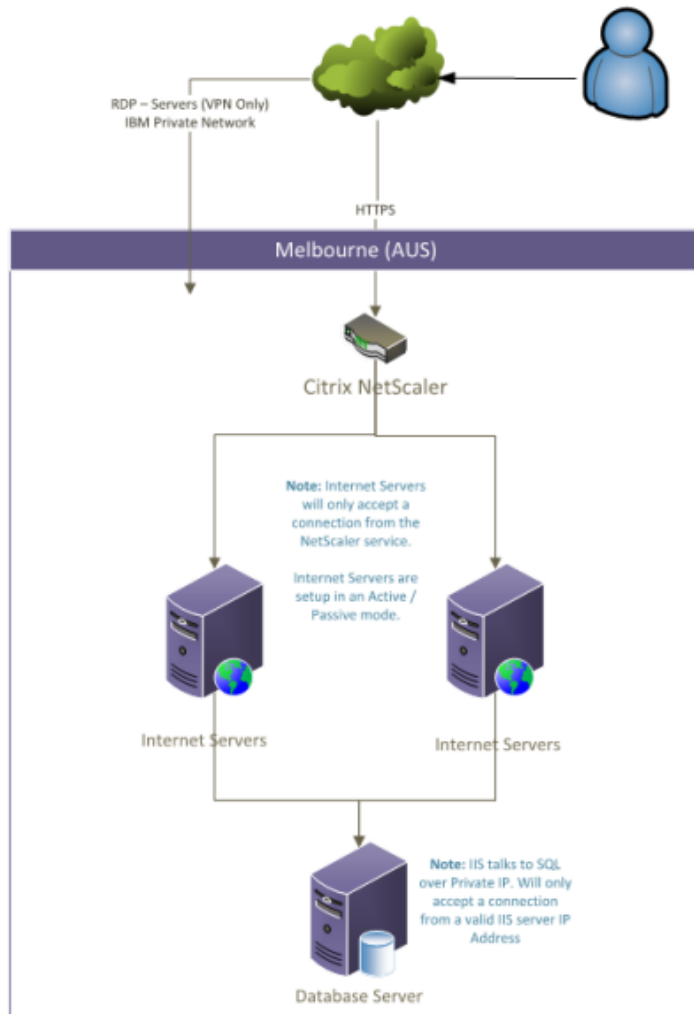


Basic Server Architecture & Key Points



- Servers are using the IBM SoftLayer DataCentre in Melbourne (AUS)
- Servers have been hardened with all non-essential ports being closed
- Servers behind the NetScaler will only accept connections from an approved IP address on a specific port
- RDP Access to servers for management is only available via a secure VPN connection into the IBM SoftLayer private network
- VPN Users are managed through the IBM Control interface via the Level35 Account
(2 Level35 staff members currently have VPN access)
- Database backups are run nightly and kept for 30 days
- Server Templates (Internet and Database Servers) are stored in the IBM Cloud and can be used to create new servers within a 24 hour period. (In case of catastrophic failure)