

On Demand Core Services
Security Guide



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Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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Introduction

Managing information system security is a priority for every organization. In fact, the level of security provided by software vendors has become a differentiating factor for IT purchase decisions. Quest strives to meet standards designed to provide its customers with their desired level of security as it relates to privacy, confidentiality, integrity and availability.

This document describes the security features of Quest On Demand core services such as the On Demand Notification Service and other shared services. This includes access control, protection of customer data, secure network communication, and cryptographic standards.

About On Demand

This section contains information on the following On Demand components:

- [About On Demand Core](#)
- [About the Notification Service](#)
- [Quest Identity Broker](#)
- [Subscription service](#)

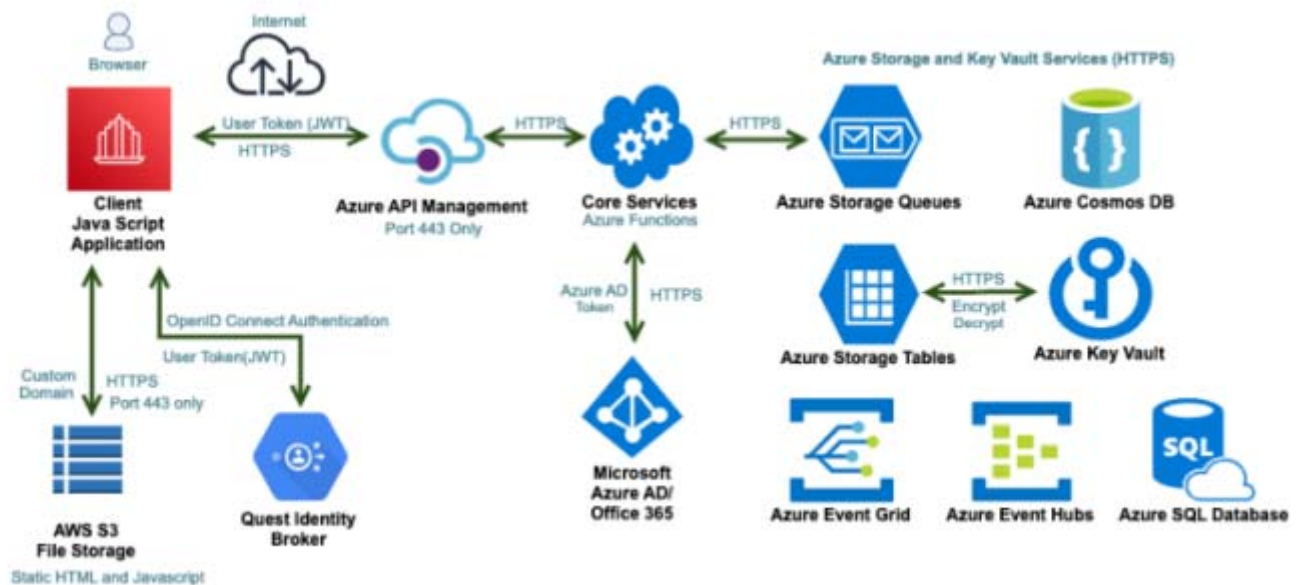
About On Demand Core

On Demand Core is a cloud based service that provides core services to other Quest Software as a Service (SaaS) product solutions. The core services provided are:

- Uniform user interface experience
- Azure tenant registration and authorization (administrator consent)
- Common auditing and logging
- Quest Identity Broker integration for secure and seamless Single Sign-On (SSO) across all Quest SaaS products
- Notifications to other Quest SaaS products about key events, such as tenant registration
- Subscription management (records of purchases)

The majority of these services are delivered via Microsoft Azure cloud services. The exception being the user interface, which is delivered using Amazon Web Services CDN network.

Figure 1. Core architecture diagram.

