



## **Security, Reliability, Availability**

### **Introduction**

Kids Care Center (KCC) is a secure web-based application that streamlines record management for childcare programs. KCC represents the latest in technology for organizations, large or small, providing a data collection and reporting system that is secure, versatile, useable, and valuable to our customers.

Kids Care Center was developed by Dynamic Enterprise Solutions, Inc.(DES), a Connecticut based technology consulting company that specializes in the design, development, and implementation of custom web based applications. DES hosts and manages a multitude of web based systems and understands the importance of providing data systems that are secure and stable, while providing usability and data integrity. We have been hosting web based systems for over five years, and continue to provide an excellent record of uptime and user support.

### **Security**

KCC is protected by an enterprise Cisco firewall that has been repeatedly recognized as among the best in the industry. The firewall provides real-time monitoring and filtering of incoming traffic, to ensure that only legitimate traffic reaches our servers.

The data center also deploys enterprise-class anti-virus and security software for its entire network. We regularly evaluate our existing security technologies and internal controls to ensure we are providing an optimal level of security for our network and data systems.

In addition to the infrastructure security measures, the Kids Care Center application also deploys security measures. KCC utilizes a secure socket layer (SSL) certificate issued by Thawte to encrypt all traffic to and from our servers. Secondly, user must provide their unique username and "strong" password to access KCC with passwords requiring to be changed every 90 days.

### **Reliability**

KCC was designed and developed to utilize a multi-tier, multi-server architecture. As such, our architecture is scaled quickly to eliminate any performance issues. All components of the KCC architecture are constantly monitored to identify potential performance problems. Upon identification, KCC is immediately enhanced to minimize any performance issues.

### **Availability**

DES employs several strategies in order to maintain the availability of the data systems and provide maximum uptime. We maintain 2 separate nightly backups of our data systems, with data sent to offsite storage, either electronically or by courier.

The server hardware that our systems run on are enterprise-class server products designed for long-term heavy usage. Infrastructure hardware is located in a secured, climate-controlled room, with UPS battery backups that protect our systems in an unexpected power outage.

In the event of primary server hardware failure, we have multiple servers reserved to assume primary server roles. In the unlikely event of a total system failure at our premises, we have strategic partnerships available at a geographically distant location that can be online and hosting our systems within hours.