



APPLICATION

Subscribers use BCMMETRICS™ to assess the level of compliance of their Business Continuity Management (BCM) program across Program Administration, Crisis Management, Business Recovery, IT Disaster Recovery, Supply Chain Risk Management, and Fire & Life Safety. Real time compliance status and trends of compliance of an organization's BCM program (can be more than one) are maintained in the database. The nature of the application does not typically mandate the application as critical to the continued operation of an organization. However, it is critical to BCMMETRICS™ that all data be treated as Confidential and protected accordingly at all levels.

SYSTEM & APPLICATION BRIEF

SYSTEM & APPLICATION

OVERVIEW

BCMMETRICS™ is a secure, cloud-based tool designed to self-assess the level of compliance of your Business Continuity Management (BCM) program against leading industry standards, guidelines and best practices.

TECHNICAL INFORMATION

HOSTING DATA CENTER

The BCMMETRICS™ production application is hosted by Amazon web services.

- Amazon data centers are SOC2, ISO 27001 and ISO 9001 certified.
- Amazon provides server hardware, OS, web server, database, networking and firewalls to the BCMMETRICS™ application.
- BCMMETRICS™ has provisioned its own application and database servers in the Amazon data center.
- Amazon provides for data center redundancy should the primary hosting site be disrupted by an unplanned event.
- The data center hosting the application is in the United States.

LOGICAL SYSTEM ACCESS

- Application login is protected by Secure Socket Layer (SSL) 256 bit encryption to ensure maximum security from point of login to logoff by the end user.
- Minimum password length is 8 characters (minimum 1 upper case, 1 lower case, 1 number)
- User sets his/her own password after it is initially set by the BCMMETRICS™ Administrator.
- User may access the application via a direct website link or via the login link on the public facing website.

SYSTEM ADMINISTRATOR ACCESS

- System administrator access to the production application is restricted to the key personnel within the organization.
- Password change is required every 90 days.

DATA BACKUP & OFFSITE STORAGE

- BCMMETRICS™ backs up the application and database daily using cloud-based MozyPro Server to ensure no more than a 24 hour Recovery Point Objective (RPO).
- More frequent backups (intra-day) will be considered once the volume of subscribers and activity mandates a shorter Recovery Point Objective (RPO).
- Application and database backups are encrypted by AES 256 bit encryption.
- Application and database backups are retained by BCMMETRICS™ permanently.

BCMMETRICS™

CONFIDENTIALITY OF DATA AND INFORMATION

BCMMETRICS™ personnel who manage and maintain the application and database are required to treat all data and information within the application as confidential.

PERSONALLY IDENTIFIABLE INFORMATION (PII) WITHIN THE APPLICATION

Every effort is made by BCMMETRICS™ to maintain only the minimal amount of PII required to provide its menu of services. The application does not regularly transmit the PII data back and forth between itself and the end user during critical processing. The PII data is used solely to establish users to administer, manage and report on the data and information, and includes these items:

- End User First and Last Name
- Company Name
- Company Address & Zip Code
- Company Email Address
- Company Phone Number

SYSTEM & APPLICATION BRIEF

CHANGE MANAGEMENT

APPLICATION CHANGES

Changes to be made to the production application are first implemented and tested in the development version of the application. The type of change defines the testing needed (component, integrated, look and feel, regression, etc.) to validate the success of the change. All change information is documented and tracked by the Application Manager; the status of each change is reviewed for accuracy and completeness with all parties.

PRODUCTION CHANGE WINDOWS

A standard change window is reserved at the end of each month to make updates to the application and database. Subscribers are notified at least one week in advance of a scheduled outage.

EMERGENCY CHANGE WINDOWS

Emergency changes will be made as soon as possible with the minimum impact to subscribers. An emergency change notification will be made via email to subscribers as soon as BCMMETRICS™ personnel determine that an unscheduled change is required to ensure the secure, continuous operation of the application and/or database.

ESCALATION & NOTIFICATION

Any disruption that critically impacts the security, accuracy or continuous operation of the BCMMETRICS™ application is escalated to designated personnel for immediate handling and resolution.

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