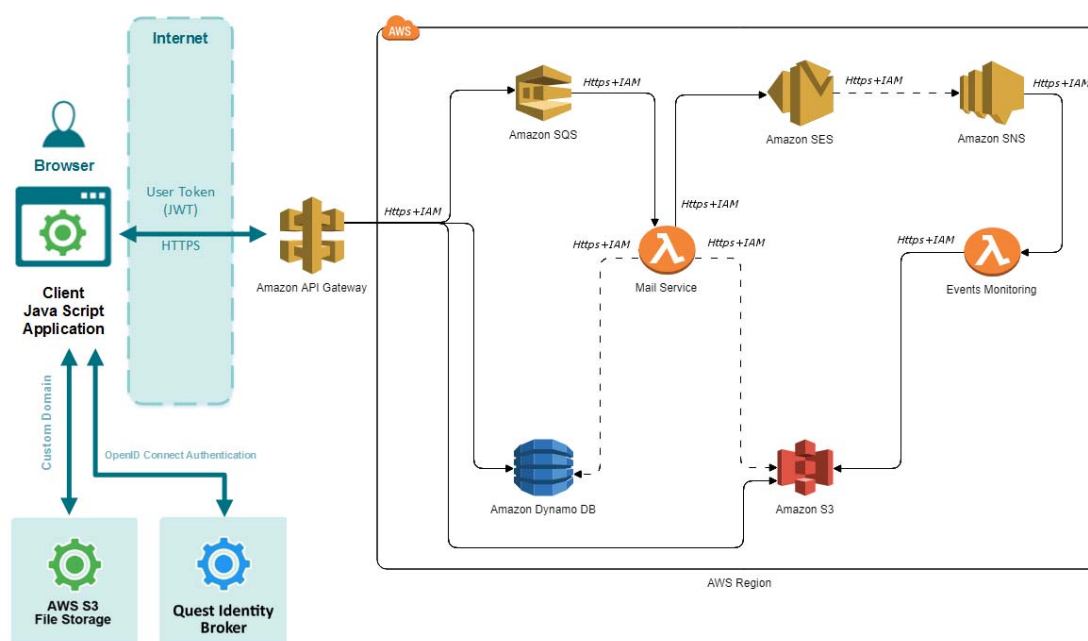


About the Notification Service

On Demand Notification Service (ODNS) is a cloud based service that provides core services to other Quest Software as a Service (SaaS) product solutions. The core service provided is email notifications. Every email sent by the Notification Service is scanned for viruses and malware.

This service is delivered via Amazon Web Services.

Figure 2. Notification architecture diagram



Azure datacenter security

Microsoft Azure datacenters have the highest possible physical security and are considered among the most secure and well protected datacenters in the world. They are subject to regular audits and certifications including Service Organization Controls (SOC) 1, SOC 2 and ISO/IEC 27001:2005. Relevant references with additional information about the Windows Azure datacenter security are listed below.

- Azure Trust Center: <https://azure.microsoft.com/en-us/support/trust-center/>
- Microsoft Trust Center Compliance: <https://www.microsoft.com/en-us/TrustCenter/Compliance?service=Azure#icons>
- Microsoft's submission to the Cloud Security Alliance STAR registry: <https://cloudsecurityalliance.org/star/registry/>
- Whitepaper: Standard Response to Request for Information – Security and Privacy: <http://www.microsoft.com/en-us/download/details.aspx?id=26647>
- Microsoft Global Datacenters: Security & Compliance: <https://www.microsoft.com/en-us/cloud-platform/global-datacenters>
- Azure data-at-rest Encryption Best Practices: <https://docs.microsoft.com/en-us/azure/security/azure-security-data-encryption-best-practices>

AWS datacenter security

Amazon Web Services (AWS) datacenters have the highest possible physical security and are considered among the most secure and well protected datacenters in the world. They are subject to regular audits and certifications including SOC 1, SOC 2 and ISO/IEC 27001:2005.

Relevant references with additional information about the AWS data center security are listed below.

- AWS Security and Infrastructure: <https://aws.amazon.com/products/security/>
- AWS Compliance: <https://aws.amazon.com/compliance/>

Data handling

- [Data handled by Core](#)
- [Data handled by the Notification Service](#)

Data handled by Core

- [Managed data types](#)
- [Admin Consent and Service Principals](#)
- [Quest Identity Broker](#)
- [Subscription Services](#)

Managed data types

On Demand Core manages the following types of customer data. By default, the data is persisted in On Demand Core.

