day. Another method of monitoring notification specifically for network engineers includes alerts firing through the network monitoring information system (NMIS). When an alert fires in NMIS, an e-mail is sent to the network operations engineer team. A shift manager is on duty to provide proper supervision on each shift during the week and is on call on weekends if issues arise. A monitoring engineer cannot leave his/her monitoring station until being replaced with another monitoring engineer.

The system performance items monitored by the [ELSOPTTECH](#) include:

- Disk space usage, CPU, memory, NIC utilization, back up successes and failures
- Thresholds for CPU utilization, networking device interface utilization, and interface up/down status
- Keyword monitoring (URL and IP), ping-based connectivity monitoring for all devices
- Server hardware monitoring, predictive fault detection

When an alert is triggered, a monitoring engineer creates and assigns a service call to the team responsible for responding to the incident. All engineers take actions following alert handling procedures and incident resolution procedures. The incidents are tracked to resolution using service calls within the support console.

## System Data back-up procedures

[ELSOPTTECH](#) backs up the files and data on all servers in order to ensure a fast recovery of services in the event of a hardware/software failure or physical disaster. To make these services available, the files on each system are regularly copied to a recovery storage medium and retained for various periods of time. [ELSOPTTECH](#) has established formal procedures to manage data backup and backup media operations.

[ELSOPTTECH](#) uses the following backup schedules:

- Weekly full backups are run according to the server backup schedules. The weekly full backup tapes are clearly labeled and kept onsite in fireproof containers for two weeks.
- Daily incremental backups are run each day between the regularly scheduled full backups. The daily incremental backup tapes are clearly labeled and stored onsite for easy and fast recovery.

The backup is automated using third party backup software utilities, which provide reports on successful and failed jobs, status and run times. A backup verification process is run on each file after the backup occurs to ensure the data integrity of the tape. The daily backup job status for each system is monitored and service calls are created in service desk for every failure or exception reported by the backup process.

The customer support incident management team provides Level 1 support for standard backup failures and escalates to Level 2 if they are unable to resolve the problem. Exceptions to this standard backup process are

documented in the return to service documentation specific to customer systems as applicable. This procedure allows systems to be restored in the event of a disaster. Individual files can be restored if they were present on the system during a backup operation.

Backup tapes are replaced when an error due to bad media is detected during the backup process. Any defective media, including defective tapes, are logged into the Tape Disposal Log and dispatched for physical destruction.

RAID technologies are implemented according to customer's requirements to reduce the risk that a disk problem could bring down the entire system. RAID (Redundant Array of Independent Disks).

[ELSOPTECH](#) made a backup of the following files to provide ARCHIBUS Hosting Services:

1. ARCHIBUS Application Files: Files included into the ARCHIBUS default directory
  2. Client/s Project/s: Files included into
  3. Web Central Files: Files included into
- Databases. Weekly full backups and daily incremental backup
  - Backups are done when servers are at their minimum activity period in order not to interfere with their current performance.
  - One daily completed backup should be done.
  - Fortnightly copies are stored; therefore data can be restored as it was any previous day before backup was done.

ELSOPTECH allows customers to request a backup restore of ARCHIBUS Hosting Services solutions. [ELSOPTECH](#) requires a request from customer with a minimal of 2 hour since the request is done. This task will be done in the following cases:

- Copy or restore when customers request it.
- Restore for critical incident.
- The restore should be done taking into account this condition:
- [ELSOPTECH](#) will restore the backup in working days and if this action not affects the customer. In other case, it is needed to do it at non-working hours.
- The executed backup restore has the same format, recovered files & directory structure as it appears in the backup procedure.

# Appendix (1)

## Online Privacy Policy

### ARCHIBUS SOLUTION CENTERS-HOSTING SERVICES Privacy Policy

As the world's #1 hosting services provider of real estate, infrastructure, and facilities management ARCHIBUS solutions, ARCHIBUS SOLUTION CENTER-HOSTING SERVICES (herein after ELSOPTECH) is committed to establishing and maintaining policies and procedures which protect the privacy of personal information gathered from visitors to our Web site(s). ELSOPTECH will treat all personal information in accordance with this Privacy Policy or as you otherwise consent. By using this Web site, and its services ( ARCHIBUS Hosting Services) or by submitting any personal information to ELSOPTECH, you acknowledge that you have read, understood, and agree to be bound by this Privacy Policy.

#### *Generic Information*

Our Web site is designed to provide visitors with useful news and information about ELSOPTECH products and services. Registration is not required in order to access the public areas of our Web site. However visitors may, at their option, choose to register in order to access certain resources and areas of our Web site. ELSOPTECH does not collect personal information from individuals who choose to browse our site without registering. We are committed to consistently improving the quality of our service, web site performance, and providing more relevant content to you during your visits. In order to do so, we measure and analyze generic non-identifying, aggregate usage, patterns of traffic, and volume statistical information from all Web site visitors. Information we gather may include, but is not limited to, the activity of the visitor's browser, the visitors' internet service provider and host, the visitor's operating system, and the visitor's location.

