TSANET CONNECT®

Security Information

TSANet Connect is the system Members use to make a collaboration request with another Member. The system was designed to be simple to use and meet the requirements of GDPR. This document explains key system design decisions and provides answers to common security questions that Members may have about the system.

Data Privacy

The system was designed to reduce the risk of storing sensitive information about our Members Employees or Customers. To accomplish this the following decisions and policies were created.

1. The system only has basic contact details for a user (Name, Email, Phone)
2. The system has single sign-on capabilities so Members can use their own employee identity management systems
3. The system does not allow attachments
4. The system removes customer data that was part of a request after acknowledgement by a Member. If a Member does not acknowledge the common customer details will be removed after 30 days
5. After the connection is made between Members they work within their own systems and use their own internal policies while working the issue
6. Only endpoint meta-data is stored in the system and members are able to link back to their internal systems with their case number

Below are common questions and answers on Data Privacy

1. ***What document defines the TSANet Data Protection and Privacy?***

View TSANet Data Protection & Privacy Statement at https://tsanet.org/legal-policy/

2. ***What legal documents define how TSANet and Members work together to solve common customer issues***

View legal documents including the code of conduct at https://tsanet.org/legal-documents/

3. What Employee information do you store in the system

The user profile requires Name, Email and Phone number.   Members can also use Single Sign-on from their own identity management systems including support for just in time user provisioning and can control what information is sent to the TSANet Connect system

4. What Customer information do you store in the system

Members can define what common customer information they require when receiving a request.   All customer data is removed from the system after acknowledgement and the system will remove all customer data after 30 days leaving only the request metadata below

Submitted By, Case Number, Priority, Summary, Date Requested, Date responded

System Security

System development

The system was developed using best practices defined in the OWASP Secure coding practices guide.   The Open Web Application Security project OWASP defines best practices for coding secure web applications.   For more information on OWASP see https://owasp.org/

Some specifics of this best practice include:
1. Best practices for administration of the system including 2-factor authentication to all development and system administration environments
2. Encryption on the transmission of all data
3. Best practices for API development and access

Network and Host Security

The system is hosted at Linode: https://www.linode.com/

Linode provides a complete solution including physical and environmental security that includes both networking and host operating environments up to and including the hypervisor. Linode is a SOC 2 certified environment and more details on Network and Host security practices can be found at https://www.linode.com/legal-security/

Penetration Testing

TSANet has contracted with Security Metrics https://www.securitymetrics.com/ to do penetration testing on the TSANet Application.   This testing will follow 2 phases in 2020:

- Phase-1: Pre-authenticated penetration testing. (Spring 2020)
- Phase-2: Post-authenticated penetration testing. (Fall 2020)

Penetration testing will then continue on an annual basis

System uptime and Support

The following documents provide information on the support and business continuity processes at TSANet including the TSANet Connect system.

TSANet Support and Incident response

This document defines the support process and incident handling process for TSANet Connect.

View Document

TSANet Business Continuity Plan

This document defines the business continuity process for TSANet and includes the TSANet Connect system.

View Document