- Azure Tenant Name
- Azure Subscription Active Directory Object Id (GUID)
- Azure Active Directory Administration Consent Token
- Azure Active Directory User Object Identifiers (GUID)
- Azure Active Directory Group Object Identifiers (GUID)
- Audit log of On Demand Core user activities, including user name in email form (name@domain.com)

Admin Consent and Service Principals

As part of the on-boarding of your organization into the On Demand solution, you (the customer) do not need to sign up for a Quest account before going to On Demand. You can login with your Microsoft account to On Demand and your Quest account is automatically created. When your account is created with Quest, an On Demand organization is not automatically created. You must explicitly create your On Demand organization.

As part of the sign-up process, you (the customer) must provide a valid email address to receive and respond to a verification email from Quest Software.

On Demand Core requires some access to your Azure Active Directory. You grant that access by using the Microsoft Admin Consent process. Customers can revoke Admin Consent at any time. See <https://msdn.microsoft.com/en-us/skype/trusted-application-api/docs/tenantadminconsent> for details.

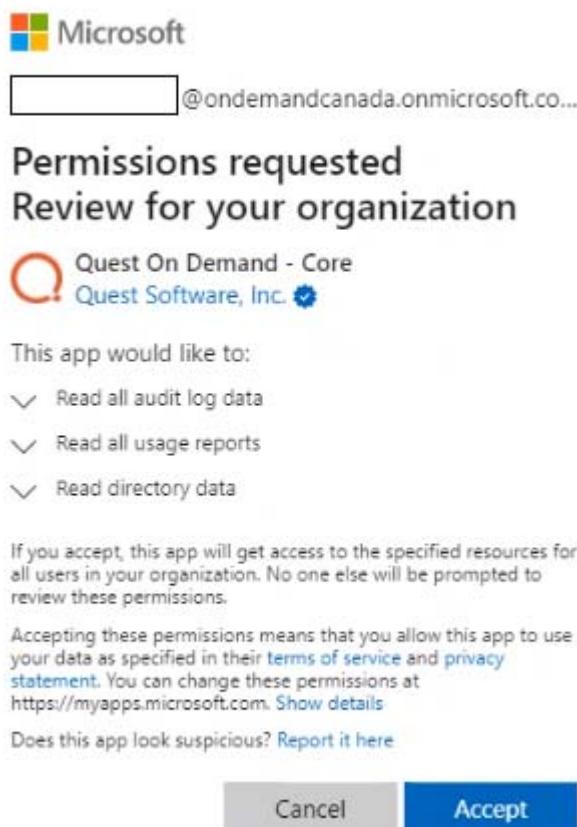
Quest is a Microsoft Verified Publisher and, as an additional security measure during the Admin Grant process, the customer can verify that the grant request is indeed initiated by Quest.

Details on Verified Publisher are available at <https://docs.microsoft.com/en-us/azure/active-directory/develop/publisher-verification-overview>

The Admin Consent process of On Demand Core will create a Service Principal in the customer Azure AD tenant with the following permissions.

- Read all audit log data
- Read all usage reports
- Read directory data

Figure 3. Microsoft permissions needed for tenant.



Quest Identity Broker

The Quest Identity Broker (QIB) stores the following personally identifiable information in its database:

- user email address
- user first name
- user last name

In addition, the QIB stores the unique identifier for each user account as provided by the Quest account database, Azure Active Directory, or Microsoft Live account during the authentication process. QIB creates an audit trail log for all interactions, including login, logout, and account creation. Access to the log is restricted to QIB administrators.

Subscription Services

The Subscription Service stores customer contact information and can process credit card transactions associated with subscription purchases and renewals.

- Cybersource is the credit card payment gateway. Cybersource receives the necessary information required for purchase transactions. Required fields are as follows:
 - credit card number
 - expiration date
 - credit verification value (CVV)
 - name
 - address
 - phone number
 - email address
- Tradesphere is the trade compliance system. Tradesphere receives name, address, and country information.
- Zuora is the subscription billing system. Zuora receives all the product details along with the customer billing and shipping information required for invoicing.

