January 2023

Security of Questionmark's OnDemand Services AU, EU, UK and US

Questionmark has a policy of continual improvement. Information herein is provided in good faith and is accurate at time of writing. However, based on knowledge and experience, Questionmark may update its security at any time.

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Contents

Abstract

This paper is intended for use by Chief Technology Officers (CTO), Chief Security Officers (CSOs), IT Architects (ITAs) and others who need to understand the security of the Questionmark OnDemand service.

This paper covers Questionmark's OnDemand services provided in Australia, European Union, United Kingdom, and United States.

Management Overview

Questionmark (**questionmark.com**) is an ISO 27001 certified online assessment platform that helps businesses, governments and academic organizations test and prove knowledge. We enable organizations to author, deliver and measure assessments, in the cloud, with all the flexible tools they need from proctoring to translations.

For over 30 years our business has paved the way for more effective testing and certification worldwide. To date, we've been trusted by more than 2,500 customers worldwide and deliver more than 18 million assessments a year. The Questionmark OnDemand service is offered from four locations: Australia, European Union, United Kingdom, and United States. The Questionmark OnDemand service is built on a secure and strong foundation, leveraging the infrastructure and platform services from Microsoft Azure data centers, which are certified with over 50 compliance certifications including ISO 27001 and SOC 2.

We implement industry standard security and best practices in operating a trustable, scalable and robust OnDemand Service for managing and delivering assessments. Questionmark's OnDemand Service contains multiple layers of security, including physical safeguards, access control, environmental management and uninterruptible power supply, and is protected by firewalls to appropriately restrict access. Using all the systems and security we have in place, Questionmark has historically achieved a very high level of uptime for OnDemand, around 99.98% over several years.

This document describes the blanket of security protections in place for customers and prospective customers. Some of the key capabilities include:

- High availability and resilient service
- Trustworthy staff including criminal background checks and training
- HIPAA, FERPA, GDPR and CCPA compliant
- Strong level of physical security at Microsoft Azure data centers
- Geographically replicated backups (not just within the Azure region used).
- Support of SAML 2.0 for user authentication
- Network infrastructure designed with full N+1 (Need Plus One) redundancy Network security including TLS v1.2 or greater
- Custom Intrusion Detection System (IDS) monitors network traffic and finds malicious attacks before they occur
- Log analytics and security monitoring
- Uninterruptable power supplies with multiple connections to the grid through various substations
- Emergency generators with on-site fuel reserves for extended outages and planned maintenance
- Disaster Recovery Processes to maintain service continuity including, the possibility to quickly build and restart the service from another Azure region

Accreditations and Compliance

ISO 27001

ISO 27001 (full name ISO/IEC 27001:2013) is the most widely recognized information security standard in the world. It recognizes organizations for establishing, implementing, maintaining and continually improving their Information Security Management System (ISMS).

Questionmark's Information Security Management System has been certified against ISO/IEC 27001:2013 by BSI. The scope for Questionmark's certification covers the personnel, systems and facilities supporting the commercial activities undertaken by Questionmark including but not limited to its Questionmark OnDemand Software as a Service. This includes the activities of Questionmark Computing Limited, Questionmark GmbH and Questionmark Corporation, their employees, externally hosted information processing services/systems and the management of third parties providing support services to Questionmark and its customers, in accordance with the statement of applicability.

A copy of the ISO 27001 certificate is available from Questionmark's website at **questionmark.com/trust-center** or by request to our security department. We can also share a copy of our statement of applicability, subject to NDA.

Interested parties can confirm the status of our certification on the BSI website at **bsigroup.com/en-GB/our-services/certification/certificate-and-client-directory/** by entering the certificate number, 668255.

Cloud Security Alliance (CSA) STAR Registry

The Cloud Security Alliance (CSA) is a not-for-profit organization with a mission to promote the use of best practices for providing security assurance within Cloud Computing.

CSA's Security, Trust and Assurance Registry (STAR) is an industry leading program for providing assurance and validation that a participant is following security best practices for cloud providers. By completing the CSA STAR self-assessment, Questionmark shows transparency by a public report of the security measures in place to protect our customers data.

You can review Questionmark's self-assessment at **cloudsecurityalliance.org/star/registry/questionmark-corporation/**.

Other Accreditations and Compliance with Regulations

Questionmark is a Gold Microsoft partner and an SAP Platinum partner and a member of the Association of Test Publishers.

Questionmark's US company, Questionmark Corporation, is a GSA contract holder and is able to provide contractual assurance to hold data under HIPAA and FERPA regulations. Questionmark Corporation is also FedRAMP. Questionmark is certified under the the EU-U.S. Data Privacy Framework (EU-U.S. DPF), including the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF).

