

ClickLearn Infrastructure

ClickLearn Studio

This is a Windows application that is installed on the author's PC's and laptops. To record processes the application must be installed on the machine making the recording. The application can be installed on virtual machines as well.

ClickLearn studio is deployed as a Microsoft ClickOnce® application and is therefore self-updating.

All traffic from and to ClickLearn Studio is encrypted using SSL. Read more in section "Ports" below.

Storage

ClickLearn source files

The ClickLearn source files that contains recordings, books and shelves are stored as regular files. The customer should make sure that people:

- Do not store ClickLearn files on their local PC's
In case people leave the company or have their PC's or laptop's stolen. Please consult your IT department for security and compliance guidelines in this matter.
- Store and share files from a location where only authorized people can access the files
Please consult your IT department for security and compliance guidelines regarding personal and team shared files in your company

ClickLearn produced content

When ClickLearn produces content all content files will be stored on the PC where the production of content takes place. To make the content available, the author must copy or move the content to a shared location available to all the content consumers (end-users).

Publishing content

The ClickLearn produced learning content can be consumed from almost any location. The customer can decide where the content should be made available from. Some of the options are:

- In a shared file folder
This option is fully functioning, but only recommended for testing and quality assurance.
- In a Microsoft SharePoint Library
- On a customer-hosted Web server
- In the ClickLearn ContentCloud™

Using SharePoint as the publishing end-point

By using this option, SharePoint will administer the security and access to the content. ClickLearn is able to track content usage for learning analytics on a user-level, using the user information provided by SharePoint. ClickLearn can also provide a pre-built SharePoint application, that makes setup and administration easier. Please contact Customer Care on support@clicklearn.com regarding more info on this option.

Using a customer-hosted web server as the publishing end-point

By using this option, the customer has control over access and administration of the published content. ClickLearn is able to track content usage for learning analytics, but can only track on a user-level if the website uses Windows Integrated Login.

Using the ClickLearn ContentCloud™ as the publishing end-point

This is the most flexible option. The author can use the built-in *Publish* function in ClickLearn to copy all produced content into the ContentCloud and make it available to users. The customer has the following options for setting security on the published content:

1. Make it publicly available
2. Make it private and require a ClickLearn Login
3. Make it private and require an Office 365 or Azure Active Directory based Login
4. Make it private and require the consumer is coming from a specific IP address

For option 2 and 3, ClickLearn is able to track content usage on a user-level for learning analytics.

Learning Analytics

Both the HTML based produced procedures, the videos and ClickLearn Assist, contains features for tracking content usage and allowing the content consumer (end-user) provide ratings and comments for the content. To use the tracking, rating and comment features there must be access to our services (Read more in section "Ports" below) from the location where the content is published.

If the customer is using SharePoint as a publishing end-point, it is possible to report analytics back to a SharePoint based tracking list instead of using the ClickLearn based tracking.

The customer can also redirect the tracking to report into a another non-clicklearn system.

