



 May 2024

# Security of Questionmark

## An Overview

Learnosity has a policy of continuous improvement. Information herein is provided in good faith and is accurate at time of writing. However, based on knowledge and experience, Questionmark may update its security at any time. Please send any suggestions to improve this document to: [info@questionmark.com](mailto:info@questionmark.com)

Last updated Dec 2023

# Contents

<b>Overview</b>	<b>3</b>
<b>Management Overview</b>	<b>4</b>
<b>Third Party Accreditations</b>	<b>5</b>
<b>Data Centers</b>	<b>8</b>
<b>Network Security and Connections</b>	<b>11</b>
<b>Access Control and Security Within the Application</b>	<b>12</b>
<b>Application Development and Security Monitoring</b>	<b>15</b>
<b>Data Security Policy</b>	<b>17</b>
<b>Service Continuity</b>	<b>18</b>
<b>Customer Service and Notifications</b>	<b>24</b>
<b>About Questionmark</b>	<b>26</b>

# Overview

Questionmark ([www.questionmark.com](https://www.questionmark.com)) is an ISO 27001-certified online assessment platform that helps businesses, governments and academic organizations test and prove knowledge. We enable organizations to author, deliver and measure assessments, in the cloud as well as on-premises, with all the flexible tools they need from proctoring to translations. Questionmark became part of the Learnosity family in 2021. For information on Learnosity, please visit [www.learnosity.com](https://www.learnosity.com).

For over 30 years our products have paved the way for more effective testing and certification worldwide. To date, we've been trusted by more than 2,500 customers worldwide and deliver more than 18 million assessments a year. Questionmark commercial Software as a Service (SaaS) solutions are offered from four locations: US (United States), Europe (UK), Central Europe and Australia. Questionmark is built on a secure and strong foundation, leveraging the infrastructure and services of Microsoft Azure data centers, which are certified under more than 50 compliance standards, including ISO 27001 and SOC 2. For more information on the security of Microsoft Azure's cloud services, please refer to: <https://azure.microsoft.com/en-us/overview/trusted-cloud>

Learnosity maintains an active ISO 27001-certified Information Security Management System (ISMS) with dedicated Security and Legal teams. The ISMS is based on mitigating risk, the Kaizen philosophy of continuous improvement and a strong commitment to maintaining third-party security standards. We have consistently achieved an exceptionally high level of uptime for our cloud solutions, around 99.98% over several years.

We implement industry standard security and best practices in operating trustable, scalable, and robust management and delivery of assessments. Questionmark SaaS solutions include multiple layers of security, including the physical safeguards, access controls, environmental management, and uninterruptible power supplies inherent to Azure data centers, and are protected by multiple technical security controls to appropriately restrict access.

In addition to Questionmark commercial solutions, we offer a FedRAMP authorized platform, Questionmark Government, as well as the option for customers to host solutions in their own data centers, on their premises, via installable software.

This paper provides an overview of the security of Questionmark SaaS solutions, which are hosted in Microsoft Azure US (United States), European (UK), Central European and Australian data centers, and does not apply to other Learnosity products such as APIs and on-premise solutions. For some readers, strong third-party compliance will be enough assurance.



# Management Overview

However, others may choose to learn more before they are confident about Questionmark. We have a Security Red Paper that provides an in-depth description of the security of Questionmark commercial, is organized around the Cloud Security Alliance Cloud Controls Matrix (CCM) v3 and is available under NDA.

This document describes the layered security protections in place for customers and prospective customers that help ensure the confidentiality, integrity, and availability of data. Some of the key capabilities include:

- High availability and resilient service
- Trustworthy staff including criminal background checks and training
- HIPAA, FERPA, GDPR and CCPA compliant
- Strong level of physical security at Microsoft Azure data centers
- Geographically replicated backups (not just within the Azure region used).
- Support of SAML 2.0 for user authentication
- Network infrastructure designed with full N+1 (Need Plus One) redundancy Network security including TLS v1.2 or greater, Intrusion Detection capabilities
- Custom Intrusion Detection System (IDS) monitors network traffic and finds malicious attacks before they occur
- Log analytics and security monitoring
- Uninterruptable power supplies with multiple connections to the grid through various substations
- Emergency generators with on-site fuel reserves for extended outages and planned maintenance
- Disaster Recovery Processes to maintain service continuity, including the possibility to quickly build and restart the service from another Azure region

# Third Party Accreditations

## ISO 27001

Questionmark is certified under Learnosity's ISO 27001 certificate. The scope of certification covers the personnel, systems and facilities supporting our commercial activities including Questionmark SaaS solutions.