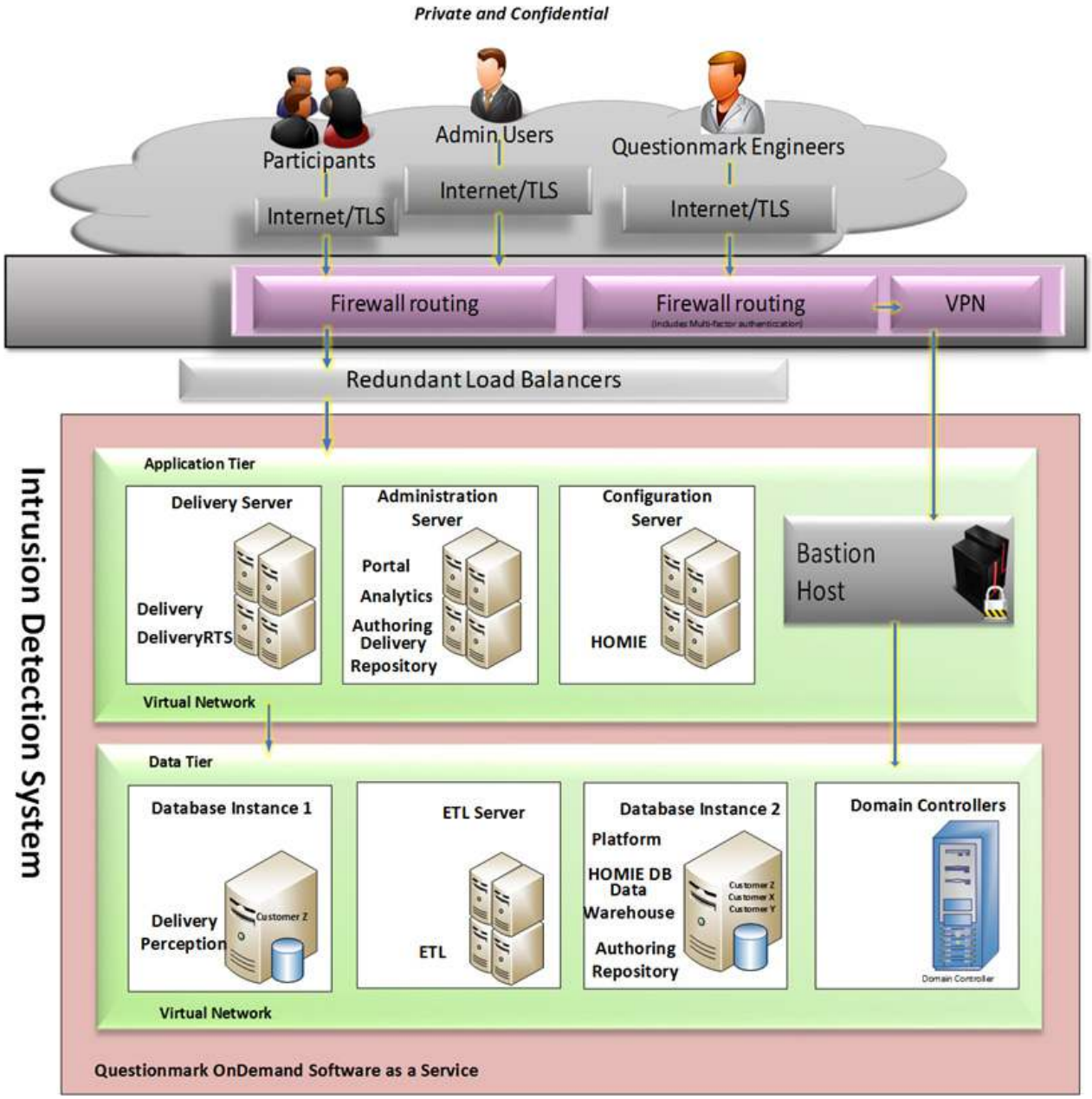
Questionmark's UK company, Questionmark Computing Limited, is registered with the G-Cloud, please see **applytosupply.digitalmarketplace.service.gov.uk/g-cloud/services/933151907015652**. The UK Government G-Cloud is an initiative aimed at streamlining the process by which public-sector bodies procure cloud-based applications and solutions.

Questionmark is committed to General Data Protection Regulation ("GDPR") compliance across our OnDemand services and provides GDPR guidance and related assurances within contracts and documentation to help customers be compliant. Questionmark is also committed to compliance with U.S. privacy regulations, including the California Consumer Privacy Act ("CCPA").

More detailed and the latest information on Questionmark's accreditations and compliance with regulations can be found at Questionmark's Trust Center at **questionmark.com/trust-center**.