The subscription service creates an audit log for errors. Audit log entries include:

- subscription ID
- name
- account ID
- rate plan ID
- production rate plan ID

Data handled by the Notification Service

On Demand Notification Service manages customer email addresses. Every email sent by the Notification Service is scanned for viruses and malware.

All request data sent to On Demand Notification Service is persisted by default. This includes the notification recipients as well as any data placed inside the notification template. For more information about what customer data could be included in a notification, please refer to the security information for the relevant module.

Location of customer data

Azure

When a customer signs up for On Demand, they select the region in which to run their On Demand organization. All computation is performed in and all data is stored in the selected region. The currently supported regions are the United States, Canada, European Union, United Kingdom, and Australia. Other regions may be added over time. For the most up-to-date information, see <https://regions.quest-on-demand.com/>.

Windows Azure Storage, including the Blobs, Tables and Queues storage structures, by default get replicated three times in the same datacenter for resiliency against hardware failure. The data is replicated across different fault domains to increase availability. All replication datacenters reside within the geographic boundaries of the selected region.

See this Microsoft reference for more details: <https://docs.microsoft.com/en-us/azure/storage/storage-redundancy>.

AWS

All computation is performed in and all data is stored in the selected region. The only exception is transportation and delivery of email notifications for the Canada region is done through the US due to AWS Simple Email Service region availability. Amazon S3 and DynamoDB data is stored redundantly for resiliency against hardware failure. All replication datacenters reside within the geographic boundaries of the selected region.

See these AWS references for more details:

- <https://aws.amazon.com/s3/details/#durability>
- <https://aws.amazon.com/s3/details/#security>

Quest Identity Broker

Authentication services are provided to On Demand by the Quest Identity Broker. The QIB is hosted in multiple availability zones within AWS United States and replicated to another AWS United States regions for increased availability. Data is stored in the AWS Reliable Database Service.

Subscription service

Subscription services are provided to On Demand through a combination of internal software and our partners Zuora, CyberSource, and TradeSphere, all of which are in the US.

Privacy and protection of customer data

Customer data is differentiated using a unique organization identifier. This organization identifier is generated securely during customer sign-up. This organization identifier is passed to the user interface via a tamper proof (signed) token (JSON Web Token). This is passed with all requests made and is used to provide the organization context for all back-end services. The signed token (JSON Web Token) has a 'Time to Live' of 5 minutes and must be refreshed and re-authorized at this time. Failure to do so results in access being lost to On Demand Core.

The most sensitive customer data collected and stored by On Demand Core is the refresh token for Azure Active Directory. This token is only accessible by service accounts. The user cannot access this token. This token is protected through encryption within the Azure Key Vault service. The process of encryption and decryption is transparent to On Demand Core.

Quest Software employees and Microsoft employees do not have access to and cannot see the keys used for encryption and decryption. The process of encryption and decryption is transparent to On Demand and takes place between the Azure Key Vault Service and Azure Storage Tables. The keys are stored in a Hardware Service Module within the Azure Key Vault which is FIPS-2 level validated by Microsoft Azure. These keys are rotated hourly. For more information, see: <https://azure.microsoft.com/en-us/services/key-vault/>.

Customer data passed within a notification to the Notification Service is stored but cannot be retrieved.

User Authentication

All users must sign up and be approved by their internal On Demand administrator user before they can use On Demand. Sign in is via the Quest Identity Broker (QIB) which provides a tamper proof token for all user operations in the user interface. This token has a limited lifetime (5 minutes), after which it must be refreshed with the QIB. Failure to refresh causes all interactions with On Demand to fail. If a user's access is revoked by the QIB, they continue to have access until their valid token expires, which is a maximum of 5 minutes. If a user's access is revoked within On Demand by an On Demand administrator, their access and actions fail once the token expires.