This includes the activities of Questionmark Computing Limited, Questionmark GmbH and Questionmark Corporation; their employees, externally hosted information processing services/ systems and the management of third parties providing support services to Questionmark business entities and our customers, in accordance with the ISO 27001 Statement of Applicability.

A copy of our ISO 27001 certificate is available on the Questionmark website at [www.questionmark.com/trust](http://www.questionmark.com/trust), or by request to our Security Team. Our formal Statement of Applicability is available upon request; however, all ISO 27001 controls are applicable. Interested parties can confirm the status of our certification on the BSI (British Standards Institution) website at <https://www.bsigroup.com/en-GB/our-services/certification/certificate-and-client-directory/> by entering certificate number 760410

## EU-U.S. Data Privacy Framework

Questionmark Corporation (a Learnosity company) is certified under the EU-U.S. Data Privacy Framework (EU-U.S. DPF), including the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF).




You can find our record by visiting:

<https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt0000000KzN1AAK&status=Active>

## Federal Risk and Authorization Management Program (FedRAMP)

The Federal Risk and Authorization Management Program (FedRAMP) is a US Government program designed to provide a standardized security assessment, authorization, and continuous monitoring for cloud products used by the US government.





The FedRAMP assessment process requires that Cloud Service Providers (CSPs) comply with over 300 security controls based on NIST (National Institute of Standards and Technology) SP 800-53 and the Federal Information Security Management Act (FISMA).

Questionmark Government is available for use only by United States Government Agencies and other qualified entities. Questionmark commercial leverages most of the controls used on Questionmark Government.

### **Cloud Security Alliance (CSA) Security, Trust, and Assurance Registry (STAR) Registry**

The Cloud Security Alliance (CSA) is a not-for-profit organization with a mission to promote the use of best practices for supplying security assurance within Cloud Computing.



CSA's Security, Trust, and Assurance Registry (STAR) is an industry leading program for supplying assurance and validation that a participant is following security best practices for cloud providers. By completing the CSA STAR self-assessment for Questionmark commercial, Learnosity shows transparency via a public report of the security measures in place to protect our customers' data.

You can review our self-assessment at:

<https://cloudsecurityalliance.org/star/registry/questionmark-corporation/services/questionmark-ondemand/>

### **Cyber Essentials**

Cyber Essentials is a UK government-backed, industry-supported cyber security certification scheme that sets out a good cybersecurity baseline to protect against most common cyber-attacks.



Questionmark Computing Limited (a Learnosity company), is certified under the Cyber Essentials and the certificate is available from the Questionmark website at:

<https://www.questionmark.com/app/uploads/2023/09/Questionmark-Cyber-Essentials-Certificate-12-Sep-2023.pdf>

## Additional Accreditations and Regulatory Compliance

### FERPA

FERPA is a US federal law protecting the privacy of student information. Contract terms for Questionmark US customers include specific FERPA commitments and allow our customers to administer assessments and store data in compliance with FERPA.



### GDPR

Learnosity is committed to General Data Protection Regulation ("GDPR") compliance across our solutions and provides GDPR guidance and related assurances within contracts and documentation to help customers be compliant, both for the European GDPR and the UK GDPR.

### CCPA and Other U.S. State Laws

Learnosity is also committed to compliance with U.S. (United States) privacy regulations, including the California Consumer Privacy Act ("CCPA") as amended by the California Privacy Right Act ("CPRA"), and the laws of other States as applicable.

