



IT Security Architecture & HIPAA Compliance

The purpose of this document is to provide an overview of the Conex Med/Pro systems physical infrastructure. Being a Software as a Service provider, we have designed our service using a highly available architecture design that utilizes the latest IT products and services. As a business partner or business associate for most of our customers the reliance on us to maintain privacy, integrity, and highly available services are paramount to our success factors.

Network and Facility

Conex leases private cabinets within a well known premier data center. The data center standard services include redundant power, redundant network, and redundant Internet Carriers. In addition to this, we have designed a private computing cloud with our own high availability architecture. This includes the firewalls, switches, servers, and storage system. The facility is secure requiring card access for the building and the equipment cabinets. *See figure 1.0...*

Customer Authentication

Each customer account is accessed by the user typing in credentials. Users can change their password at anytime adhering to any internal password policy change they may support. Professional account holders create their respective client accounts essentially binding their clients to their account. Default levels of password strength can be set by account administrators. If any user wishes to change their account name and password, they must contact the administrator. Any customer that contacts Conex support requesting this change will be challenged to validate identity directly and indirectly with the administrative data owner.

Transport Connection

All device connections made using smartphones, laptops and desktops, are required to use SSL. Transport Layer Security is an encrypted connection to the web based login screen and all communication to the Conex system requires SSL connectivity throughout the user session. Any disruption to this the connection will be dropped and re-authenticated.

Data Protection

Conex uses standard AES 256 encryption for data server and storage processing. The storage system is a SAN appliance based system with redundant disk and shelf assemblies. The system performs automatic back up increments every 15 minutes and once a day runs a full system recovery back up. This allows data validation in the unlikely event of any data loss due to incremental and full account copies offering parallel comparison.



Administration of Services

All employees of Conex that perform roles in support and development experience background checks and sign data protection and disclosure documents with the company. The Conex system was designed so that Conex personnel have limited access to any customer data and any technical problem involving the application can be resolved without user data access. The system has several test accounts for testing the application performance and system integrity. All support calls made to Conex support involving customers typically involve the customer on the computer or device; thus granting permission for training or supporting the trouble event.

Development Process

The Conex development process is separate from our production private cloud. All release candidate software updates are performed in a test environment with quality testing to ensure operational integrity. Once this is cleared we notify our customer base of the system update and any new features we are releasing. All releases are scheduled and performed at midnight over weekends. We strive for 99.5% release satisfaction and use a post update process testing for production validation. In the unlikely event of issues, we roll back within the hour.

Audit Trail

The Conex system was designed around a chronological record model. We date and time stamp by user all entries in to each unique system account. All system level logins are recorded and tracked by authentication success and failure. Any authentication failure limits will lock out accounts and notify support to validate the customer access and reset the account.

Support

Conex offers 24 x 7 support for all customers of the system regardless of role. You can contact support via the web site, email, or telephone.

Figure 1.0

Physical Overview