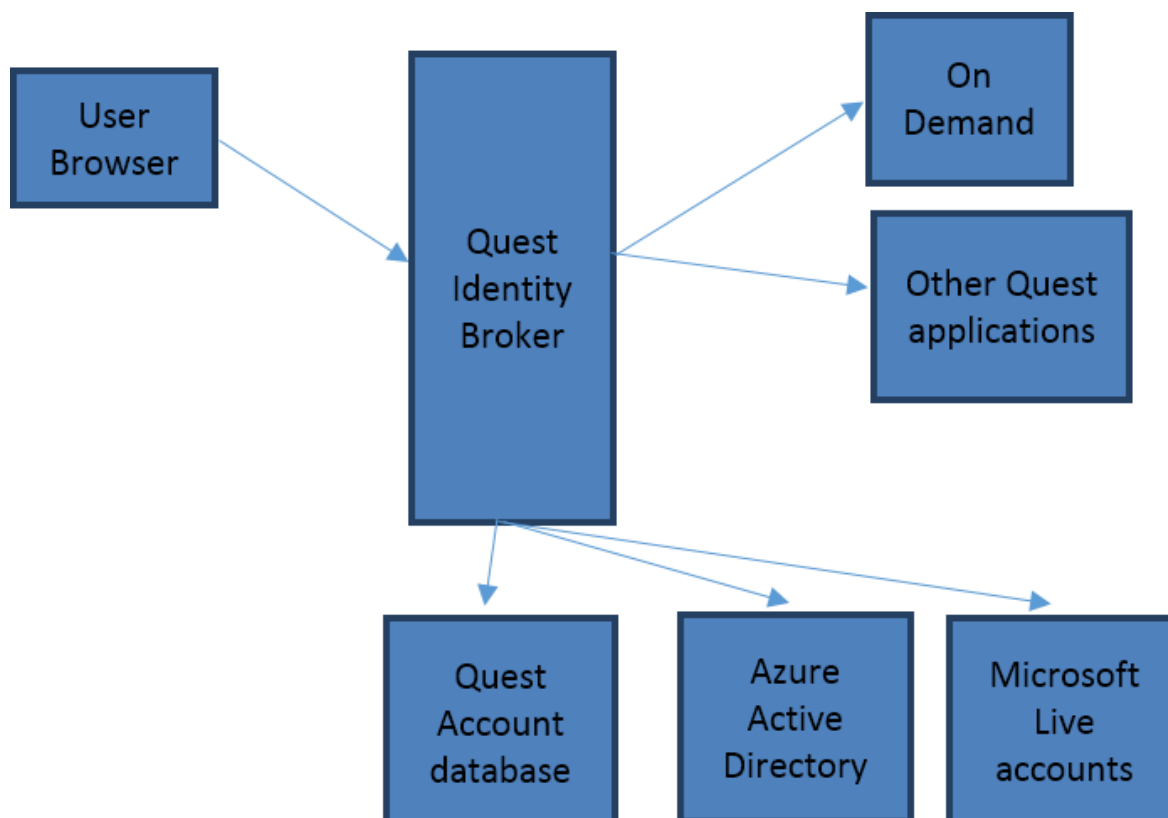
The QIB provides authentication services linking identities and applications. Identities are sourced from several services:

- Quest accounts (username and hashed passwords stored in a Quest database)
- Azure Active Directory (business)
- Microsoft Live (personal) account credentials

On Demand is among many Quest applications that rely on the QIB for authentication services. The QIB uses industry-standard Open ID Connect and SAML protocols, as well as secure direct connections to the Quest account database. All traffic in transit is encrypted using HTTPS and all data stored in the QIB database is encrypted at rest. No credentials are stored in the QIB database.

The QIB does not provide Multi-Factor Authentication (MFA) at this time. End users wishing to use Azure Active Directory for authentication can take advantage of MFA as provided by AAD, which is honored by the QIB.

The QIB is based on the open source Keycloak project sponsored by Red Hat. Quest regularly updates our customizations to match the most recent released version of Keycloak.



A valid Azure Active Directory JWT token is required to make notification requests and a valid On Demand JWT token is required to make additions or modifications to the Notification Service settings.

FIPS 140-2 compliance

On Demand Core cryptographic usage is based on Azure and AWS FIPS 140-2 compliant cryptographic functions.

