

## IMS Online hosting service

### Document change control

Version	Date	Author	Notes
1.00	19 Sep 2011	Ian Johnson	
1.10	24 Sep 2015	Ian Johnson	Updated to reflect increased customer base, login page server move to Australia and updated service availability (increased from 99.97% to 99.98% availability since Feb 2009)

### About the Hosted Service

IMS Online is a web application hosted by the TimeFiler service. TimeFiler and IMS Online are available via the internet, through secure, non-published URLs. Access is controlled by a customer's administrator/s, and requires authentication from all users.

The TimeFiler service is primarily hosted by Computer Concepts Ltd (CCL) in their Snap data centre based in Christchurch, New Zealand. Snap is a high quality data centre providing very high availability, redundancy and disaster recovery.

As at September 2015, TimeFiler has been available 99.98% since February 2009, including 100% availability throughout all earthquakes to strike the Christchurch region. Scheduled outages are rare (fewer than two per year) and timed out of business hours to minimise disruption and duration.

### TimeFiler Hosting Providers

The TimeFiler service is hosted on multiple database and application servers. CCL hosts the core TimeFiler application, and Amazon EC2 hosts the login pages.

#### TimeFiler application: Snap datacentre

We host our database and application servers within the Snap datacentre. On submitting their login credentials via one of our Amazon EC2-hosted login pages, users are redirected to one of the application servers hosted by Snap.

The Snap datacentre is a high quality service which has delivered 99.98% availability for our servers, as measured since February 2009 by an independent monitoring service.

- Own power generation if necessary (1MW generator onsite)
- Own water supply if necessary
- Multiple telco providers
- Server/SAN redundancy
- Snap is classified as an 'essential service' in event of disaster, with priority access to fuel and other essential supplies. Snap runs other high availability customers such as Christchurch City Council, Environment Canterbury, etc.
- 24x7 onsite network engineer support
- Physical security and regular intrusion tests

The TimeFiler and CCL/Snap management have a decade-long association and ensures a high level of personal contact and service.

## Login pages: Amazon EC2

We host our login pages with Amazon EC2, in their Australian data centre. Apart from customers who host a login page internally (for single sign-on), all users access the application via these login pages.

Amazon is a very good environment for hosting the login page. Amazon does not publish figures, but our servers are likely to be among their 500,000 other hosted servers.

## TimeFiler Security

We cannot warrant that the web is secure from all current known and future threats. However we have made significant effort to secure the TimeFiler product, appropriate for a product in use by over 400 companies, with anything from five employees each to in excess of 2,000, and to deliver capacity and scalability for the on-going growth of our client base.

### Key features

Application:

- All authentication and interaction with TimeFiler is performed via https/SSL (unless explicitly requested by a customer).
- All password fields are encrypted.
- Access to a customer's database is restricted to nominated users (controlled by the customer) and authorised TimeFiler personnel in accordance with our privacy policy (available at <https://www.timefiler.com/privacy-policy>). Once a client's system is delivered we flag it as 'Protected' which limits the changes that can take place. We can also limit which TimeFiler users, if any, may log into the database.

Hosted service/backups:

- All servers run an antivirus.
- All application servers have windows updates promptly applied
- All servers are virtual machines and are backed up nightly (at a VM image level).
- All registered TimeFiler databases are also backed up nightly as an independent operation by TimeFiler to an offsite location (in Australia).

## Additional security features

IMS Online Max customers can specify further security settings:

- Single sign-on (for example, Active Directory). Customers can limit access to users who are authenticated on the customer's domain (and single sign-on those users).
- Limit access to a small set of static IP addresses.

## Further information

Further information about the service is available on request.