

IS Ignite TERMS AND CONDITIONS – CLOUD WEB SECURITY

PLEASE NOTE: These product or service specific terms and conditions must always be read together with our General Terms and Conditions, which will always apply to your use of this product or service.

1. Service Level Description

1.1 Overview

The Web Control Solution is a cloud based service that provides authentication, Proxying, URL (Web) Filtering, Anti-virus, Web 2.0 Control, reporting functionality and/or Anti-Malware functionality. The cloud based nodes reside at IS Ignite – JHB and Cape Town Data Centres. Clients connect to the service via their internet access, and all HTTP Browsers on the Client's network are configured to "point" at the Web Control node, by means of a PAC file, and thus able to control HTTP, HTTPS, and FTP page fetching and apply URL filtering to inbound and outbound connections. Authentication is provided via the Client's Active Directory or via the Hosted User Database. The Web Control solution provides HTML based reports as well as scheduled reports which are accessible by the Client Administrator. The solutions underlying infrastructure as well as the service network for the Web Control Platform is managed and supported by IS Ignite.

1.2 Solution Architecture

The architecture of this service is cloud based and is managed by IS Ignite . IS Ignite hosts HA active/active Web Control clusters within our JHB and Cape Town Data Centres. The nodes are powered by dual power feeds and are connected to redundant in-rack switches with redundant paths to the Internet. This system is cloud based and maintains multiple distributed redundant nodes hosted globally. No single point of failure due to N+1 redundancy model.

1.3 Other Services

1.3.1 Monitoring and Reporting

IS Ignite will monitor the Web Control platform, and also perform ICMP and TCP port based monitoring on the IS Ignite hosted node as well as full monitoring of the in-rack switches.

The Web Control web interface provides granular and detailed reporting on the client's web usage.

1.3.1.1. Availability / Redundancy / Load Balancing

The underlying Web Control infrastructure has redundant nodes in more than 40 IDC's around the world so this service is redundant, however;

The Web Control nodes hosted in JHB and Cape Town will be deployed in an active/active highly available cluster. They will connect to a redundant stack of switches, which will then connect via redundant paths to the Internet. All equipment hosted at IS Ignite will be deployed to make use of dual power feeds. This system is cloud based and maintains multiple distributed redundant nodes hosted globally. No single point of failure due to N+1 redundancy model. The minimum accepted reliability is 99.999%

Web Availability: IS Ignite warrants that the Web Control Network will be available to accept the End User's outbound web requests 100% of the total hours during every month the End User uses the Services. Failure to meet the Web Availability Warranty results in:

Web Requests Processed & Delivered During a Month by The Web Control Network Additional Month of Web Control Services Provided at No Charge

< 100% but >= 99.999% 0%

<99.999% but >= 99.99 10%

< 99.99% but >= 99% 25%

< 99% but >= 98% 50%

< 98% 100%

Web Latency: The Web Control Platform will process and deliver content of End User's transactions with an average latency over a calendar month of 1 millisecond or less; such warranty is only applicable to objects of 1MB or less. The processing and delivering of content is measured from when the Web Control proxy receives the content to the point when the Web Control proxy attempts to transmit the content.

Failure to meet the Web Latency Warranty results in:

Average percentage of web content scanning within 1 millisecond Additional Month Web Control Services Provided at No Charge

< 100% but >= 99% 25%

< 99% but >= 98% 50%

< 98% 100%

1.3.1.2. General Performance

The performance of the Web Control platform can be affected by numerous other factors such as bandwidth allocation and usage, local and global Internet demand as well as any other over-utilised links and/or paths along the way.

1.3.1.3. Managing capacity

The Web Control platform capacity will be managed by IS Ignite. The capacity of the in rack switches will be managed by IS Ignite Cloud Operations Security Operations Team and will make use of thresholds configured in the Network Monitoring systems. The capacity of the upstream network will be managed by IS Ignite Network Operations.

1.3.1.4. Failure analysis

Since this is a cloud based service, any event of total failure within JHB would result in traffic being sent to another South African node and vice versa, if all SA nodes are unreachable then the service will redirect to the closest International node, determined by IS Ignite, in the underlying infrastructure cloud so the service would still be able to function.

1.3.1.5. Disaster recovery

The Web Control Service is designed to be fully redundant with many global cloud nodes serving user requests.

1.3.1.6. Recoverability

IS Ignite will monitor the IS JHB and Cape Town Web Control platform and recover failed services as and when necessary.

1.3.1.7. System Availability

This Web Control Service is available 24 hours a day, every day of the year.

1.3.1.8. Software version management

IS Ignite is responsible for managing software version control on the Web Control Platform. This includes software updates and patches which are applied periodically and when necessary, with or without notification to the Subscriber. The process to distribute patches/updates to servers is currently manual and tested prior to installation.

Administration

1.3.2 Remote access

IS Ignite administrators' as well as client technical administrators will have access to the Web Control web interface, via a secure web browser (SSL).

1.3.3 Subscriber administration

Subscriber administration of the Web Control Service takes two forms. Firstly, administrators can add/delete or amend user rules and permissions and secondly, administrators can alter the URL filtering rules. Administrative access is all managed via a WWW browser, is always authenticated and uses SSL encryption to the platform.

1.3.4 Administration of URL (Web) filter

There are two permissible actions;

1.3.4.1 Create groups and turn classifications on or off (to block, or accept HTTP requests). If users attempt to browse restricted sites, the device can redirect them to a standard HTML page with a message/policy.

1.3.4.2 Manually add or remove specific URLs to the list of blocked sites. The Web Control URL database is updated automatically.

Reporting Services

1.3.5 The Web Control underlying service generates HTML based reports as well as scheduled reports which can be accessed via a browser. The Web Control reporting technology enables administrators to access any transaction log almost instantly. This technology provides an administrator with real-time reports and the capability to query (within seconds) complete transaction level details for any user, department or location at any time. The Web Control underlying infrastructure capacity has the ability to provide multi-year data retention.

Service Management

The installation process commences on receipt of a signed contract from the Client. The process is as follows:

1.3.6.1. Pre-installation questionnaire completed: This document is completed by the Client in full and specifies Technical Contact (TC) information and other technical information that IS Ignite needs in order to complete the configuration of the Web Control Service.

1.3.6.2. IS Ignite Security Installations will complete the setup and configuration of the service and other configurations including testing.

1.3.6.3. User manuals and other supporting documentation: An administrator guide as well as an end-user guide is available via the administrative front end. A technical reference manual is available on request.

1.3.6.4. The client's firewall needs to allow access to the Web Control platform.

1.3.6.5. Once the service is deemed to be functioning properly, IS Ignite installations will close the work order and invoice the Client. Normal Subscriber support procedures and mechanisms now apply.

1.3.6.6. The installation team will endeavour to configure the Web Control service from receipt of a completed pre-installation questionnaire. IS Ignite installations operate between 08h00 and 17h00 Monday to Friday, excluding public holidays.

1.3.6.7. IS Ignite reserves the right to amend its pricing in respect of this service at any time due to exchange rate fluctuations.