LOGIQC QMS – Technical paper

This paper outlines technical system requirements for the operation of LOGIQC QMS and controls in the hosted environment.

LOGIQC QMS is a SQL/.Net application hosted in the 'cloud' owned and designed by LOGIQC Pty Ltd. We partner with leading providers to develop and deploy the system as a Software As A Service (SaaS).

The subscription fee includes nightly backup, database maintenance and infrastructure licensing, online helpdesk for all users, regular feature updates and bug fixes.

Cloud partners:

LOGIQC QMS is hosted in the cloud by leading carrier-grade data centres:
- Microsoft AZURE in Australia (Sydney DC)
- Vocus Communications in New Zealand (Auckland DC)

LOGIQC QMS incorporates SSL Secure Sockets Layer (SSL2) to secure the data transmitted from the client to the host. SSL encryption together with a managed services provider operating 24/7/365 ensures reliable and high-quality data security and online access to LOGIQC QMS.

Development partner:

Dialog Information Technology is one of Australia's leading technology services organisations trading nationally from offices in Brisbane, Sydney, Melbourne, Canberra, Perth, Darwin, Adelaide, Hobart, Townsville and Hong Kong. Established in 1979, Dialog employs over 1,200 information technology specialists. LOGIQC QMS's software development team is part of Icemedia, Dialog's digital services division.

System requirements

LOGIQC QMS is a hosted service and does not require installed apps to run. It operates on most internet enabled devices including desktop and laptop computers, tablets and smartphones. For best results a standard ADSL or 4g internet connection is required. Typically, there is nothing that has to be done for your computer or network to access the LOGIQC QMS. LOGIQC QMS is compatible with most current version browsers such as:

- MS Edge
- Mozilla Firefox
- Google Chrome
- Safari
- IE 11

While LOGIQC QMS sends task notification emails to users, *it is not required that all users have an email address.*

Quality assurance

LOGIQC Pty Ltd is certified against the ISO 9001:2015 Quality Management Systems standard. Consistent with ISO requirements LOGIQC Pty Ltd conducts site inspections and annual reviews of key suppliers and all non-conformities are documented and managed within the company's quality management system.

Data security

SSL (Secure Sockets Layer) is used by LOGIQC to secure the data transmitted between the user and the LOGIQC application. SSL is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

Capacity

The number of documents and register items that can be added to the system is unlimited however there is a storage cap of and 10g for the entire dbase. Individual document size limit and maximum database size is capped at 30mb.

Issue resolution

LOGIQC Pty Ltd works with its technical partners to address business disruptions from the initial disaster response through to the point at which normal business operations are resumed. The primary focus of our BC processes is on the prompt enabling of contingency procedures at a level sufficient to allow client databases to operate effectively.

IT Infrastructure Management

Computer Network Solutions (www.cns.co.nz) has maintenance and support agreements from the vendors of critical IT system infrastructure, including hosts, servers and network components. The agreements provide rapid response from the vendor to correct any hardware fault reported by CNS. The support provided under these agreements will directly mitigate the impact of a Level 4 (loss of component) or Level 3 (loss of system) interruption, as well as contribute to successful response and recovery of a Level 2 (loss of significant infrastructure).

Information Backup and Storage

The underlying backup technology used for LOGIQC systems is the snapshot method. This creates an instantaneous copy of the data that is being backed up. The instantaneous copying is typically accomplished by splitting a mirrored set of disks or by creating a copy of a disk block when it is written. This preserves the original. At restore time, the original is made available immediately and synchronization of the underlying disks occurs in the background. This results in almost instantaneous restore operations.

LOGIQC QMS initiates nightly snapshot backups which are then subject to the following retention protocol: 7 Daily and 4 Weekly full backups to disk; Offsite replication of disk based backup. In the event of a failure backups can be restored and made available within 1-2 business days.

Crisis Management and helpdesk

Crisis management at the DC level is controlled by DC in accordance with local protocols. Crisis coordination is managed by LOGIQC Pty Ltd in conjunction with relevant vendors. User issue are initiated via the LOGIQC helpdesk at https://support.logiqc.com.au. Helpdesk infrastructure is provided by www.zendesk.com