DUNK & ASSOCIATES INC.
SYSTEMS 24-7

TECHNOLOGY UNDERSTANDING

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Security

Digital Security

Systems 24-7 has multiple layers of security following standard best practices. We have purchased upgraded security from Microsoft and implemented a 7-layer internal security system including Network Firewalls, Application Firewalls, encryptions, and hidden Database servers. All access to the Root of the servers remains behind monitored multi authenticated VPN from specific site to site IP address access. This access is highly restricted to the development and ownership team at Dunk & Associates. Access logs are monitored both manually and automatically for any unauthorized access including real-time alerts and auto lockout procedures. All web facing client data remains behind internal authentication to the Systems 24-7 application or your Single Sign-On Solutions (SSO) and segregated from all other data. Starting in 2021, we are supplying each of your websites with SSL and Dark Web Monitoring of Systems 24-7 credentials to assist in detecting preemptive attacks. In 2022, all clients will have this new level of security.

Physical Security

With the production environment of Systems 24-7 now housed on Microsoft Azures hosting services, Microsoft is now responsible of ensuring physical security of their servers and our software. To find out more information about Microsoft's state-of-the-art physical security, please refer to the Microsoft documentation on Azure Physical Security.

For off-site back-ups and non-production environments, our data is stored on local servers located at an undisclosed site behind locked doors and steel server cages. This location is only physically accessible by Dunk & Associates' Ownership and head of our Technology Department requiring both key and passcode to enter.

Backup

Our backup structure follows the Grandfather – Father – Son style.

Systems 24-7 back up daily in incremental changes to a local repository to the application. These 7-day increments are kept for 30 days. On the 7th day, a full application backup is run, storing the backup files on a Network repository located at the production servers. These weekly backups are kept for 30 days.

Once a month, a full server backup is performed and transferred to an off-site location for record keeping and disaster recovery.

All backups are frequently checked for data retention and recovery.

Continuity Planning

With the Systems 24-7 production environment hosted on Microsoft Azure hosting services, we have 2 levels of continuity planning in case of emergency. Locally within Microsoft Azure we have redundant servers to quickly fall back to secondary servers that will start off from where the primary servers left off.

Should Systems 24-7 environment in Microsoft Azure Hosting Services fail for any reason, we have a recurring data transfer out to our back up location every 5 hours updating a 3rd set of servers. From here, we will be able to host Systems 24-7 at full capacity until Microsoft Azure Hosting Services are up and running where we will then update the primary system to full capacity and shift the production environment back to Microsoft Azure Hosting Services.

To ensure the 99.5% up-time Systems 24-7 is fully monitored. Using automated systems, we monitor Systems 24-7 around the clock for:
- Bandwidth and usage capacity
- User access
- CPU capacity
- RAM capacity
- SSD capacity
- System errors (auto emailed to our developers)

Any issues identified by our monitoring systems are flagged, and the appropriate team is notified to ensure it is handled in a timely manner.

What does this all mean? Dunk & Associates has purchased increased security in Microsoft and with this comes a 99.5% uptime of Systems 24-7 fully monitored per week.