

# Blackbaud's Education Management Portfolio

## Security and Cloud Infrastructure

Your institution needs multiple layers of security to protect it against the types of attacks common in today's online environment. Blackbaud adheres to industry standard practices, conducts ongoing risk assessments, aggressively tests the security of our products, and continually evaluates our infrastructure, so you can rest assured that your data is secure.

### Safe and Secure Data Management

Our experts are committed to managing your data with security and reliability in the very best environment for the specific technical requirements of your Blackbaud solutions. Your institution's data will be maintained by more than 700 engineers, a 24/7 critical monitoring team, and our cybersecurity team.

### Blackbaud's Education Management Portfolio Security and Protection

- Passwords are stored using one-way encryption and password policies are configurable.
- User authentication processes are built to prevent brute force-style attacks.
- Use of external authentication or identity providers, such as Active Directory™, is available.
- By default, sessions will time out or screen lock when a user is idle for 10 minutes.
- Blackbaud's SSL (secure sockets layer) scores are verified by QualysSSL Labs. SSL certificates are required to access the solutions and information shared between Blackbaud solutions via Web API (Application Program Interface).
- The myscampus-app.com domain is configured with HTTPS Strict Transport Security (HSTS).

### Reliable and Effective

- ✓ Industry-leading uptime (99.9% commitment)
- ✓ Troubleshooting and automation: Physical, operational, and software measures employ 24/7/365 monitoring
- ✓ Real-time enhancements and updates without taking your systems down
- ✓ Access to your data anytime, anywhere, and on any device with our modern cloud infrastructure

- The application database is encrypted for storing sensitive data.
- We use a proprietary system, which is developed to inform our security experts when a user attempts XSS (cross-site scripting) and other types of common hacks.

## Added Security Tools and Processes

### Web Application Firewall

Blackbaud's education management solutions feature a custom-built WAF (web application firewall) to detect, identify, and mitigate DDoS and Application Layer attacks, such as Structured Query Language (SQL) injection and XSS, while improving app performance and availability. Additionally, the WAF scales instantly to preserve performance and filter attack traffic close to the source before it ever reaches your application.

### Content Delivery Network

A content delivery network (CDN) is a large, distributed system of servers deployed in multiple geographic locations. Our CDN delivers static content, such as images, JavaScript®, and CSS, to the end user's browser and enables content to be served up quickly, with minimal latency, from the most efficient location.

### Memcached

Blackbaud implements Memcached, an open source, high-performance, distributed memory object caching system, in certain areas of the application to reduce database load and improve response times.

### Logs

We use security information and event management (SIEM) software to store logs (including audit logs), which are aggregated, stored off-site for up to one year, and reviewed daily.

## Blackbaud School Website System™ Security

Blackbaud School Website System delivers a secure, seamless website experience with added cloud services that improve page load times and protect against DDoS attacks by absorbing huge spikes in web requests. A WAF tailored to front-end website protection further ensures security and provides SSL connectivity for institutions using the solution.

### Monitoring

Blackbaud provides continuous inside and outside monitoring and notification of over 1,000 system performance metrics on devices responsible for website and application delivery. These include:

- Application performance and trending (APM)
- Network connectivity and latency
- Server performance metrics
- Bandwidth usage

Learn more about Blackbaud's security certification and compliance at [www.blackbaud.com/security](http://www.blackbaud.com/security).

---

#### About Blackbaud

Leading uniquely at the intersection point of technology and social good, Blackbaud connects and empowers organizations to increase their impact through cloud software, services, expertise, and data intelligence. We serve the entire social good community, which includes nonprofits, foundations, companies, education institutions, healthcare organizations, and the individual change agents who support them.