Data Center

Questionmark leverages the underlying security of the infrastructure and virtualization of Microsoft Azure. A high-level view of the OnDemand architecture is illustrated below.



Questionmark uses Microsoft Azure for its Australian, European Union, United Kingdom, United States, and United States Government data centers. Microsoft Azure is a highly secure and highly resilient global platform. Microsoft Azure holds more international standard certifications than any other data center provider in the market.

For more information on the security of Microsoft Azure please see **docs.microsoft.com/en-us/azure/security/**.

Physical Security Measures

Microsoft Azure strictly controls all physical access to areas where customer data may be stored.

Multiple layers of controls are in place to provide a strong level of physical security at data center locations. The physical security layers include:

- Access requests and approvals - access to the data center must be approved prior to arriving. The requesting visitor must provide a business justification for their visit. Visitors are granted access to areas of the data center based on need-to-access. Access permissions expire after a limited amount of time.
- Facility's Perimeter - the perimeter of the data center location is defined by fences made of steel and concrete. A dedicated security team monitors cameras placed inside and outside throughout the facility.
- Building entrance - highly trained security officers patrol the grounds of the location and monitor security cameras.
- Entering the facility - two-factor authentication including biometrics is used to validate the identity of individuals. Once validated, individuals can enter the area of the facility that has been approved.
- Data center floor - when entering or exiting the approved area of the data center floor, individuals must pass through full body metal detectors. Only approved devices are permitted to be on the data center floor.

Redundancy

Microsoft Azure operates datacenters that offer high availability to their customers.

This is achieved by using:

- Uninterruptible power supplies for short-term outages.
- Emergency generators with on-site fuel reserves for extended outages and planned maintenance.
- Data centers are connected to major hubs using high-speed fiber optic networks.
- Network infrastructure designed with full N+1 (Need Plus One) redundancy.
- Data is stored in two locations, with three replicas of customer data being maintained continuously.

Data Center Certifications

The Data Center is compliant with over 50 compliance certifications, including:

Multiple layers of controls are in place to provide a strong level of physical security at data center locations. The physical security layers include:

- **ISO 27001**
- **HIPAA**
- **FedRAMP**
- **SOC 1**
- **SOC 2**

For a full list of compliance standards that Azure adheres to, see: **docs.microsoft.com/en-gb/microsoft-365/compliance/offering-home**.

Network Security and Connections

Security on Network

A summary of the security provided by the network infrastructure is:

- Internet traffic in and out of the Data Center is encrypted using TLS
- The service is protected by redundant firewalls
- Each server in the various tiers is protected by a host-level firewall
- A Bastion Host is used to allow system maintenance without damaging system security or integrity
- Antivirus technology is used, and is updated automatically as new signatures become available

For a current report on the SSL/TLS configuration and certificate used by the OnDemand service, see:

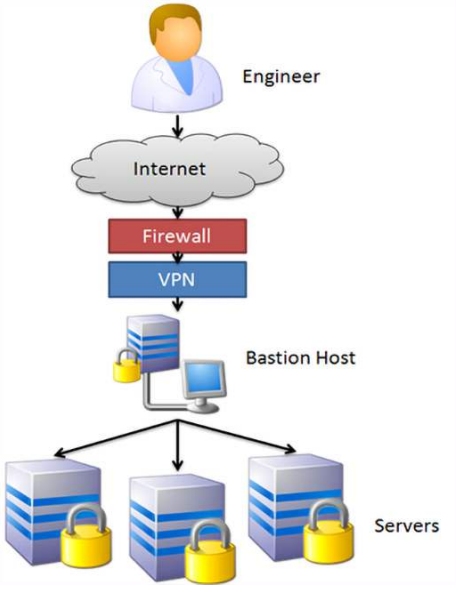
- **US:** https://www.ssllabs.com/ssldb/analyze.html?d=ondemand.questionmark.com
- **AU:** https://www.ssllabs.com/ssldb/analyze.html?d=ondemand.questionmark.com.au
- **EU:** https://www.ssllabs.com/ssldb/analyze.html?d=eucentral.questionmark.com
- **UK:** https://www.ssllabs.com/ssldb/analyze.html?d=ondemand.questionmark.eu

Connections to the System

End-user connections to the system:

