

White Paper

Jane Schaffer Writing Program

Digital Writing Experience

August 2018

Table of Contents

Cloud Computing

- Reduced IT Costs
- Scalability
- MySQL Performance
- Flexibility of Open Source

Using the SAAS application

- Agile Method

Application Security

- Database Containment
- Unauthorized Configuration Changes
- Passwords
- Encryption of User Data
- File Transfer Encryption

Information Technology Security FAQs

- Segregated Environment
- Backups
- Infrastructure Scanning
- Penetration Testing
- SAS 70 Type II
- Physical Security
- Firewalls
- Encryption
- Documented Security
- SO/IEC 27002
- Data Log Retention

Development & Application Process

- Quality
- Flexibility/Agility
- Cost Control
- Speed to Market

Benefits of Digital Learning

- Scalable
- Ease of Use
- Digital Data Retention
- Student Management

Cloud Computing

Jane Schaffer Writing Program utilizes Cloud computing which offers many benefits. It allows us to set up what is essentially a virtual school to give you the flexibility of connecting to your students anywhere, any time. With the growing number of web-enabled devices used in today's business environment (e.g. smartphones, tablets), access to your data is even easier. There are many benefits to utilizing the Jane Schaffer Writing Program in the cloud:

Reduced IT costs

Moving to cloud computing has allow Jane Schaffer and schools the ability to reduce the cost of managing and maintaining your students' papers and grades. Rather than purchasing expensive systems and equipment for your business, the Jane Schaffer Writing Program can reduce your costs by using the resources of your cloud computing services. Going paperless in the cloud allows efficiency and scalability for our schools, students and customers. When necessary the Jane Schaffer Writing Program implements new hardware and software that may be included in your contract. You no longer need to pay wages for expert staff. Your energy consumption costs may be reduced. There are fewer time delays.

Scalability

Because the Jane Schaffer Writing Program utilizes cloud computing we can scale up or scale down your operation and storage needs quickly to suit your situation, allowing flexibility as your needs change. Rather than purchasing and installing expensive upgrades yourself, the Jane Schaffer Writing Program cloud computer service can handle this for you. Using the cloud frees up your time so you can get on with teaching and instructing your students.

MySQL Performance

MySQL features a distinct storage-engine framework that facilitates system administrators to configure the MySQL database server for a flawless performance. Our MySQL Database is able to receive millions of queries every single day or handle high-speed transactional processing. The Jane Schaffer Writing Program's database is designed to meet even the most demanding applications while ensuring optimum speed, full-text indexes and unique memory caches for enhanced performance.

Flexibility of Open Source

All the fears and worries that arise in an open source solution can be brought to an end with My SQL's™ round-the-clock support and enterprise indemnification. The secure processing and trusted software of MySQL combine to provide effective transactions for large volume projects. It makes maintenance, debugging and upgrades fast and easy while enhancing the end-user experience.

Using the SAAS application

The Jane Schaffer Writing Program is easy to use for students of all ages. Many schools and individuals have come to realize the ease of implementation in their class rooms. The Jane Schaffer Writing Program takes care of uploading and importing your students and teachers. Our system is able to generate user passwords that can be accessed by individual teachers. Teachers will be able to log in and view student submissions and work assignments.

Agile Implementation

The Jane Schaffer Writing Program implements agile programming methods. Our system is continually being improved upon. Upgrades are seamless and pushed out to the host server on a timely and regular basis. The Jane Schaffer Writing Program also utilizes unit testing to ensure a quality product. The Jane Schaffer Writing Program does not warranty against software bugs. However we will do our best to mitigate any and all issues that are brought to our attention.

Application Security

Our platform dynamically inspects traffic, looking for new kinds of attacks, or patterns of requests from certain locations that indicate nefarious activity, and we block many of those attacks automatically. Our rules evolve constantly. We witness traffic across our entire network of customers, serving over 2 billion hits a day, and those learnings are inherited automatically by all of our customers. We block over 150 million bad requests every month, and we're constantly adding new rules as attackers evolve their tactics. Security is a major concern for sites of all shapes and sizes. According to Googles 2016 research, the number of hacked sites rose over 30% in 2016 compared to 2015. Ensuring your site is protected from attackers is paramount to your sites uptime and your brands integrity. Our host does a lot behind the scenes to ensure your site is safe and secure!

DATABASE CONTAINMENT

Best practice when creating a site is to manage all separate users for your sites. This is a containment strategy which states that, should one database become compromised, the others are not at risk. But managing many usernames and passwords and salts and keys can be confusing and frustrating! We take care of it. Our host maintains separate databases and users for all sites. We maintain all the security aspects of users, passwords, and salts to make it easy for you. Our site is automatically connected to the correct database, as is your User Portal.

UNAUTHORIZED CONFIGURATION CHANGES

Some of the most important settings on your site are controlled by a select few configuration files. Those files should never be accessible or even worse, editable, to the outside world. It may be concerning to think about how to control who can access these sensitive files. With us, theres no need to worry. Our host protects your sites configuration files and uploads. We automatically place server-level protections for your configuration files for your site and the server itself, as well as your sites uploads.

INSECURE PASSWORDS

Site managers often have the headache of ensuring all users on their sites are using secure passwords. Making sure users choose secure and unique usernames and passwords can be a chore in and of itself. We make it easy. Our host requires all Administrators, Authors, and Editors to use strong passwords. While Subscribers and Contributors dont have this requirement, this means anyone who has the ability to publish content on your site must have a strong password.

ENCRYPTION OF USER DATA

You might also be concerned about the data users enter when theyre on your site. Whether your users are filling out a form, building a profile, commenting, or entering their personal details in checkout, you have to be sure that data is secure. Were here for you. Our host offers Lets Encrypt SSL Certificates. SSL is a layer of encryption that sits in front of your site and ensures the user data entered on your pages is not vulnerable to anyone who might be listening in.

