

Information Technology Summary



Below is summary of common inquiries from university IT departments related to the implementation of InfoReady technologies.

Credential Management

- All passwords are stored locally using a one-way salted hash
- Local marshaling of credentials of Single Sign On (SSO support)
- SSO support includes InCommon, CAS, Shibboleth, LDAP, etc.

Service Model

- Software-As-A-Service
- Multi-tenant, Single instance implementation
- All data logically separated

Infrastructure

- Java, JavaScript, MySQL, Linux, Apache, JBoss infrastructure

Hosting

- Hosted at RackSpace, a Tier IV data center, in Roanoke VA.
- Intrusion Detection and Prevention Services deployed
- Hosted on dedicated hardware within an isolated cage

Security

- Veracode for vulnerability scanning
- AES 256-bit encryption of data
- 128-bit SSL certificates

Data Management

- All data in-transit and at-rest is encrypted.
- Data is typically classified as Category 1

System Availability

- System outage notifications can be sent to client-specified notification list.
- Client service support is available through email, telephone and a self-service portal.
- Maintenance windows are Monday and Friday mornings.

Software Upgrades

- Major releases occur throughout the year, typically once per quarter.
- Minor releases occur typically every other week.
- All clients receive all upgrades