- On Demand Core leverages the Azure Key Vault and AWS KMS data-in-transit and data-at-rest built-in mechanisms.
- Quest Identity Broker uses AWS KMS to encrypt data-at-rest stored in RDS.
- More information on Azure Key Vault is available at <https://azure.microsoft.com/en-us/services/key-vault/>
- More information on AWS KMS is available at <https://aws.amazon.com/kms/>
- More information on approved crypto functions is available at NIST FIPS 140-2 <https://csrc.nist.gov/publications/detail/fips/140/2/final>
- The Notification Service uses AES-256 server-side encryption with Amazon S3 managed keys.

Auditing

On Demand Core provides an activity trail log for the following actions:

- Adding an Office 365 tenant
- Removing an Office 365 tenant
- Granting of Admin Consent for the tenant
- On Demand administrator authorizing a user to be an On Demand administrator
- On Demand administrator de-authorizing a user, so they are no longer an On Demand administrator
- Notification settings modification
- Privileged actions on system objects for On Demand modules

Audit data is stored in Azure SQL database and is available via JWT authenticated access to On Demand administrators only.

The Quest Identity Broker provides an audit trail log for all interactions, including login, logout, and account creation. Access is limited to the QIB administrators only.

SDLC and SDL

The On Demand team follows a strict Quality Assurance cycle.

- Access to source control and build systems is protected by domain security, meaning that only employees on the Quest corporate network have access to these systems. Therefore, should an On Demand developer leave the company, this individual can no longer access On Demand systems.
- All code is versioned in source control.
- All product code is reviewed by another developer before check in.

In addition, the On Demand Development team follows a managed Security Development Lifecycle (SDL) which includes:

- MS-SDL best practices
- Threat modeling.
- OWASP guidelines.
- Regularly scheduled static code analysis is performed on regular basis.
- Regularly scheduled vulnerability scanning is performed on regular basis.
- Segregated Development, Pre-Production, and Production environments. Customer data is not used in Development and Pre-Production environments.

On Demand developers go through the same set of hiring processes and background checks as other Quest employees.

Third party assessments and certifications

Penetration testing

On Demand has undergone a third party security assessment and penetration testing yearly since 2017. The assessment includes but is not limited to:

- Manual penetration testing
- Static code analysis with Third Party tools to identify security flaws

A summary of the results is available upon request. No OWASP Top 10 critical or high risk issues have been identified.

Certification

On Demand is included in the scope of the Platform Management ISO/IEC 27001, 27017 and 27018 certification:

- ISO/IEC 27001 Information technology — Security techniques — Information security management systems — Requirements : **C710-ISMS222-07-19**, valid until **2022-07-29**.
- ISO/IEC 27017 Information technology – Security techniques – Code of practice for information security controls based on ISO/IEC 27002 for cloud services: **C711-ITCS2-07-19**, valid until **2022-07-29**.
- ISO/IEC 27018 Information technology — Security techniques — Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors: **C712-ITPII2-07-19**, valid until **2022-07-29**.

Operational security

Access to data

Access to On Demand Core data is restricted to Quest Operations team members. On Demand developers have no access to customer production data.

Permissions required to configure and operate

Quest Operations team members have access to Quest's production Azure Subscription and monitor this as part of normal day to day operations. On Demand developers have no access to Quest's production Azure Subscription.

Operational Monitoring

On Demand internal logging is available to Quest Operations and On Demand development teams during the normal operation of the platform. No customer or Personally Identifiable Information (PII) data is placed in internal logging and this is reviewed as part of the SDL process.

Production incident response management

Quest Operations and Quest Support have procedures in place to monitor the health of the system and ensure any degradation of the service is promptly identified and resolved. On Demand relies on Azure and AWS infrastructure and as such, is subject to the possible disruption of these services.

- Quest On Demand services status page is available at <https://status.quest-on-demand.com/>
- Azure services status page is available at <https://azure.microsoft.com/en-ca/status/>
- AWS services status page is available at <https://status.aws.amazon.com/>

Security incident response management

For its On Demand solution, Quest has established a formal process of preparation, detection, analysis, containment, eradication, recovery, and post-incident activities. As well, in accordance with international privacy laws, Quest has established a Security Breach Notice process.

Customer measures

On Demand License Management security features are only one part of a secure environment. Customers must implement their own security best practices.

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.