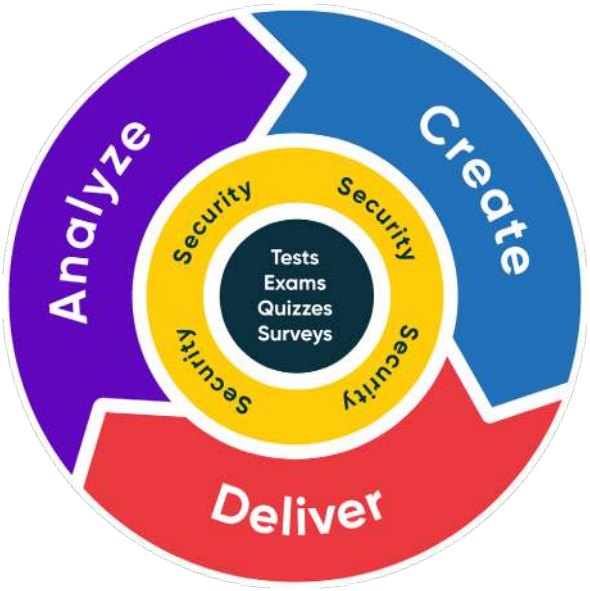
Participants/candidates and Administrators use a TLS 128- or 256-bit encrypted connection through their web browsers and enter the service via the firewall after which all communication occurs through the Microsoft Azure Application Gateway.

Questionmark Platform Administrators securely connect to the OnDemand service via RDP over VPN to a Bastion Host to perform platform maintenance.



Access Control and Security within the OnDemand Application

The Questionmark OnDemand assessment management system enables trainers, educators and testing professionals to author, schedule, deliver, and report on surveys, quizzes, tests and exams.



Questionmark technologies have been designed from the ground up to be multi-tiered and scalable solutions. They include:

- Storing data (personally identifiable information, assessment content and results) safely and securely
- Minimizing possible attack surfaces

OnDemand uses authentication and authorization to control access and rights to/in the system. This includes:

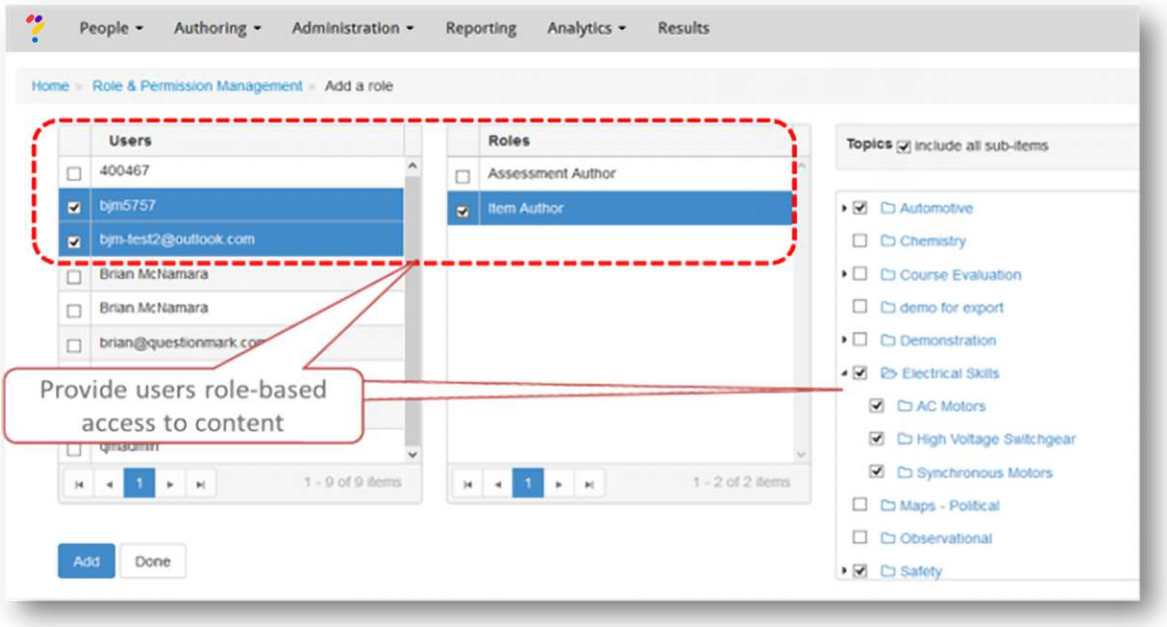
- Administrators – they need to be registered on the system and will have to supply a username and password to enter
- Participants - they need to be registered in the system and scheduled to an assessment. Before they take an assessment, they will be asked to enter their username and password

Customer User Management

Questionmark OnDemand allows you to define roles, each of which contains privileges into the system and to allocate people to one or more roles.

These roles can have granular levels of access permission, based on role. As you can see by the screenshot below, new roles can be created with defined levels of access to topics and assessment content. Customers also have the option of using predefined roles if they choose to. This allows our customers to manage their users by the rule of least privilege and need to know.

