

Strategic Ecommerce Pty Ltd Service Levels

This document is a guide to the Service Levels that are generally provided for the systems managed by Strategic Ecommerce Pty Ltd. They are not exhaustive and are subject to agreement on a customer-by-customer basis.

Backups

This covers a number of different areas.

Database:

Full Database Backups occur twice a day 7 days a week, and are automatically copied across to the backup database server. Every hour transactional backups are also taken and copied across to the backup server. This backup server is not run in full hot backup mode but could be brought online within 30 minutes of notification of database server failure. In the event of catastrophic database server failure (beyond power, network and hard drive failures), some transactions may be lost since the last transaction backup.

Systems:

All Full Database Backups are also copied daily to a dedicated tape management server, and then offloaded to tape. These tapes are taken offsite each day. This backup also includes all web information (images, pages, etc).

Tapes:

Tapes are rotated through a 20 tape rolling cycle. Tapes are not changed weekends, and so a 4 week cycle of tapes is run.

Other:

Approximately once every 1 month a copy of the database is offloaded into our development environment (depending on requirements).

Security

Site Access:

Although our servers run on their own dedicated rack on our ISP's Backbone, we have 24-hour, 7-day-a-week access to this environment. This is a "lights out" facility in the centre of Adelaide, and access is restricted both by passkey (for out of hours access) and pin codes. Access to this room is restricted by our ISP, with whom we have an excellent working relationship.

Application Access:

All our secure applications are based on 128-bit certificates, with support for client-side certificates for authentication where applicable. Passwords are stored via one-way hashing and cannot be reversed even by the support staff. We use a triple scheme (Username, Password, and Short Name) to differentiate organisations, and each organisation is treated as a distinct secure entity within the system.

Firewalls:

All our Web Servers run FreeBSD and include firewall software. All databases are Microsoft SQL Server 2000 and run on the private network behind the firewalls, with no external access. All system passwords (root, sa, etc) are randomly generated and regularly changed.

Application Performance

As these facilities run on a ASP (Application Service Provider) basis, we can only be responsible for the performance of our application to the point where the pages leave our environment. To that end, we undertake the following monitoring:

Database Monitoring:

- Daily checks on CPU, Space and Pagefile usage
- Automatic collection of performance statistics (number of users, cpu load ,etc)

Performance monitoring:

- Certain critical “high use” pages are fully monitored, and support personnel are automatically notified via email when these pages take longer than 3 seconds to generate. These pages are typically those used in the transactional component of the application (generating orders, etc).

We have recently upgraded our prime database server to provide 4-6 fold increase in performance, and we will monitor our infrastructure to ensure a satisfactory (within reason) application experience.

Continuity

We endeavour to operate at above 99.5% uptime, and to date have easily exceeded this. System downtime during core business hours (9am-5pm CST) within the last year has been limited to approximately 2 hours last May, and with the introduction of our newest database server we believe we can continue this.

Our infrastructure is based on redundancy within our equipment and standby for replacements, and our move to “name-brand” hardware and on-site manufacturer support should stand us well in the future.

Continuity support includes redundant internet links, hardware mirroring of data, redundant power supplies, UPS support of the entire ISP infrastructure and standby hardware where applicable (spare servers, switches, spare cards, etc).

Support

Running our applications in an ASP environment offers significant benefits in terms of support. 9am – 5pm CST support for bugs and fixes is provided under the standard hosting fees, but application level support is dependant on individual agreements and varies from customer to customer. Both time and materials, and yearly support options are offered.

For further information please contact support@strategicecommerce.com.au

www.strategicecommerce.com.au