

# Technical FAQs

## What software and hardware will I need for myStaffingPro®?

As a 100% Web-based, ASP solution, myStaffingPro only requires that our clients have a standard browser and Internet connection to access the system. There are no downloads or special installs required.

## How will this influence my website and my webmaster?

We can take over management of your corporate career site. Beyond minimal up-front coordination, most technical aspects of your career site's functionality are handled by our system.

## How often do you upgrade your system or release new versions?

We are constantly adding new features and functionality to our systems based on user requests and feedback. Because of the Web-based nature of the system, all users have immediate access to upgrades and additional features. Some new features may be made available for an additional fee.

## Who has the ownership of the candidate database?

All data collected on behalf of the client using the system is the exclusive property of the client, while housed on the system. Should the client request an export of any or all of this data, we will provide it in a standard format for an additional fee.

## How do you ensure security for applicants and users on your Web application?

Security policies and procedures for client-facing services and applications are specifically designed to protect the confidentiality of the sensitive information in clients' electronic communications and transactions. myStaffingPro uses:

- Multilayered firewall technologies.
- Real-time monitoring for suspicious or unusual activity.
- Secured transmission of communications using SSL certificate with 2048-bit encryption.
- Comprehensive access controls.
- Logical patch management procedures and processes.
- Regular vulnerability assessments.



## How do you ensure the overall security of your system?

We maintain an active security program that includes automatic update of virus protection software, current operating system patches and updates, on-going monitoring of all firewalls and Web servers, hardware and software intrusion detection, monitoring of event logs and Internet activity, restricted access to management functions on production servers, and 24/7 monitoring of the entire network.

## Do you have a disaster recovery plan to ensure service in the event of a major catastrophe?

The corporate data centers have appropriate geographic separation for local and regional disasters. They are equipped with heat and smoke detection, fire suppression systems, redundant uninterruptible power systems (UPS), and redundant generator power. Data centers operate independently, and each is designed to handle the full load of both centers.

## Do you guarantee uptime?

The business impact analysis (BIA) process determines the maximum acceptable downtime in the event of a site or multisystem disaster. All systems that provide client services are identified as tier 1 systems — the highest recovery protection — and meet legal and regulatory requirements and established service level agreements (SLAs).

*myStaffingPro*®

800-939-2462  
mystaffingpro.com