

guardianERM.net

Security & Disaster Recovery Summary

Overview

Just like all information technology, the GuardianERM.net system is inherently exposed to risks. InConsult acknowledges these risks and has developed a range of control and recovery measures to ensure confidentiality, integrity and availability.

Data centre

The GuardianERM.net production servers are managed by a professional IT hosting firm within the Fujitsu Data Centre at North Ryde, Sydney.

This world-class data centre features:

- Data lines that are amongst the fastest in Australia
- Redundant internet connections with automatic failover
- A fully-integrated building management system for smoke, fire and water detection, plus electrical/air conditioning performance
- Separate transformers and mains switchboards
- Backup generators
- UPS systems with battery backup
- Multiple power management modules
- High-capacity diesel fuel tanks
- Multiple air-conditioning units

InConsult has written contracts in place with our IT service providers covering security, support levels and guaranteed availability of 99.9% up time.

Hardware

Our servers are dedicated servers and each client has their own database. Our servers run the latest quad-core Xeon processors and are replaced every 3 years.

Data centre security

Our data centre utilises a range of security controls:

- Physical access is controlled by proximity card reader, with established procedures to prevent unauthorised entry.
- Complete internal and external CCTV coverage 24x7 and guards are on duty at all times.

Application security

To login to GuardianERM.net, clients need to enter a company name, user name and password. Clients are responsible for user access rights within their database.

All user logins are encrypted (user name and password).

GuardianERM.net uses a public SSL certificate that is trusted by Microsoft Internet Explorer.

Application change management

Access to GuardianERM.net is restricted to the InConsult development team for updates, enhancements and maintenance.

Release notes are documented after release of a new version.

Backup

Images of the servers are performed daily at the data centre.

In addition, all databases are backed up remotely and stored offsite.

A backup server is maintained at InConsult's office in Sydney and the system can be restored within 24 hours in case of a catastrophic failure at the data centre.

Disaster recovery

InConsult has a business continuity plan that covers all services including the GuardianERM.net system.

The plan is reviewed annually and updated as required.

Component tests of the various disruption scenario's are tested periodically.

InConsult also obtains written assurances from our IT service providers.

To date, there has been no loss of data, no security breaches and no service interruptions reported.