

# **TIME LIVE TIMESHEET SYSTEM**

## **ON-DEMAND TIMESHEET SYSTEMS AND SECURITY**

**HOW TO OUTSOURCE YOUR TIMESHEET SYSTEMS SAFELY AND SECURELY**

## OVERVIEW

TIMELIVE Timesheet's robust security practices for online application service provider services fall into four areas. Each area ensures significant data and security protection for customer data and proper restricted access to that data. TimeLive On-Demand Services have been provided since 2006.

1. Disaster recovery and backup.
2. Data center operation facilities.
3. Internetworking and security.
4. User account security and application security.

## 1-DISASTER RECOVERY AND BACKUP

### BACKUP AND DISASTER RECOVERY PROCEDURES

When providing On-Demand Services, LIVETECs LLC is the custodian of important customer data that must be safeguarded against the unexpected. LIVETECs LLC Timesheet has in place a comprehensive disaster recovery plan to ensure that all customer data is protected should systems operations and normal database and system access need to be restored after a catastrophic event or natural disaster. LIVETECs LLC's disaster recovery plans and procedures guarantee complete recovery within 24 hours, and that data will be guaranteed up to the last 8 hours. There are several key elements to TIMELIVE's data security, backup and recovery procedures:

- Standard database mirroring techniques ensure continuous service
- Database and transaction log backups are performed stored on a daily basis. These daily backups of hosted customer data are backed up locally on hard drive media.
- This data is then "pushed" electronically to secondary locations for additional safekeeping on a daily basis.
- Base functionality scripts for full database recovery are maintained at secondary locations.
- Communications and contingency plans include the notification and hourly updates to key customer contacts during the recovery operation.

LIVETECs's disaster recovery plans and procedures are facilitated by the utilization of two facilities: its primary Network Operations Center in Washington DC and its secondary data center operations in Rancho Cordova, CA. All TIMELIVE's data is maintained in a third off site data center to provide online services in the event of a highly localized catastrophic failure or event.

## 2-LIVETECs LLC DATA CENTER OPERATION FACILITIES

### POWER

Uninterrupted power solutions that are flexible and upgradeable provide constant power to your hardware. Our Mitsubishi UPS battery system takes over instantly while our diesel generator starts up.

- 2000 amps 480v Input Power.
- 8 x 750Kva UPS Battery Backup Units.
- Three 2-megawatt Diesel Generators with On-site Fuel Storage.
- Redundant 30-ton CRAC Units.

### SECURITY

Multi-layer security control procedures staffed 24/7, proximity card readers, and IP video monitoring ensure that your hardware is never tampered with. Public access is not available unless personally escorted by datacenter staff.

- Biometric Security System
- Digital Security Video Surveillance

## NETWORK

Multi-homed redundant fiber connections and peering with Tier-1 providers ensure servers always connected and that your data takes the quickest, most efficient routes for optimal transfer speeds. Maintenance and support contracts with all of our vendors, along with third party consultants, ensure constant uptime and availability.

## FIRE SUPPRESSION

VESDA smoke detection, double-action dry pipe fire suppression modules prevent emergencies before they start.

## COOLING

Leibert HVAC redundant architecture with overhead air distribution makes sure that your equipment is always operating at optimum temperatures.

## 3- INTERNETWORKING AND SECURITY

All LIVETECS production On-Demand Services systems are secured by SSL and https. Secure Sockets Layer uses a cryptographic system that uses two keys to encrypt data – a public key known to everyone and a private or secret key known only to the recipient of the message. All major browsers support SSL. LIVETECS's firewall security manages internet traffic with various rules to restrict access to only customer requests. TIMELIVE Timesheet application software, middleware, and databases are never exposed directly to the internet, timely service patch updates, software and system upgrades ensure that new or potential security threats are managed effectively and ensure continuous On-Demand service operations. There are few of key feature of TIMELIVE primary datacenter features.

- (SAS 70) Type II Certification.
- Multiple Internet Backbone Connections.
- Cisco Systems 10G Network.
- Cisco Guard DDOS Protection.
- Intrusion detection System (IDS) Protection and Assessment.
- Anti-Virus and Anti-Spyware Protection.
- Vulnerability Assessment & Reporting.

## 4- APPLICATION SECURITY

TIMELIVE's extensive application security includes work item security and roles based security features that user restrict user access in a variety of ways.

### ROLES-BASED SECURITY

When combined with project security restricts access of users and other key roles to various group or project data. Roles can enable or disable certain rights such as the ability of a user to assign or un-assign users or projects. Administrative rights can be centralized or decentralized.

### WORK ITEM SECURITY

Projects organized with a work breakdown structure (WBS) can have secured or restricted access at any of their levels.

## ADMINISTRATIVE SECURITY

Administrative security can be assigned by group, project, and/or role in a variety of configurations depending up an organization's policies, rules and structure.

## CONTACTING LIVETECs LLC

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