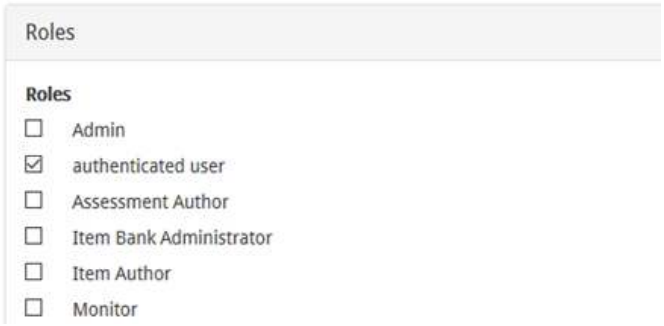
Questionmark OnDemand is provisioned with default roles including Assessment author, Item bank administrator, Item author, Monitor, Publisher, Reporter, Reviewer, Role manager, Scheduler, Test center administrator and Translation manager and users can add and modify roles.



Authentication within Questionmark OnDemand Portal

When logging into the Questionmark portal directly, each customer defines a password policy including making settings for length and complexity of passwords, when they expire, how much delay is required before changing a password and how many previous passwords are checked to ensure a password is not reused when changed.

See below for screenshots of default password policy. Each field can be customized by role.



Additional access control features:

- Administrators can be forced to change their password when they first login.
- Administrators can be locked out of the system with too many false attempts.
- All administrator interactions with the system can be logged.

Authentication via Single Sign-on

Questionmark OnDemand has a wide range of open and published APIs to ensure support for interoperability between components and to facilitate migrating applications.

APIs include:

- Support of the AICC, SCORM and IMS LTI e-learning standards that allow calling assessments from a learning management system.
- Support of SAML for single-sign-on (SSO) authentication. SAML permits secure authentication of Questionmark OnDemand users via your own identity provider and if your identity provider supports it can be configured to provide additional security.
- QMWISe, Questionmark's SOAP web services APIs.
- Perception Integration Protocol, a lightweight interface to Questionmark's delivery system.
- An OData Results API and an OData Delivery API.

All APIs are well documented and there are secure ways to call and use the APIs. For further details on Questionmark APIs, please see **questionmark.com**.

Application Development and Monitoring Security

Questionmark uses the Secure Development Lifecycle for Agile:

Questionmark uses the SCRUM/Agile software development methodology:

- The team pursues assigned tasks during two-week 'sprints'
- Tasks are prioritized and assigned by the Product Owner
- Quality Assurance teams test the development work on the OnDemand integration area (using automated, service layer, and black-and-white box testing) and do security testing
- Once the QA team approves the system for release, it is passed to the Staging area where customers can test the environment before it goes into production
- Once approved, the application is released to the production area for general use

All developers are trained and coached to ensure coding follows best practice. This ensures the developers:

- Are up-to-date with the latest techniques
- Understand how to mitigate known issues
- Provide feedback to others about new/additional issues they have found

The development teams follow Agile SDL best practices with regards to building functionality and features. Common threats are mitigated through secure coding practices based on the work of the Open Web Application Security Project (**owasp.org**).

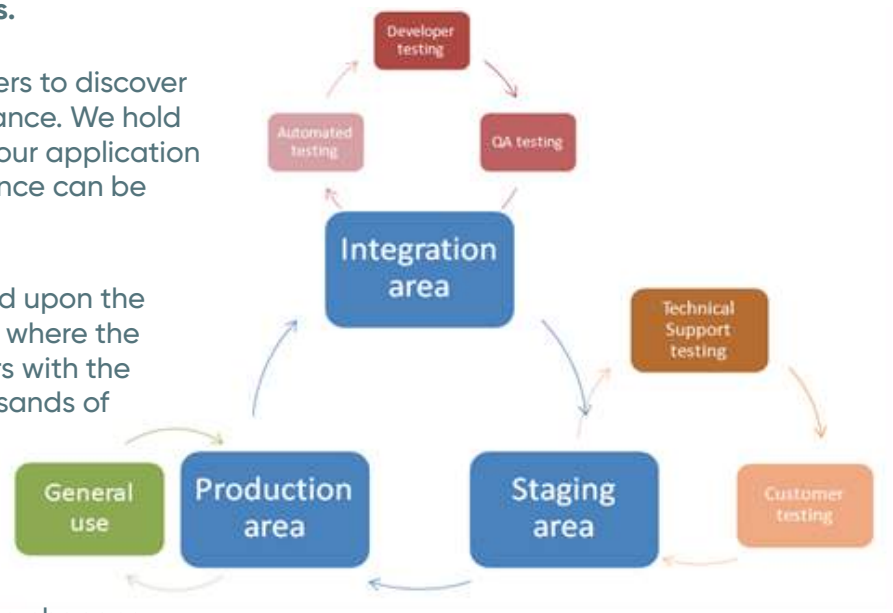
The Quality Assurance teams utilize industry best practices to deliver thoroughly tested applications at the end of each sprint. Questionmark believes in quality from the outset and because of this we use automated:

- Regression testing
- Build and deployment testing
- UI testing
- Service-level testing
- Unit tests

Application Performance

Questionmark always tries to improve system performance to ensure that it continues to meet the requirements of our customers.

