Declaration of IT Security Services

Thank you for partnering with Advantage Technologies to manage, support, and secure your office's computer network. This resource has been created to assist you in completing compliance questionnaires your office may have received. In our experience, compliance questionnaires can be confusing and no two are alike in terminology and content. We have designed this document to assist you in answering questions related to the services we provide.

As a component of your IT Security Compliance, business owners are responsible for understanding the intricacies of your network and its security to protect your business interests and protect your client data. A successful security strategy addresses three key areas:

- Technical
- Physical
- Administrative

By utilizing the information contained in this document, Advantage Technologies assists with the technical portion of the compliance questionnaire. However, it is important to note that we will not be able to assist with many of the questions that relate to physical security measures or administrative policies and systems for your business. For example, ensuring all team members utilize a lock screen protocol when exiting a room or written systems for utilizing guest Wi-Fi, etc.

Advantage Technologies understands that these questionnaires are comprehensive and will vary from carrier to carrier and cannot complete this documentation on your behalf. For additional guidance, the provider of the compliance questionnaire may be able to assist with any other questions you might have. Additionally, you may consider working with a compliance consultant to address any areas outlined in the questionnaire where additional security measures may be necessary.

The attached resource details many of the services and related security features Advantage Technologies' clients utilize to assist in answering the compliance questionnaire. Upon request, Advantage Technologies will assist with any additional technical-related items that need further review via a remote service call.

Steps to Success

1. Review the Compliance Questionnaire to gain understanding
2. Utilize Advantage Technologies Technical Resource document to answer questions
3. If clarification is needed, contact your insurance carrier, compliance vendor etc for help with compliance questions
4. Request remote service call with Advantage Technologies for additional technical questions

Advantage 360 Service (See invoice)	Security Services Provided
Server	• Hardware monitoring. • Operating system patching.
Workstation	• Hardware monitoring • Operating system patching.
Security – Server Backup	• Local and cloud-based backup. • Encrypted at rest and in transit. • Backups tested at the request of the office.
Security – CloudPlus BDR (Optional)	• Local and cloud-based backup. • Disaster recovery server. • Encrypted at rest and in transit. • Backups auto verified daily. • Backups tested at the request of the office. • Airgap Protection
Security – Workstation Backup	• Local and cloud-based backup that runs a backup every evening. • Encrypted at rest and in transit. • Backups tested at the request of the office.
Security - Endpoint Protection	• Protection for all servers and workstations in the office. • Managed anti-virus. • Managed anti-spyware. • Managed anti-malware. • Managed Endpoint Detection Response (EDR). • Managed Detection and Response (MDR). • Ransomware detection and response
Security – Managed Firewall	• Physical managed firewall device • Gateway A/V • Content Filtering, configured to your specifications. • IDS/IPS • Centrally managed.
Network – Managed Switch	• Physical managed network switch. • Centrally managed.
Network – Managed Wi-Fi	• Physical managed Wi-Fi system.
Citrix – GoToMyPC Corporate Edition	• Secure remote connectivity to a workstation inside the office. • GoToMyPC provides a two-factor authorization for an additional layer of security.
Secure DDS	• A secure email platform with the ability to send encrypted email messages.

Note: *This is not a complete list of all services provided by your Advantage 360 agreement but is tailored to address questions found on most questionnaires.*

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FAQs

Do We have Drive Encryption enabled?

Advantage Technologies enables Drive Encryption as a default standard for all devices that store protected information—for example, your server. However, there are many factors that may change this. If you're unsure if your systems' drives are encrypted, please contact our team.

Does Advantage Technologies provide equipment disposal?

All servers and workstations should be properly decommissioned and disposed. In situations where you have client or patient data, there are regulations stating that you need to provide documentation that these systems have been properly destroyed. Advantage Technologies does not provide equipment disposal but can refer you to one of our partners.

Do we have a Guest WiFi?

Advantage Technologies configures a Guest WiFi by default in most situations. However, there are instances where we are unable to configure Guest WiFi or that you may have opted out. If you're unsure if you have Guest WiFi configured, please contact our team.

Can you provide us with a policy?

These questionnaires are typically looking for how you, as a separate business, document certain procedures and Advantage Technologies is not able to create a complete plan for your unique needs. A common example of a policy that we are frequently asked for is a *Disaster Recovery Plan.* A disaster recovery or incident response plan is a comprehensive plan of how your business reacts to a situation. A successful plan must cover all aspects of your reaction, not only the technology response. Advantage Technologies will play a role in your company's disaster recovery or incident response plan, but we are unable to create a complete plan for you. There are many aspects of a policy or procedure to consider that extend beyond the IT infrastructure and can vary from business-to-business depending on their unique needs, geography, and other factors.

What is our backup frequency/retention?

By default, our managed backup solutions are configured to run daily, or if you've opted for our CloudPlus BDR, hourly. However, there are situations where this must be adjusted to meet your business needs. For specific information on your backup schedules, please contact our team.

What if I have more questions?

If you have other questions that are not addressed on this document, please contact our team by reaching out via Advantage Connect, phone, or email.

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