FILE TRANSFER ENCRYPTION

You may also wonder what protection is in place when transferring files to and from the server. If those files are not encrypted, it could allow anyone listening on your network access to those private site files. Your files are safe with us. Our host forces secure file transfers. We use Secure File Transfer Protocol (SFTP) for all local connections to your websites. That means your data is encrypted both when uploading and downloading content to and from your site.

Information Technology Security FAQs

Do you provide a segregated environment (physically or logically) so that each customers data is isolated and protected against any unauthorized access? Please describe.

Yes. We offer dedicated environments for customers of various profiles. Our dedicated and Enterprise solutions are fully dedicated environments that dont share processing power, memory, disk space or other system resources. This facilitates improved reliability and better positions our customers for growth and success. Dedicated server environments are particularly valuable for websites with high transaction volume, and were happy to offer a service that supports demanding sites. We still offer enterprise-level service for customers who dont require fully dedicated hosting environments. For those customers we offer logically separate environments. Attempts to access data outside of allowed directories are prevented and logged. We offer fully segregated hosting environments for all of our customers.

Are backups maintained such that each customers data is kept logically separate from other customers data when it is backed up?

Yes, backups are all separate

Do you conduct or arrange in-house vulnerability scanning for all infrastructure, servers, databases and applications? Please describe how vulnerability scanning reports are used by your company and how remediation of vulnerabilities occurs.

Reports are processed internally and remedied quickly. Any customer impacting changes are reported on our public status blog, but only after weve made the changes to reduce the chance of exposure.

Does your computing environment undergo external penetration testing by an independent, qualified vendor at least once per year? Please describe how penetration testing reports are used by your company and how remediation of vulnerabilities occurs.

Yes. We contract with a third party vendor to perform penetration testing. Penetration testing results are formally communicated to our Hosting Company and remediation plans developed to address items noted within.

Can we (your customer) perform penetration testing of our installations hosted in your environment?

Please contact us for further information.

Does your data center environment undergo a SAS 70 Type II examination at least annually?

Yes.

Is all computing equipment located in a physically secure facility, where electronic access controls are used to prevent unauthorized access to computing facilities?

Yes.

Are firewalls configured based on the principle of least privilege, where firewalls only allow approved applications, protocols, and services required to meet business needs?

Yes.

Are intrusion detection or intrusion prevention systems used to monitor and/or protect your network?

Yes.

Do you encrypt backup media?

Yes.

Do you conduct or require background screenings for all personnel (employees and contractors) that have access to critical infrastructure, servers, applications, or data?

Yes.

Do you use documented security baselines to harden and secure IT systems? Please describe how you ensure that security baselines are implemented and working effectively.

Yes. Our security firms establish baselines and ensure we are adhering to them. These change over time as new information and processes are put into place.

Do you maintain reasonable security precautions consistent with industry best practices, as documented in standards such as ISO/IEC 27002?

Yes, but we do not specifically obtain ISO ISO/IEC 27002 certification.

If an information protection incident was to occur, are you able to provide audit logs to the customer for our review?

Yes, for certain logs (i.e. access logs). That being said, there are certain logs we are unable to share given the sensitivity of the information within.

Development & Application Process

Quality

Maintaining quality is a key principle of development with Scrum. Testing occurs every Sprint, enabling regular inspection of the working Product as it develops. This allows the Scrum team early visibility of any quality issues and allows them to make adjustments if necessary.

Flexibility/Agility

In traditional development projects, we write a big specification up front and then tell business owners how expensive it is to change anything, particularly as the project goes on. We resist changes and use a change control committee to keep them to the essential minimum. This approach often fails as it assumes we can know what we want with 100% clarity at the start of a project (which we usually do not) and that no changes will be required that will make the Product more valuable (which is unlikely with the speed of change in many organisations and markets today).

In agile development, change is accepted and expected. Often the time scale is fixed and detailed requirements emerge and evolve as the product is developed. For this to work, it is imperative to have an actively involved Product Owner who understands this concept and makes the necessary trade off decisions, trading existing scope for new where it adds greater value.

Cost Control

The above approach of fixed timescales and evolving requirements enables a fixed budget. The scope of the product and its features are variable, rather than the cost. As we are developing complete slices of functionality we can measure the real cost of development as it proceeds, which will give us a more accurate view of the cost of future development activities.

Speed to Market

Research suggests about 80% of all market leaders were first to market. As well as the higher revenue from incremental delivery, agile development supports the practice of early and regular releases.

Benefits of Digital Learning

Scalable

Because the Jane Schaffer Writing Program is a digital medium it is scalable to many applications of use. No matter your student size or teacher to student ratio the Jane Schaffer Writing Program can accommodate any number of students and teachers within our custom designed system.

Ease of Use

Implementing the Jane Schaffer Writing Program in your institution is made simple by our internal processes. The Jane Schaffer Writing Program has the ability to upload student and teacher lists into our system so that teachers can immediately start utilizing our system to teach students how to write.

Digital Data Retention

The Jane Schaffer Writing Program allows students to store their written work in our secure and stable system. A student's work can then be turned into their instructor or saved for future use. Student work is saved in the secure cloud to allow easy data retention.

Student Management

All customers who implement the Jane Schaffer Writing Program will have the benefit of easy student management. Teachers can review submitted work and store comments and grades within our system. The ability to export and print written work in digital PDF format also allows teachers to produce a hard copy of each student's work if they so choose.

References & Citation Sources:

agilest.org

scrumalliance.org

datamation.com

mysql.com

sans.org

jswponline.com