We actively work with our customers to discover feasible ways to improve performance. We hold quarterly performance reviews of our application to determine if and how performance can be improved.



Our performance testing is focused upon the delivery engine of the technology, where the greatest load on the system occurs with the ability to deliver hundreds of thousands of assessments to participants.

JMeter is used for our automated performance testing. It is used to benchmark performance tests daily and ensure changes do not negatively affect performance.

Our performance testing is focused upon simulating high load against a test system that closely matches our deployed infrastructure, combined with, a strategy of monitoring load on our live systems to validate our results.

Application Monitoring

The Questionmark OnDemand service is monitored from around the world to track performance, processing and transfer times.

For up-to-date details about the status of the OnDemand Service, please refer to: **status.questionmark.com**.

Data Security Policy

Questionmark has a comprehensive Data Security Policy in place that applies to all employees and also a small number of authorized contractors (quasi-employees).

Here is a summary of the policy with regard to employees:

- Background checks are carried out on all new employees.
- Employees are required to:
  - Sign a confidentiality agreement
  - Commit to Questionmark's Data Security Policy
  - Sign Rules of Behavior
- Data Security and Privacy training is given to each new employee.
- Data security and information security awareness briefings are given to all employees regularly.
- Questionmark's Chief Information Security Officer is responsible for compliance and recording breaches if and when they occur.
- A password policy for all employees requiring strong passwords and use of MFA were available.
- All employees must pass annual tests on Questionmark's Data Security Policy.
- As employees leave, procedures to remove access (including physical) to company data and equipment are carried out.

Accessing stored data:

- A limited number of employees in technical support and related areas are able to request access to customer areas to assist customers with modifying their installation of the application or troubleshooting issues. Any access to your account by an employee is logged and monitored.
- Questionmark keeps customer data strictly confidential and does not share it with third parties, nor use it for its own marketing purposes.
- Questionmark uses a small number of sub-processors in the delivery of its service, including our ISO 27001 and SOC 2 certified data center. These sub-processors are bound by confidentiality restrictions including the EU Model Clauses and are carefully monitored by Questionmark.
- Unless required by law, Questionmark will not release customer data to government bodies. If a request is placed by a government body for access to customer data, Questionmark will only provide this data if its lawyers advise that it is mandatory to do so. Unless prohibited by law, Questionmark will consult or inform the customer prior to releasing data based on a government request.

Service Continuity

Questionmark has a long history of providing assessment software and services and takes business and service continuity seriously.

We know the importance to our customers and stakeholders of reliable, robust assessment technology. Therefore, we have carefully planned our service continuity measures to ensure a reliable service to customers. We have prepared for foreseeable disruptions by putting in place a system of roles and responsibilities, so we can evaluate and resolve unforeseen disruptions and ensure that we maintain and quickly restore the service. For up-to-date details about the uptime, please refer to: **status.questionmark.com**

Questionmark employees are motivated, well-trained and highly experienced, and Questionmark is committed to our customers long-term success. We have put in place professional measures for service continuity. In case of any disaster or disruption, we will use the strongest efforts possible to get our service working again reliably and robustly.

Microsoft Azure

Questionmark has chosen Microsoft Azure as our Data Center for some of these reasons:

- Microsoft claims an impressive 99.995% average uptime across their global cloud infrastructure.
- Microsoft runs their own systems including the widely used Office 365 and other application software on Azure, showing that they trust their own reliability.
- In Microsoft Azure there are automatic (managed by Microsoft) systems for load balancing and managing SQL Server and other infrastructure which means these can be managed with no expected downtime and limited scheduled maintenance.
- Microsoft offers Questionmark an easy use of a backup region for disaster recovery and a very strong encryption and security tooling, log analytics and availability, and security monitoring.
- Network infrastructure designed with full N+1 (Need Plus One) redundancy.
- Two application servers for each part of the Questionmark OnDemand system
- Availability Set capability in Microsoft Azure which means that two such components are separated, meaning that a single outage is unlikely to impact both
- Emergency generators with on-site fuel reserves for extended outages and planned maintenance.
- Uninterruptible power supplies for short-term outages.