### G-Cloud 13

The UK Government G-Cloud is an initiative aimed at streamlining the process by which public-sector bodies procure cloud-based applications and solutions. Questionmark Computing Limited (a Learnosity company), is registered with the UK Government G-Cloud 13 initiative. For more information about Questionmark in the Gov.UK Digital Marketplace, please see: <https://www.applytosupply.digitalmarketplace.service.gov.uk/g-cloud/services/933151907015652>

### Partnerships/Memberships

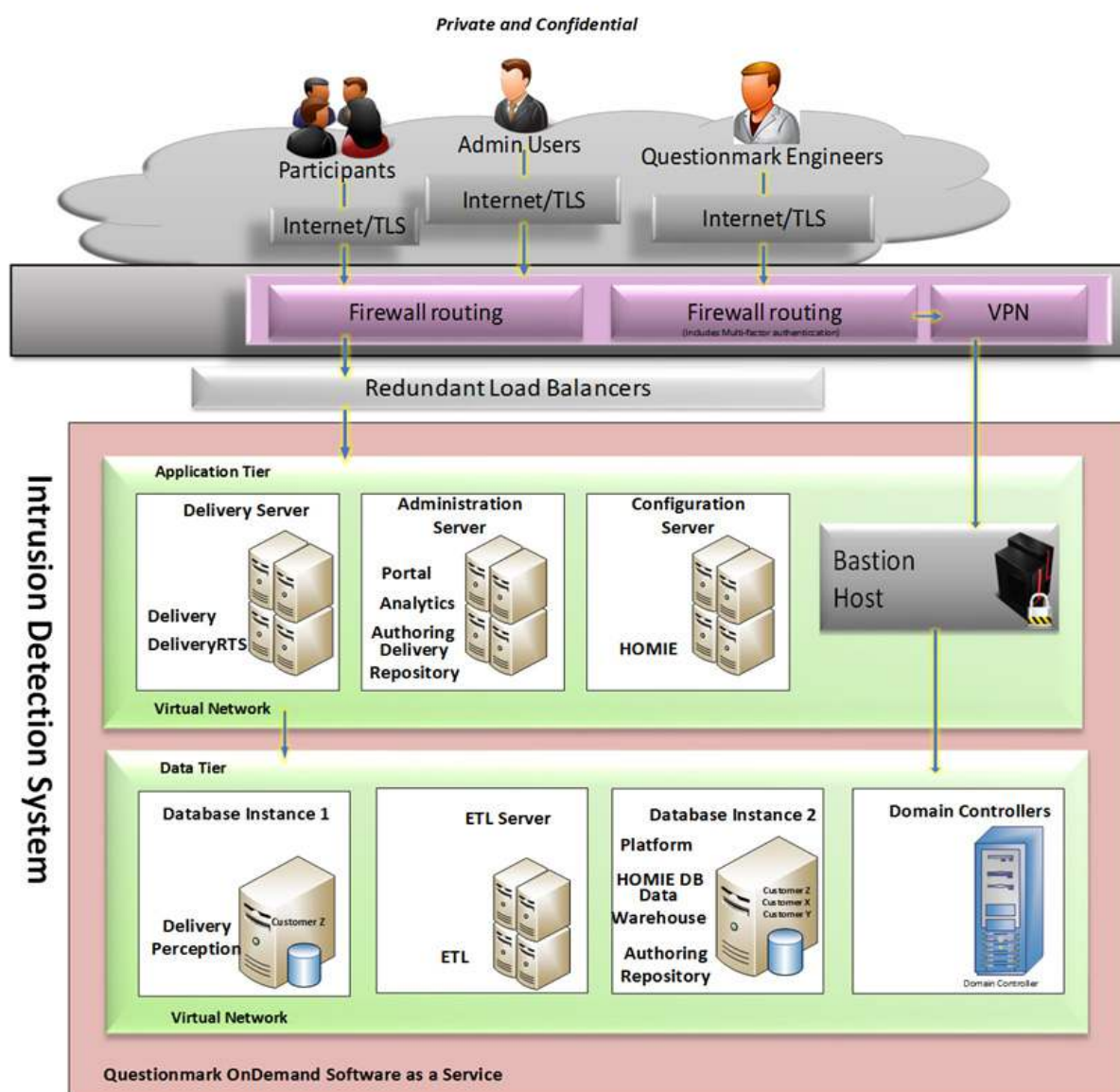
We are a Gold Microsoft partner and an SAP Platinum partner and a member of the Association of Test Publishers. More details and the latest information about our accreditations and compliance with regulations can be found at the Questionmark Trust Center: <https://www.questionmark.com/trust-center/>

# Data Centers

Questionmark is hosted in Microsoft Azure United States (US), European (UK), European Central (EUC) and Australian (AU) data centers.

