ISOTOMA

Clear Thinking

Service Definition

Django hosting

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aws partner network

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ISO 9000 Certified

ISO 27001 Certified

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1.0 Introduction

This document defines our hosting service specifically designed for the Django open source web framework.

2.0 Handover

In situations where working code is being handed over from a third party organisation, it's imperative that there is a handover that all parties can agree is complete and proper.

The steps we recommend following during a handover are as follows:

2.1 Documentation handover

We will review existing documentation and suggest documentation that should be created. This documentation can then be created by either Isotoma or the incumbent

2.2 Code review

Isotoma will need access to the existing code base and will perform a review to confirm there are no unexpected surprises. This will focus on areas of common friction such as deploy/build scripts and integration points.

2.3 Migration to cloud

In order to deploy the site into the cloud, we'll prepare Dockerfile configurations that will automate the deployment of Django and all related components (database, cache, etc) to the Isotoma hosting cluster.

3.0 Hosting

3.1 Public cloud

The application will be deployed to Docker containers hosted on a cluster of machines within Amazon's AWS infrastructure.

Each customer within this cluster is entirely segregated from every other customer through containerisation.

All services that can be provided by AWS – the database, the cache and the search engine – make use of the AWS service rather than a bespoke installation (specifically RDS, Elasticache, Elasticsearch). Each service is automatically scaled based on load, and each service is hosted in multiple availability zones, ensuring that they are highly available.

AWS hosting platform is one of Isotoma' s core competencies; we currently employ 5 AWS Architects with 3 more currently undergoing training. Our extensive experience building for, migrating to and developing on AWS allows us to offer our customers an industry-leading level of advice and expertise.

3.2 ISO27001

3.2.1 Physical hosting infrastructure

The physical hosting infrastructure provided by AWS is ISO27001 compliant. AWS provide considerable detail about their certification at this URL:

https://aws.amazon.com/compliance/iso-27001-faqs/

Their certificate can be downloaded here:

https://d1.awsstatic.com/certifications/iso_27001_global_certification.c7b9520ecc2b7b4b1092fd5926e9e83bd2cf4151.pdf

3.2.2 Isotoma

We carry our own ISO27001 certification, which covers all aspects of our business. Our certificate number is 313662019.

3.3 GDPR

The hosting infrastructure (as opposed to the application itself) does not store any user information beyond those users who access the hosting control panel. None of these users are outside Isotoma.

We assume that your application itself has been built with GDPR compliance in mind, and can offer advice should this be required.

3.4 Security

Our hosting cluster sits behind Amazon's CloudFront service. This is a Content Distribution Network that delivers static assets to the end user far faster than a traditional web server, improving the end user experience.

In addition to this caching and acceleration CloudFront also delivers vital security services:

SSL endpoint – CloudFront provides and delivers the SSL certificates for the application, ensuring that all communication with the application is encrypted end to end

DDoS protection – CloudFront provides DDoS protection, dropping source traffic while allowing non-malicious traffic through to the site. Traditional DDoS protection is designed to protect the data centre, not the application, so CloudFront represents a huge leap forward in protection against malicious traffic

WAF (Web Application Firewall) – CloudFront provides a WAF, which inspects each request and drops requests that have been formed to seek or exploit potential security flaws in the target application. The Isotoma hosting cluster has specifically configured the CloudFront WAF for Django, protecting key admin URLs from malicious requests

3.5 Location

The Isotoma hosting cluster is entirely within the AWS London infrastructure.

4.0 Support & Maintenance

4.1 Service availability

The cluster is self-healing and automatically scales to meet demand. On this basis, barring software failure of the application or a systemic failure at Amazon the service will be available 24 hours a day, 7 days a week.

4.2 Service Hours

Telephone support for the developers is provided during normal Isotoma working hours to provide advice and guidance and support implementation of changes to your software.

Isotoma staff will be available between 09:00 and 17:00 UK working days (excluding weekends and English bank holidays).

The Isotoma office closes during the week between Christmas and New Year, closing at midday on Christmas Eve and reopening at 9am on the first working day in January. Support will not be available during this period.

4.3 How to raise an issue

Issues can be raised via the Isotoma mailbox support@isotoma.com or by telephone on +44 (0)1904 313979.

Please provide the following information:

- Description of the issue
- Site this occurred on with the URL of the affected page
- Browser being used when the issue occurred
- Steps to reproduce the issue
- Expected results and actual result
- Severity of the issue using the guidelines later in section
- Screen shot of the issue as an attachment if possible

4.4 Response times

Under standard support Isotoma will acknowledge receipt of an issue raised within 4 working hours.

Isotoma will classify and prioritise tickets as necessary. If a ticket is either reclassified or re-prioritised an explanation of why this was necessary will be provided to the person that raised the issue.

Work will start on blocker defects immediately, and will continue until resolution can be demonstrated on the staging system. Work will only be undertaken during normal service hours unless we judge that resolution can be achieved by 18:00 on the current working day, in which case work will continue to that time.

Work will start on critical defects immediately that all outstanding issues prioritised as blocker are complete. Work will continue until resolution can be demonstrated on the staging system. Work will only be undertaken during normal service hours.

4.5 Targets

Isotoma will measure our work under this SLA to the following targets:

- Close all blocker tickets within 3 working days
- Close all critical tickets within 3 working days
- Close all major tickets within 2 weeks
- Close all minor tickets within 2 weeks
- Have no tickets appearing as open in more than one monthly report

4.6 Change control

Our service desk will only accept change requests – in the case of your application requests for releases – through a strictly controlled list of authorised names.

We are happy to participate in a change board as and when required (where, perhaps, a proposed change might affect the hosting infrastructure).

4.7 Reporting

Isotoma will produce monthly reports. These will be delivered by email. The reports will include:

- Number of issues raised
- Number of releases made during the month
- Service availability (as measured by DataDog and pingdom)