

accessplanit software:

Security, Privacy and Availability.



 accessplanit

accessplanit.com

Overview

Introduction

accessplanit is a ISO 27001 accredited software house. accessplanit software is accessplanit's SaaS (Software-as-a-Service) based training management solution. accessplanit endeavour to provide the highest quality of service to their customers and meet industry standards. This document has been prepared to provide high level information about technical details, hosting, disaster recovery and security options.

Infrastructure

accessplanit software is deployed on a stable environment that is actively monitored and tested by accessplanit. This section provides an overview of the processes in place to ensure that we provide a robust, scalable and secured solution.

Architecture

accessplanit software is built using the Microsoft .NET Framework and Microsoft SQL Server. As accessplanit software is a web-based system the only technical requirement for users is an internet connection (minimum 1MB broadband recommended) and any modern browser including Chrome, Safari, Firefox and Microsoft Edge.

Multi-Instance Environment

accessplanit software has a multi-instance environment which provides each customer with their own database, in a separate directory with separate files and permissions, segregated from any other customer. This provides the customer with increased security and flexibility.

Testing

A range of tests are performed on every new release version of accessplanit software in both a test and live environment. All acceptance tests must be confirmed as passed before a new version is deployed to customer sites.

Performance Monitoring

accessplanit software server response time is proactively system being unresponsive and so we are able to rapidly react to any issues, ensuring that our customers experience as little inconvenience as possible.

Security

accessplanit takes system security extremely seriously and there are numerous measures in operation which this section outlines.

Hosting

For the vast majority of our clients, we provide the hosting and our preferred hosting partners are Redstation, part of the iomart group, OVHcloud and Microsoft Azure. Our providers hold multiple security accreditations including ISO 27001.

As standard, our applications are hosted in UK and EEA locations however, we have options available to provide global hosting based on your preferred location. Access is limited to security-cleared personnel which is enforced by CCTV monitoring and access control systems, ensuring a safe and secure environment. Servers are monitored 24 x 7 with onsite technical engineers available. In the event of a mains failure, an advanced uninterruptible power supply (UPS) system provides power to all dedicated servers, while generators are also available which are capable of running data centres indefinitely.

Other hosting options including self-hosting are available upon request.

Firewall

Firewalls are in place to provide the ability to stop attacks and application traffic.



Application Security

accessplanit software has a multi-instance environment providing a separate database per hosted application instance to provide maximum logical and physical protection as well as segregation of customer data. Customer access is protected with an individual username and password with the ability to define password rules and complexity.

User Authentication

System administrators have the ability to define password rules including strength and expiry timescales. User session hijacking is prevented by automatic termination of the session (forced logout) if the IP address changes in the course of the session. accessplanit also provide support for ADFS single sign-on.

Physical Security

accessplanit software applications are hosted in UK based purpose-built data centres which implement 24 hour manned security, CCTV & intruder alarms. Access is limited to security-cleared personnel which is enforced by CCTV monitoring and access control systems, ensuring a safe and secure environment.

Encryption

accessplanit encrypts data to ensure the security and integrity of customers' information. 256-bit SSL encryption (SHA-256) is automatically enforced throughout the accessplanit software application.

Privacy

Data Usage

accessplanit does not gather customer private information for the purpose of dissemination or transfer to third parties and only collects information relating to customer licensing, system and service performance, and monitoring.

Customer Data

The customer has full ownership and access to data that its users submit to their accessplanit software application and is responsible for the integrity, legality, quality, and intellectual property of that data. The customer is responsible for all activities conducted under its accounts and is responsible to abide by local, national, and international laws with regards to these activities.

Cookie Tracking

While using accessplanit, temporary files, known as Cookie files will be stored and processed by both accessplanit and a third-party analytics tool. This helps us to improve your experience by saving previous settings as well as for technical reasons in order for our systems to operate. We use system usage data collected by a third-party tool to optimise our systems for users.

Turning cookies off may result in a loss of functionality when using your system.

Backups

Data is backed up, encrypted and stored securely by accessplanit once a day. All backups include customer data, database, and application files.

Customer Access

Customers are able to create their own system backups at any time.

Disaster Recovery and Business Continuity

Should a worst case scenario occur and your system goes offline then we have server monitoring tools which would inform our technical team via email, SMS and app within 5 minutes of this occurring (regardless of time of day). This would then be picked up as an urgent fix for immediate investigation.

Should the problem be with our hosting partner we are able to use other hosting companies we have agreements with (for this reason) to restore the last backup of your system and this can be done within a matter of hours. Currently the furthest back we would have to restore your backup from is from 24 hours previously.

If you are planning for a worst case scenario and your concerns are based around the future of accessplanit as a business (i.e. what would happen should accessplanit cease to exist) then you are able to take out a software Escrow agreement whereby a third party organisation can keep copies of the source code for you.



About accessplanit

accessplanit is a ISO 27001 accredited software house dedicated to the development of web based learning and training management systems designed to streamline business resources, provide system integration, increase control and visibility and maximise ROI through measurable reductions in administration time and cost. The accessplanit team work closely with training to ensure that following implementation the system meets customer objectives and adds value to their business.



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