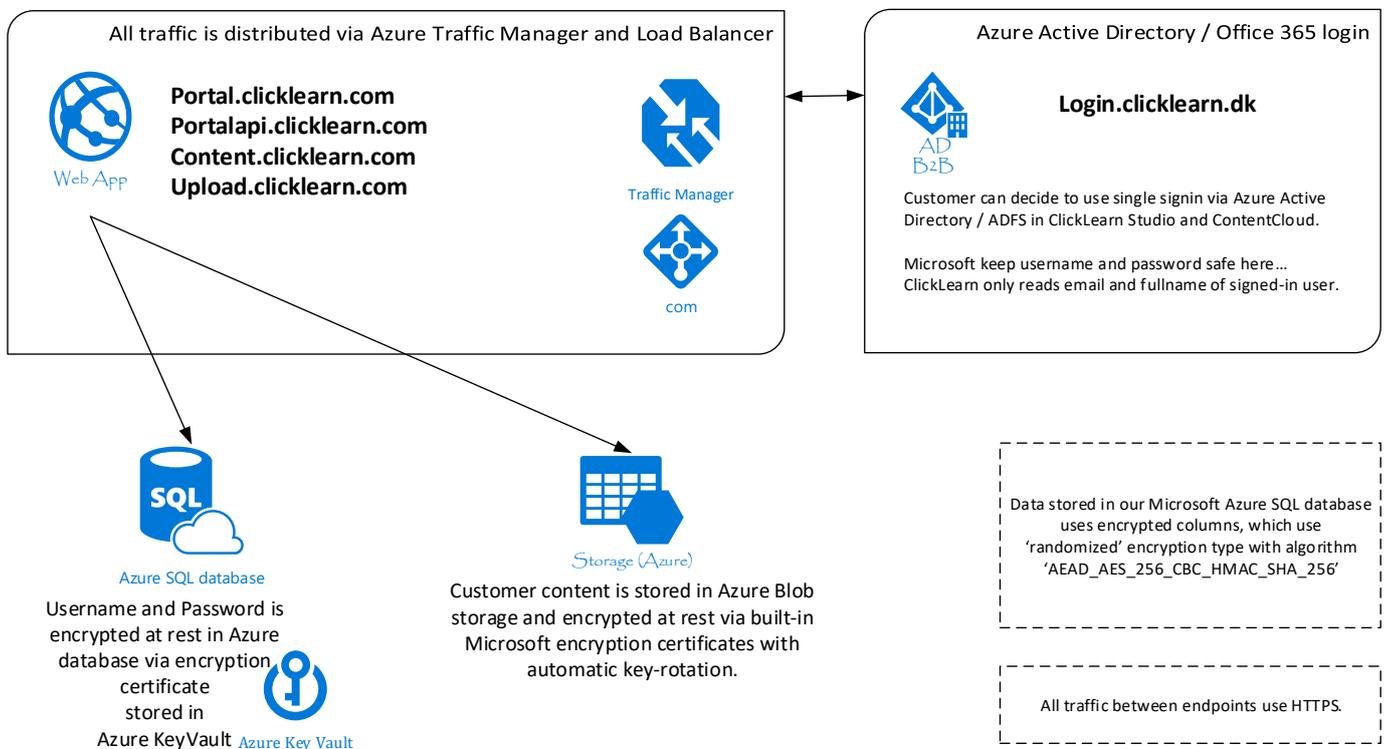
ClickLearn ContentCloud™

This Cloud portal is based on the Microsoft Azure infrastructure and uses high security standards throughout to protect the privacy of the customers using the cloud service.

Architecture overview

Operated 100% in Microsoft Azure Cloud

Infrastructure and data deployed in 3 major regions (EC, US, AU). Customer can decide in which region they want to store their content.



Login and user security

Unless people are accessing publicly published content, the cloud service requires the user to login to access any information. ClickLearn provides two types of login technology.

ClickLearn based login

This is our own login system using a user name and password. Information about the user is stored separately from other content in an encrypted Microsoft Azure SQL database with full auditing and strong password hashing.

Single sign-on with Office 365 / Azure Active Directory

The customer can connect their Office 365 or Azure Active Directory (or AAD with ADFS) to ClickLearn, and use all the security features for login this technology provides. Using this option also allows the customer to administer the user's centrally. Consult your IT department to see if this option is available to you.

Ports

In order to run ClickLearn Studio the PC must have access to the following resources via TCP on port 443 (HTTPS traffic).

- services.clicklearn.dk
- portal.clicklearn.com
- portalapi.clicklearn.com
- upload.clicklearn.com
- content.clicklearn.com

Backup and retention policy

ClickLearn ContentCloud™ uses Azure SQL as the Database backend, which have the following backup and retention policy.

Point-In-Time Restore: Any restore point within 35 days.

Monthly backup: kept for 12 months.

Yearly backup: Kept for 5 years.

What is Point in Time Restore?

The Azure SQL Database service protects all databases with an automated backup system. These backups are retained for 35 days. Point-in-time restore is a self-service capability, allowing customers to restore a database from these backups to any point within the retention period.

Understanding Automatic Backups

All databases are protected by automatic backups. Full backups are taken every week, differential backups every day, and log backups every 5 minutes. After the first full backup all further backups are scheduled automatically and managed silently in the background. Exact timing of full and differential backups is determined by the system to balance overall load. Backup files are stored in geo-redundant storage account with read access (RA-GRS) to ensure backups' availability for disaster recovery purposes.

Security FAQ

What hosting options available with ClickLearn?

ClickLearn supports two options for hosting. Internally at the customer or with our ContentCloud™ hosted in Azure.

What is the scope and frequency of system vulnerability and penetration testing, including who performs the testing?

We rely purely on Azure services and test solely on our vulnerabilities for our application Scope. Vulnerabilities are tested with each release and is performed by our QA team.

What happens to content hosted by ClickLearn, if we are no longer a client or terminate our maintenance agreement?

Access to content in the ContentCloud™ is available as long as the customer holds a valid maintenance agreement. Access to the application is perpetual and all materials can be regenerated after the termination of the maintenance agreement. We assist in bringing the client to a non-hosted environment post termination of maintenance and we do not delete data until we have written consent, that the customer is running again on a non-hosted environment.

Is there an alternate or secondary data center located in a different geographic region from the primary data center?

Yes. We host content in three data centers located in: North Central US, North Europe, East Australia.

Does ClickLearn provide the ability to apply security based on user authentication?

Yes. Security can be based on Azure Active Directory services. If the customer is hosting themselves, the customer's own security is applied. Files are stored on a web-server of choice for consumable content. For recordings, files are stored on a network share.

Does ClickLearn provide users the ability to reset their own authentication credentials in an automated fashion?

Yes, if running with Azure Active Directory as sign-in method, users utilize regular password reset mechanism provided by Microsoft. Otherwise authentication is based on ClickLearn sign-in (username/password) and here we have an automated approach to password resets.

Are the features and functionalities in ClickLearn similar between personal computers and mobile devices?

Yes. Our recording and authoring technologies run solely on Windows-based platforms. Content is consumable on any device with an optimized mobility experience.

Does ClickLearn employ encryption for stored data?

Yes. Data stored in our Microsoft Azure SQL database uses encrypted columns, which use 'randomized' encryption type with algorithm 'AEAD_AES_256_CBC_HMAC_SHA_256'

Does ClickLearn support single sign-on across Solution modules?

Yes, we have a single sign-on for all services hosted by us. We integrate with Azure Active Directory for single sign-on options across customer's platform.

For more details regarding infrastructure and security, please contact ClickLearn Customer Care on support@clicklearn.com