Routine Maintenance

This is performed at low volume periods while the system is up, without disrupting service.

Routine maintenance can cause slight reductions in service speed as we switch individual servers in the cluster in and out of the system, and we announce routine maintenance timings on our RSS feed to alert customers who might be concerned about this.

Scheduled Downtime Maintenance

Using redundancy features, most updates can be made without downtime.

Very rarely, Questionmark will need to perform scheduled maintenance which requires the system to be offline for a short period of time. We target that this will happen no more than 4 times per year. We reserve a monthly window of the 3rd Saturday of each month during non-peak and non-business hours for such scheduled maintenance to maximize the availability of the Service to the Participants. Where possible, Questionmark will provide notice several weeks in advance of a pending maintenance requiring downtime.

Emergency Maintenance

Additionally, in the unforeseen case where Questionmark becomes aware of a serious event requiring immediate action, an emergency maintenance session may be scheduled.

Questionmark will provide notice as soon as it becomes aware of the need for such a window.

Downtime

Using redundancy features, most updates can be made without downtime.

However, users are notified of scheduled downtime several weeks in advance via email and RSS feeds. Further updates reminding customers of the scheduled downtime are also sent closer to the time. While Questionmark will not postpone updates, we are sensitive to our customers' needs and where possible we will minimize any potentially disruptive work.

Questionmark monitors the services globally 24 hours a day. Any unplanned downtime is recorded and analyzed to understand why it occurred and if mitigation steps can be taken to limit the disruption. Questionmark will follow through with risk management planning to ensure that this type of unplanned downtime will not happen again.

Depending on the nature of the downtime, it is possible to offer customers the ability to indicate to participants that the service is unavailable. This is a feature within the application.

To deal with the unlikely event of a service disruption, a Disaster Recovery Plan is in place to cover:

- **Data Backups:** Microsoft service standards make full backups every week, differential backups every 12 hours and transaction logs every 5-10 minutes. Microsoft advises a 1-hour RPO for such backups which means that in the event of a disaster, it is likely that no more than an hour's worth of data would be lost. Backups are also geographically replicated (not just within the Azure region used). In the event of a backup issue, the Questionmark system operations team is advised by email and can address the issue including engaging the Microsoft engineering teams for assistance.
- **Communications during a disruption:** Questionmark maintains several geographically disperse systems to maintain communications with customers and employees, providing confidence that communications will still flow during a major outage. Communication systems that are not housed within Questionmark's OnDemand Data Center inclue:
    - Questionmark's email system and Customer relationship management system
    - Questionmark's blog at: **questionmark.com/resources/blog**
    - Questionmark's twitter feeds: **twitter.com/questionmark**
    - Questionmark's OnDemand status at: **status.questionmark.com**

In the event of a significant business disruption, employees will be able to use third-party systems (such as Slack, instant messenger, mobile phones, internal twitter feeds, etc.) and calling trees to cascade information down to customers and employees.

During a significant service disruption, employees will assess the best method to use and will keep customers informed as to the projected time to recover.

Recovery

Questionmark has developed high-availability models to ensure downtime/recovery time is minimized.

In the event of a catastrophic failure within one Azure region, we can build and restart the service from another region. The second region is contracted for but not provisioned.

Questionmark ensures that relevant staff and partners are engaged in a readiness plan for any disaster recovery event that is necessary. This is brought into effect as part of the Disaster Recovery Plans.

Incident Response Procedures

An issue severity rating system determines how incidents are treated.

Severity Level	Description of Impact	Response Level
Severity 1	An error isolated to the OnDemand service that renders the service inoperative or causes the service to fail catastrophically, e.g. major system impact, system outage or a data security issue. This issue must be resolved before the customer can use the service. All Severity 1 Issues have no workaround; the customer and Questionmark work closely together in order to resolve the error as soon as possible. Severity 1 issues are extremely rare and Questionmark escalates these issues to its highest priority.	• Initial Response Time (by email or callback) is within four (4) hours. • Maximum Time Between Updates (by email or callback or implementation in System) is four (4) hours during Normal Business Hours. • Email an alert to customers on Severity 1 alert list if widespread
Severity 2	An error isolated to the OnDemand service which causes a serious impairment to a critical feature of the service, but where overall functionality is not interrupted. Usually a workaround is available for this type of issue, but such is not always the case. Questionmark will resolve all Severity 2 issues as soon as possible.	• Initial Response Time (by email or callback) is within eight (8) hours. • Maximum Time Between Updates (by email or callback or implementation in System) is four (4) Hours during Normal Business Hours during the first three (3) business days and then updated as needed thereafter. • Email an alert to customers on Severity 2 alert list if widespread