Questionmark Government is hosted in Azure US Government data centers. This allows us to leverage the underlying security of the infrastructure and virtualization of Azure, a highly secure and highly resilient global platform.

A high-level view of the Questionmark architecture is illustrated below.







Microsoft Azure holds more international standard certifications than any other data center provider in the market at the time of this writing. For more information on the security of Microsoft Azure please see: <https://docs.microsoft.com/en-us/azure/security/>

## Physical Security Measures

**Microsoft Azure strictly controls all physical access to areas where customer data may be stored.**

Multiple layers of controls are in place to provide a strong level of physical security at data center locations. The physical security layers include:


- **Access requests and approvals** - access to the data center must be approved prior to arriving. The requesting visitor must provide a business justification for their visit. Visitors are granted access to areas of the data center based on need-to-access. Access permissions expire after a limited amount of time.
- **Facility's Perimeter** - the perimeter of the data center location is defined by fences made of steel and concrete. A dedicated security team monitors cameras placed inside and outside throughout the facility.
- **Building entrance** - highly trained security officers patrol the grounds of the location and monitor security cameras.
- **Entering the facility** - two-factor authentication including biometrics is used to validate the identity of individuals. Once validated, individuals can enter the area of the facility that has been approved.
- **Data center floor** - when entering or exiting the approved area of the data center floor, individuals must pass through full body metal detectors. Only approved devices are permitted to be on the data center floor.

## Physical Security Measures

**Microsoft Azure data centers offer high availability to their customers.**

This is achieved by using:

- Uninterruptible power supplies for short-term outages.
- Emergency generators with on-site fuel reserves for extended outages and planned maintenance.

- 
- Data centers are connected to major hubs using high-speed fiber optic networks.
  - Network infrastructure designed with full N+1 (Need Plus One) redundancy Network security including TLS v1.2 or greater and with Intrusion Detection capabilities.
  - All customer data strong encrypted (AES-256).
  - Data replication across Azure Regions and data centers to maintain availability of customer data.
    - Azure primary and secondary regions are paired within geopolitical boundaries to maintain data residency requirements. agreement

## Data Center Certifications

The Data Center is compliant with over 50 compliance certifications, including ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2.

For a complete list of Azure compliance standards, please see Microsoft's compliance: <https://docs.microsoft.com/en-gb/microsoft-365/compliance/offering-home>

# Network Security and Connections

## Network Security

A summary of the security provided by the network infrastructure is:

- Internet traffic in and out of the data centers is encrypted using TLS.
- The service is protected by redundant web application firewalls.
- Each server in the various tiers is protected by a host-level firewall.
- A Bastion host is used to allow system maintenance without damaging system security or integrity.
- Antivirus technology is used and is updated automatically as new signatures become available.

For a current report on the SSL/TLS configuration and certificate used by the Questionmark service, see:

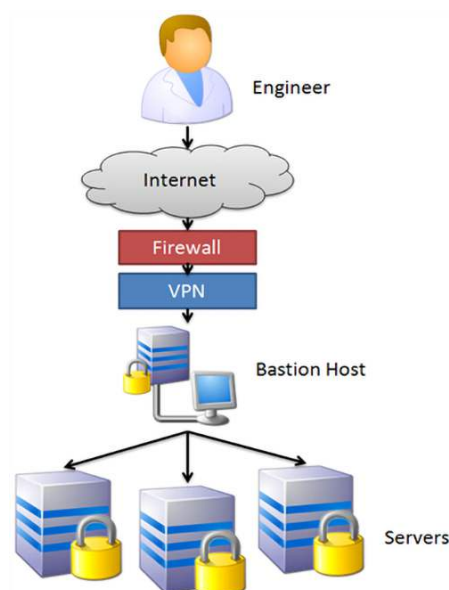
- US: <https://www.ssllabs.com/ssldb/analyze.html?d=ondemand.questionmark.com>
- AU: <https://www.ssllabs.com/ssldb/analyze.html?d=ondemand.questionmark.com.au>
- EU: <https://www.ssllabs.com/ssldb/analyze.html?d=eucentral.questionmark.com>
- UK: <https://www.ssllabs.com/ssldb/analyze.html?d=ondemand.questionmark.eu>

