# Everything You Need to Know About Accessing iGovServices

We know security, scalability, and availability are important to you. With iGovServices Cloud powered by Microsoft Azure Cloud Service, you have dependable, 24/7 access through secure and reliable online hosted services.

Access your data online anytime, from any location, without the cost and burden of managing hardware, software, and on-site support operations. On the following pages is all the information you need in detail to help you understand and integrate the power of Microsoft Azure's Cloud!
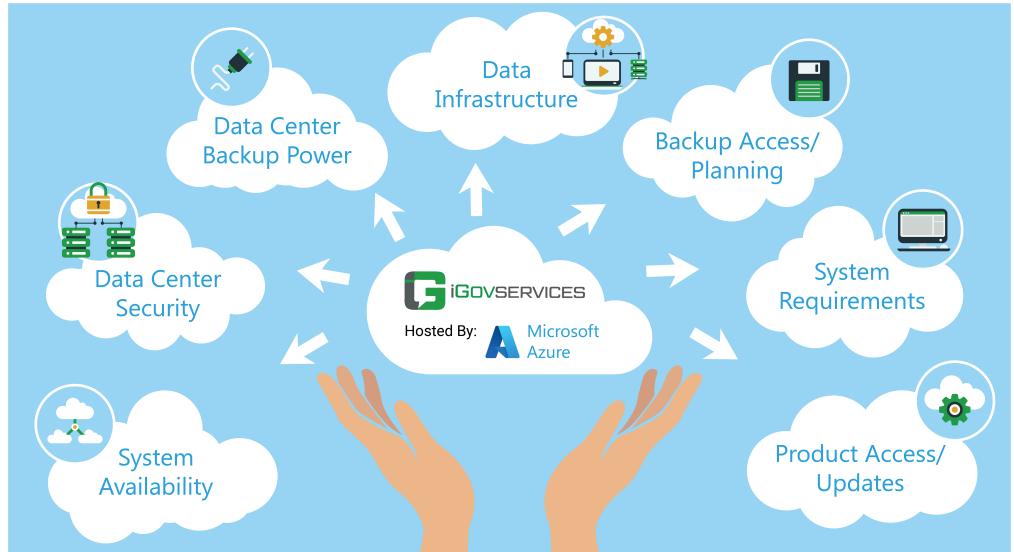
Microsoft Has Invested Over $8 Billion In Their Cloud!

Read All the Security Items They Have In Place

System Availability - 24/7, Any Location Access

- iGovServices software availability equal or exceeding 99.9% during each month
- iGovServices software hosted in the Microsoft Azure Cloud are available 24/7, provided there is an internet connection
- It is important that users ensure a stable internet connection for all users. This will provide users with a quality experience

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Data Center Security - Reduce Risk of Fraud or Loss of Data

- Microsoft's data center locations are not publicly disclosed to maintain the highest physical security
- Access to Microsoft's data centers is tightly controlled, monitored in person and by closed-circuit video surveillance inside and outside of the facility, 24x7x365
- Access to various areas of the Data Center is strictly controlled on a role-specific basis
- Within each data center's security perimeter, sensitive server equipment is housed in a secure zone which is subject to further and additional security controls
- iGov Services uses 2048-bit RSA, the standard on SSL encryption technology to protect and authenticate data transactions; program administrators can set user credentials with specific access to data, along with recording login information for audit purposes
- The datacenters that power iGov Services cloud offerings focus on high reliability, operational excellence, cost-effectiveness, environmental sustainability, and a trustworthy online experience for customers and partners worldwide. Microsoft regularly tests iGov Services datacenter security through both internal and third-party audits. As a result, the most highly regulated organizations in the world trust the Microsoft cloud, which is compliant with more certifications than any other cloud service provider.

