OUAL

ASP SUPPLEMENT

1. Please advise what applications they are hosting and if they are mission critical?
2. Please confirm that firewalls, anti-virus software intrusion protection & detection software are used at all times?
3. Please provide physical description of their facility including what type of security is used to prevent unauthorised access. Please provide physical location information – i.e. air-conditioning, backup power generators/units, etc.
4. What is their policy with respect to backup of their application servers/mail servers (onsite/offsite)? Do they have multiple redundant backup servers and storage?
5. What happens in the case of an electrical failure?
6. How do they prevent others from viewing/accessing their clients' information?
7. What is the protocol used for designing password-protected websites?

After answering the above questions, if the client offers ASP as a service, the following questions are to be assessed;

1. Confirm that liability is limited with service level agreements?
2. Confirm that consequential damages are in a disclaimer in the contract.
3. Further clarification is required to determine whether they host the application in anyway, or they use .net only as a programming language.