CounselorMax® Security and Hosting FAQ

1. Where is the CounselorMax® application Hosted?

Dynaxys ([www.dynaxys.com](http://www.dynaxys.com)) is a managed hosting service provider with 30 years experience with numerous government, private and non-profit clients.  They host other applications for NW and have many other clients including HUD, FDIC and Price Waterhouse Coopers, to name a few.

1. What technology platform is CounselorMax® run on?

CounselorMax® uses primarily Microsoft technology. The database is run on a SQL Server platform, the application is hosted on Microsoft Servers (application server and Web server [IIS]). All servers have extensive redundancy.

1. What kind of redundancy is in place?

Disk-to-disk full database and incremental (differential) backups are performed nightly. Full System backups are performed weekly we currently would use a restore from backup methodology in the event of complete loss of service at our primary site. Worst case return to service would be 48 hours with best-case (without our primary site) of 12 hours to return to service.

Dynaxys provides disaster recovery services using space in a third-party data center in If the primary site is down failover service to the disaster recovery site can be established in 15 minutes.

1. Who is liable for data loss and data theft?

 See EULA

1. What kind of physical and technological barriers are in place to prevent unauthorized access to the data?

CounselorMax® is subject to yearly security audits by a third party vendor to help ensure the integrity of all data. In addition, with each application update and release, the entire application is subject penetration and vulnerability tests. If any vulnerability is identified they are proactively addressed.

Dynaxsys completes a SSAE16 SOC1 Type 2 Audit on an annual basis. This type of audit consists a review of the physical and technological measures in place in order effectively to protect customer information managed within their facility.

1. How is unauthorized access tracked and reported?

. Logs are generated and reviewed daily with automatic support ticket generation. Support tickets are automatically generated for the log review and are updated with any notes from the review. Tickets are closed after all anomalies are reviewed and cleared.

1. What is the service uptime guarantee (if any)?

Our uptime target is 100%, however this is not guaranteed.

1. What is the uptime track record?

100% uptime, over the past four years *The only down time has been for planned maintenance and system updates. We’ve had no unplanned down-time.*

1. What are the password requirements for CounselorMax?

The following password policies apply to all CounselorMax® end-user accounts

The minimum password length is 8 characters.  The maximum length is 40 characters. A password is required to have a combination of uppercase & lowercase letters and numbers in order to be created.

**Maximum Password age**: a password cannot be used for more than 90 days.

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| **Password History**: Do not allow an individual to submit a new password that is the same as any of the last four passwords he or she has used.  **Maximum Login failures**: limit repeated access attempts by locking out the user ID after six attempts. |

**Inactivity period**: a user account will be disabled after 90 days of inactivity

**Idle session time**: If a session is idle for more than 15 minutes, users are forced to re-authenticate

1. How is data encrypted in CounselorMax®?

While accessing CounselorMax ® application all data is encrypted in transit via the HTTPS protocol. In addition, critical data elements are encrypted at rest within the backend database.