Data Center Backup Power Supplies - To Ensure No Data Loss

- To ensure a 99.999% availability each month, Microsoft's data centers are equipped with the latest technology
- Microsoft's datacenters have dedicated 24x7 uninterruptible power supplies (UPSs) and emergency power support, which includes on-site generators that provide backup power. Regular maintenance and testing are conducted for both the UPS and generators, and operations teams have contractual agreements with local vendors for emergency fuel delivery. Datacenters also have a dedicated Facility Operations Center to monitor power systems, including critical electrical components.
- A long-term alternate power supply is implemented for the information system that is capable of maintaining power in a minimally required operational capability. When power fails or drops to an unacceptable voltage level, UPS systems initially come online. This provides enough power for running the servers until the generators can take over. Emergency generators provide back-up power for extended outages, planned maintenance and can operate the datacenter with on-site fuel reserves if a natural disaster occurs.

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Data Infrastructure

- Microsoft datacenters are designed to implement a strategy of defense-in-depth, employing multiple layers of safeguards to reliably protect our cloud architecture, and supporting infrastructure. Redundancy is built into all systems at multiple levels to support datacenter availability.
- Microsoft has highly secured datacenter facilities spread worldwide, creating a distributed datacenter infrastructure, supporting thousands of online services. This globally distributed infrastructure is designed to bring applications closer to users, preserve data residency, and offer comprehensive compliance and resiliency options for customers.
- Regions are sets of datacenters that are interconnected via a massive and resilient network. Regions are organized into geographies, granting customer with specific data-residency and compliance needs the ability to keep their data and applications close. Built-in fault tolerance allows geographies to withstand complete region failure through their connection to the dedicated, high-capacity networking infrastructure.
- Physically separate locations within a region are referred to as availability zones, each being made up of one or more datacenters equipped with independent power, cooling, and networking. Availability zones allow for mission-critical applications to run with high availability and low-latency replication.
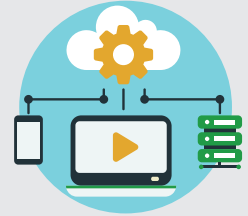
Access to Backup and Backup Planning

- Critical datacenter facilities employ multiple layers of redundant systems to sustain faults and minimize service disruptions. Locally redundant storage at the disk level protects data within a region, with geo-redundant storage providing intra-region redundancy. To ensure reliable network communications, Microsoft owns and utilizes diverse fiber routes and redundant hardware to protect critical components from failure or service disruption.
- Geo-replication is used to provide redundancy to alternate geographic locations. Data durability is obtained by synchronously replicating data across multiple databases in different datacenters. Restoration tests are performed for all backup data owned by the cloud. Disaster Recovery is achieved by asynchronous replication to a datacenter in a different geographical region.

DID YOU KNOW?

There are over

6 MILLION USERS

of Microsoft Azure Government Cloud.

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iGovServices Platform System Requirements

- Supported Operating Systems:
  - » Windows 10 (32-bit, 64-bit) Standard edition or greater
  - » Windows 8.1 (32-bit, 64-bit) Standard edition or greater
- Connectivity:
  - » Internet accessible with the latest browser service pack
- Supported Browsers:
  - » Google Chrome (recommended)
  - » Firefox
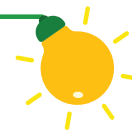- For the latest specifications, visit www.iGovServices.com/system-requirements/

Accessing Your Product and Updates in iGovServices Cloud

The services supplied by iGovServices Cloud are updated as the product teams release new or revised products and features.

- Normal product updates are usually deployed on a Friday night and generally completed by Saturday
- Resources during the update are managed expertly to ensure the customer always has access to their application
- Any critical updates are applied as soon as possible, reducing downtime
- Notification for any update activity is issued by iGov Services Support via the Customer Community as well as via email (at a minimum) 48 hours before the deployment date and time

DID YOU KNOW?

44% of Microsoft Datacenter Energy Comes from **WIND, SOLAR, & HYDROPOWER**

On the note of being 100% carbon neutral, Microsoft is aiming to increase the 44% figure to 50% by the end of this year.

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