THINK ITSM SECURITY AND PRIVACY WHITEPAPER

Short Description: Learn about the policies and procedures behind where and how ThinkITSM manages information we receive from our customers

ISO 27001 PCI Security Standards Council SAS 70 McAfee SECURE

ThinkITSM is committed to ensuring our customers' data is as secure as possible. As such we have written this Whitepaper to provide some background to the processes, procedures and tools we have in place to ensure that your information is protected.

ThinkITSM Privacy Policy:

- ThinkITSM has provided its customers with a privacy policy written in plain language to ensure we are open with how we use the information we gather during the course of using our applications. We never provide your information to 3rd parties, we store all customer information in off-site Tier IV datacenters which provide the highest level of commercial security available anywhere in the world.

Physical Security Services:

- ThinkITSM's datacenters are protected by multi-layered physical security measures. These security measures include: 24x7x365 security personnel, dual-factor electronic and bio-metric authentication systems, surveillance cameras, and multiple man-traps. Access to the datacenter floor is strictly limited to datacenter technicians and bonded facility maintenance engineers.

Network Security Services:

- Security is ingrained in ThinkITSM's network services through its basic architecture, specialized security tools, and the policy and procedures which govern its management. For example, ThinkITSM employs: separate physical network segments for public ("front-end"), private ("back-end"), and backup and administration; vLANing, NATing and VIPing; Packet per Second "Storm" controls; encrypted assess controls; default deny-all policies; and more.

Firewall, VPN Service & Intrusion Protection:

- ThinkITSM's Firewall and Virtual Private Networking (VPN) services are built on state-of-the-art Juniper ISG technology engineered specifically for service providers such as ThinkITSM. This enterprise-class security solution uses the latest Application Specific Integrated Circuit (ASIC) technology to enable wire-speeds for advanced security features, such as: stateful packet inspection firewalling and client-based and site-to-site VPN services.

McAfee Secure:

- ThinkITSM's Datacentre and applications are certified by McAfee Secure which is only provided to organization who provide the highest level of online protection to their customers. The certification is tested daily and can be verified by visiting www.thinkitsm.com.

Abuse Management:

- ThinkITSM's security team works proactively with all its clients to deal with network abuse issues. ThinkITSM has a strict Acceptable Use Policy (AUP) that governs its network and protects the integrity of its service. DDoS management occurs in concert with upstream providers and Prolexic: the industry leader in DDoS protection services

Compliance Testing and Auditing:

- ThinkITSM employs a comprehensive compliance testing and independent 3rd party auditing service. This service analyzes our application for known security issues, report non-compliance, provide remediation

suggestions against common information security standards (such as SOX, HIPAA, PCI), and create an audit trail to prove compliance over time.

Security Certifications (Datacentre has receive d ISO 27001)

Other Background

Our customers demand world-class reliability and security. To this end, ThinkITSM's robust 2(N+1) datacenters are engineered to suffer multiple points of failure and still maintain a level of redundancy equal to lesser datacenters under normal operation. At the same time, one of ThinkITSM's core values is environmental responsibility and it delivers by employing state-of-the-art power and cooling technologies in its datacenters to maximize energy efficiency and eliminate any carbon footprint.

2(N+1) Power Systems

- 2(N+1) redundancy via independent "A" and "B" power circuits provides more than double the protection of typical N+1 data center designs.
- A/B Utility Grids: Facility has "A" and "B" power feeds from two independent, zero carbon emission utility grids. The "A" and "B" feeds from each utility come from four separate substations with diverse paths into the facility's secure power vault.
- A/B Generators: The "A" and "B" utility feeds are connected to independent ATS (Automatic Transfer Switches) and Diesel Generator Farms. This architecture creates multiple layers of redundancy against primary and secondary power loss as well as redundancy during maintenance periods. On-site diesel fuel depot and fuel supply contracts ensure that secondary power can be supplied indefinitely in the event that both utility grids suffer an extended outage.
- A/B UPS: The "A" and "B" utility feeds are also connected to independent UPS (Uninterruptible Power Supply) systems each capable of sustaining the datacenters full power load. UPSs condition all utility power going into the datacenter and ensure an uninterrupted switch from primary (utility) to secondary (generator) power.
- A/B PDUs: The 20, 30 and 40 Amp, 208 Volt, 3 Phase "A" and "B" power feeds are metered and switchable at the port level via pre-installed PDUs (power distribution units).
- A/B Power Supplies. To take full advantage of the premium A/B power systems engineered into ThinkITSM's datacenter, servers with redundant power supplies are plugged into both the "A" and "B" power feeds. If there is a power failure in either the "A" or "B" feed or a failure of one the power supplies, the server will automatically adjust and draw power from the functioning circuit and power supply rather than split its power load.

Advanced Environmental Management

- To maintain the optimum environment in its datacenters, ThinkITSM uses a combination of award-winning technologies: APC "InfrastruXure" and Enwave "Deep-Water" cooling. Together, these cooling systems achieve the highest levels of cooling efficiency and reliability available.
- Air is circulated and filtered every 90 seconds to remove dust and contaminants from the data center.
- Datacenters have VESDA (Very Early Smoke Detection Apparatus) system provides advanced warning to stop any fire before it starts and, in the unlikely event one should occur, a FM200 fire suppression systems is installed to stop a fire from spreading.

Physical Security

- Physical access is restricted to authorized datacenter technicians and bonded facility contractors. Guests and clients do not have physical access to ThinkITSM's data centers apart from escorted tours which are only permitted during scheduled times with prior clearance.
- All datacenter employees undergo a complete background security check before they're hired.
- Entrance to facility is secured by a man trap and 24x7x365 uniformed security.
- Entrance to production area of facility has additional man-trap with biometric identity authentication system and video monitoring.

Datacenter Technicians

- Datacenter Technicians trained to the highest industry standards.
- Required to be experienced in managing enterprise-class IT infrastructures with strict change management protocols.
- On-site coverage 24x7x365.

ISO 27001 Certification

ThinkITSM's datacenters are one of the few in North America to receive ISO 27001 Certification. ISO 27001 is the only auditable international standard to define the requirements for an Information Security Management System (ISMS) and is implemented to ensure strict information security controls. This rigorous certification process touches most aspects of the datacenter operation, from its internal processes to its physical infrastructure.

Information security is a broad category and covers network and physical access control, all levels of system redundancy and the protection of information from corruption or loss, all tested through extensive disaster recovery procedures.

ISO 27001 is another layer of security and piece of mind that ThinkITSM can offer clients who want to ensure that we take make security of our clients information a top priority.

PCI Compliant

ThinkITSM's datacenter are in a PCI compliant facility. Its PCI certification is on record with Control Gap Inc.: a registered PCI security auditor. PCI is a globally recognized standard that ensures adequate protections are in place to secure online credit card transactions. VISA and MasterCard require all companies doing online credit card transactions to be PCI DSS certified.

SAS 70

ThinkITSM's datacenter is SAS-70 certified by PricewaterhouseCoopers. SAS-70 (Statement on Auditing Standards No. 70) is an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). Each year, a SAS-70 audit re-evaluates ThinkITSM's datacenter's information security controls, processes and procedures to ensure they exist and operating effectively.