

Crisis Commander

Software as a Service - Risk, Resilience and Information Security

1 Data centres

- Redundant fibre rings to international backbone networks
- Intruder protection
- Precision cooling, humidity and air filtration protection
- Fire detection and protection suitable for IT equipment and data storage environments
- Automatic fire extinguishing system
- Automatic fire alarm connected to fire brigade
- Intruder protection connected to security company
- 24/7 365 monitoring including security guards
- CC-TV monitored premises
- Access control systems
- Dedicated UPS and generator protected power supplies
- Redundant fibre rings to international backbone networks

2 Redundancy

- Primary and secondary servers equipped with SAN (RAID) disks and redundant powers supply
- Secondary servers located in a geographically diverse recovery site
- Data automatically replicated to Secondary servers
- Multiple high-speed internet backbone connections

3 Browser session controls

- Encrypted 128 bit SSL browser sessions
- Session termination on browser closure
- Support for multiple concurrent sessions
- Logon/logout function with user identity and password protection
- Cookies (optional) is used to store login information

4 Server security controls

- All servers reside behind firewalls
- Firewalls are tested regularly by intrusion detection specialists
- All servers are constantly monitored by the latest versions of anti virus and malware software
- The web server is hardened using Microsoft Baseline Security Analyzer
- Administrator and support access is made over secure VPN channels
- Security patching is done automatically downloading the latest critical updates
- Independent internal security testing is undertaken on a annual basis
- Independent external security testing is undertaken on a annual basis or by arrangement with customers

5 Data integrity

- Each subscribers data resides in a separated database, physically separated from other customers
- Each database is encrypted
- Registered (Registration No Z1905947) and compliant with the UK Data Protection Act 1998
- Crisis Commander is registered with the UK Information Commissioner's Office
- Conforms to the Information Security Forum Standard of Good Practice
- Compliant with the International Standard ISO 27001 and ISO 27002 'A Code of Practice for Information Security Management'