Severity Level	Description of Impact	Response Level
Severity 3	An issue that causes the failure of a non-critical aspect of the Questionmark service and for which a satisfactory work-around already exists, but the presence of this issue will result in user dissatisfaction.	• Initial Response Time (by email or callback) is within two (2) business days during Normal Business Hours. • Maximum Time Between Updates (by email or callback or implementation in System) is two (2) business days for the first week and as needed thereafter. • Solution is provided as part of a future release
Severity 4	An issue of minor significance. A slight variance exists between the product documentation and how the application actually performs.	• Initial Response Time (by email or callback) is within two (2) business days during Normal Business Hours. • Customer update is every five (5) business days, during the first month, and as needed thereafter. • Solution is provided as part of a future release at Questionmark's discretion.

Escalation and Information Flows

Questionmark's Technical Support team monitors incoming flows of information, the OnDemand service performance, and, if multiple issues are evident, prioritizes and escalates to resolve the most severe issues first.

Questionmark's Technical Support team notifies customers and employees to keep them informed during any system degradation or outage.

Alert Systems

Questionmark has in place three alert systems:

1. **Worldwide Monitoring**

   Information from these monitoring stations is available from **status.questionmark.com**. This is a worldwide system of monitoring devices that start assessments to check and provides alerts related to:

   - Questionmark's email system and Customer relationship management system

2. **User reports**

   The Questionmark Technical Support team monitors anything related to the OnDemand service performance.

   - Email, phone, chat, etc.

3. **Questionmark CERT**

   Questionmark has a Computer Emergency Response Team that monitors and provides alerts related to:

   - Security vulnerabilities reports from any source

Customer Service and Notifications

Questionmark's goal is to provide a first-class customer experience.

We provide extensive online documentation, including quick-start guides, manuals, white papers, best practice guides and communications from our customer support teams. Commercial and "how-to" information is provided by Questionmark's Customer Care teams and more detailed technical information is provided by Technical Support.

Prospective customers may call during working hours or email at any time to: **support@questionmark.com**. Questions are usually answered the same day.

A list of services available from Questionmark can be found below:

Service Name	Description	Service Offering
Questionmark OnDemand	All of the services are provided by people 24 x 7 to maintain the OnDemand service uptime.	Provided by Questionmark and/or its sub-contractors 24 x 7.
"Chat" Technical Support	Assistance provided to designated contacts using 24 x 7 browser text chat sessions and VoIP connectivity when helping to resolve issues.	Provided by Questionmark during regular working hours as standard and 24x7 for an additional fee.
1st Line Technical Support	Assistance provided by phone, email and chat to designated contacts to resolve technical issues that might result in resetting services, keeping people informed of service status, and answering questions as to where the answers could be found in the Questionmark manuals or knowledge base items.	Provided by Questionmark during regular working hours as standard and 24x7 for an additional fee.
2nd Line Technical Support	Assistance provided by phone, email and chat to designated contacts to resolve technical issues where answers could not be found in the manuals or knowledge base items.	Provided by Questionmark during regular working hours as standard and 24x7 for an additional fee.
3rd Line Technical Support	Fix technical issues with the OnDemand Services	Provided by Questionmark during regular working hours.

Service Name	Description	Service Offering
Participant Support	Any assistance provided by phone, email, chat sessions, etc. to the Participant to help them use any part of the Questionmark OnDemand Services and/or Products.	Available from Questionmark at an additional charge.
Proctor/ Invigilator Support	Any assistance provided by phone, email, chat sessions, etc. to proctor/ invigilators to help them with the proctoring/invigilation process including but not limited to the use of Questionmark OnDemand Service.	Available from Questionmark for an additional charge.
Consulting Support	Assistance with template creation and modification to change the look-and-feel of an assessment, assessment content import, content transformations, custom development, support of custom development, consulting services, training services, data format changes, etc.	Defined within a Statement of Work and delivered for a fee that depends on the scale of the work required.

Service Notifications	Questionmark uses several methods to keep customers informed of the OnDemand Service status. Service notifications available:
	• Service Status: **status.questionmark.com/**
	• Email notifications for:
	  o Maintenance windows
	  o Service outages
	• Twitter
	  o Service outages
		Provided by Questionmark 24 hours a day and 7 days a week.

About Questionmark

Questionmark is a leading assessment platform that helps businesses, governments and academic organizations test and prove knowledge. We enable organizations to author, deliver and measure assessments, in the cloud, with all the flexible tools they need from proctoring to translations.

For over 30 years our business has paved the way for more effective testing and certification worldwide. To date, we've been trusted by more than 2,500 customers worldwide and deliver more than 18 million assessments a year.

questionmark.com

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