#### *Personal Information*

If you choose to register to receive more information from us, we will ask for certain information in order to keep you informed about available products and services. In accordance with the data protection law 15/1999, we inform you that personal data will be incorporated into a file responsibility of ARCHIBUS Solution Center-Hosting Services S.L. ( hereinafter ELSOPTECH), established in C/ Hernán Pérez del Pulgar, 4- 13001 Ciudad Real. To serve you more effectively and efficiently, and to maintain an open communication with you. ELSOPTECH collects personally identifiable information, such as your name, address, telephone number, or e-mail address, only if you provide this information to us voluntarily. Where appropriate, ELSOPTECH may pass this data to an authorized ELSOPTECH Business Partner or to an ELSOPTECH affiliate that provides coverage or expertise in your geographic area. In that case you provide consent for such communication. Our Business Partners and affiliates are also committed to protecting personally identifiable information as described in their privacy statements/policies. While browsing the ELSOPTECH Web site, you may be able to access the Web sites of our Business Partners, affiliates, and third parties through a hyperlink. ELSOPTECH assumes no responsibility for the privacy practices of third parties' Web sites and suggests you review the privacy statements/policies on such Web sites before sharing your personally identifiable data.

#### *Cookies*

A cookie is an element of data that the ELSOPTECH Web site sends to your browser. Your browser may store it on your system based the preferences you have set on your browser. Cookies gather information about your operating system including, but not limited to, screen resolution, browser and IP address. ELSOPTECH uses cookies to track non-personal information such as user patterns and uses the data collected to improve the visitor's experience of visiting our Web site. You have the option to configure your Internet browser to notify you when you have received a cookie and providing you with the choice to accept or decline to accept the cookie. Further, you have the option to block all cookies. If you need more information regarding your options for handling cookies please refer to information provided with your Internet browser. Blocking cookies or refusing to accept cookies will not affect your experience on the ELSOPTECH Web site.

### *Online Forums*

ELSOPTECH may from time to time operate online forums located on its Web site, also informs you that your data will be incorporated into a file for ELSOPTECH in order to manage that forum. Registration is required to participate in an online forum. Personal information may be collected when you register and when you submit information to the online forum. ELSOPTECH reserves the right, but shall not be obligated to, pre-screen, review, flag, filter, modify, refuse, or remove any or all content, including personal information, from the forum. Personal information collected through the online forum will not be used for marketing purposes. Personal information contained in any submission to the forum may be publicly posted on the forum and otherwise broadly disseminated to other users of the forum. In particular, the content of submissions may be posted to the entire forum. Please, therefore, use care and caution when posting any personal information about yourself or others when submitting content to the forum.

In both cases, you give your express consent for communication and for international transfer of your data to ARCHIBUS, Inc (USA), with the purposes stated above.

### *Required Disclosures*

ELSOPTECH may disclose personal information to third party service providers performing services on our behalf, including: hosting our Web site, hosting online forums, or providing other technical support services. We may also use third party service providers to automatically process data and deliver our marketing information to you. When you register on our Web site or for any of our services, we may share your personal information as it becomes necessary for one or more of the third parties to provide service and support to you. Such third parties are prohibited from using your personal information for any other purpose. Notwithstanding anything to the contrary contained herein, personal information may be disclosed as necessary or appropriate to protect the security of the Web site or online forum; to respond to legitimate requests by law enforcement officials or as otherwise required by law; or in connection with a merger or acquisition of ELSOPTECH's business. In either situation, the recipient of the personal information may be located in the United States or in other jurisdiction that can't provide an equivalent level of protection to the laws of their home jurisdiction, for which you give your explicit consent. Except as stated, ARCHIBUS SOLUTION CENTERS-HOSTING SERVICES does not rent, sell, or otherwise share personally identifiable information.

### *Security*

ELSOPTECH will take reasonable and prudent precautions to ensure that your personally identifiable data is protected against unauthorized access, use, or disclosure and honors your choices for its intended use. We use advanced firewall protection and anti-virus software to protect the personal information volunteered on the Web site and to minimize the risk of a security breach. Although we test the security of our Web site and want to provide you with the most protection possible, please understand that sharing information over the Internet can never be fully secure.

### *Opt-Out*

If you want exercise your rights of access, opposition, rectification and cancellation please let us know by sending an e-mail at [unsubscribe@ELSOPTECH.com](mailto:unsubscribe@ELSOPTECH.com)

### *Modifications to Policy*

ELSOPTECH reserves the right to modify or supplement this Privacy Policy at any time. The most recent version of the Privacy Policy will appear on the Web site with the relevant modification date. Please check this Privacy Policy frequently and particularly before you submit additional information via the Web site.

Revised

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