## System Connections

End-user connections to the system:

Participants/candidates and Administrators use a TLS 128- or 256-bit encrypted connection through their web browsers and enter the service via the firewall after which all communication occurs through the Microsoft Azure Application Gateway.

Questionmark Platform Administrators securely connect to the OnDemand service via RDP over VPN to a Bastion Host to perform platform maintenance.



# Access Control and Security Within the Application

The Questionmark SaaS solutions enable trainers, educators and testing professionals to author, schedule, deliver, and report on surveys, quizzes, tests, and exams.

Questionmark technologies have been designed from the ground up to be multi-tiered and scalable solutions. They include:

- Storing data (personally identifiable information, assessment content and results) safely and securely
- Minimizing possible attack surfaces

## 1. Create



Questionmark uses authentication and authorization to control access and rights to/in the system:

- Administrators – need to be registered on the system and will have to supply a username and password to enter.
- Participants – need to be registered in the system and scheduled to an assessment. Before they take an assessment, they will be asked to enter their username and password.

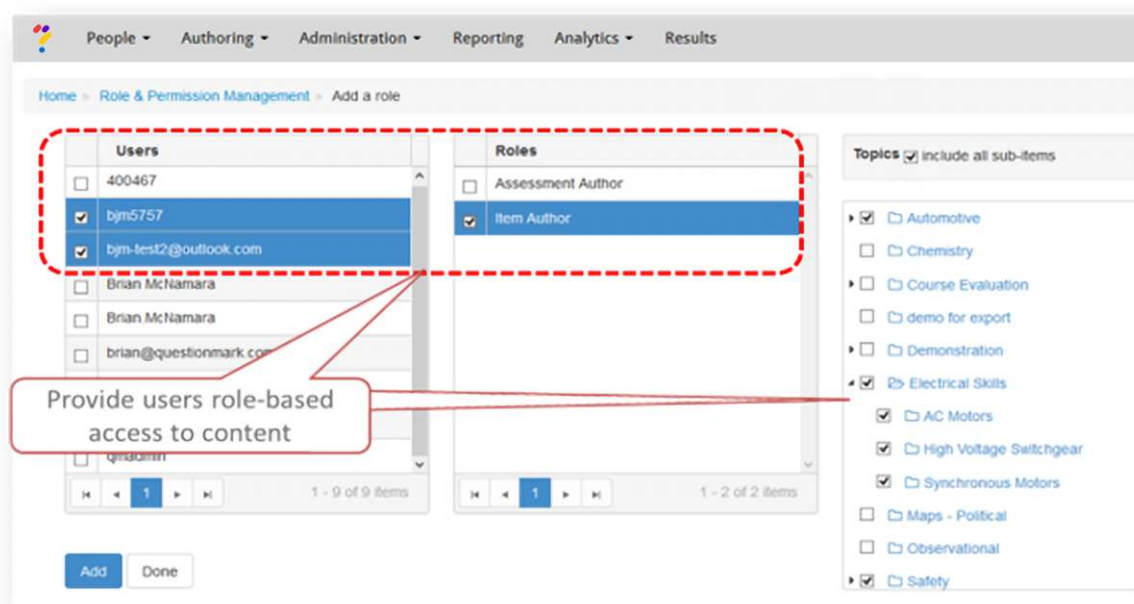
## Customer User Management

Questionmark allows you to define roles, each of which contains privileges into the system and to allocate people to one or more roles.



These roles can have granular levels of access permission, based on role. As you can see by the screenshot below, new roles can be created with defined levels of access to topics and assessment content. Customers also have the option of using predefined roles if they choose to. This allows our customers to manage their users by the rule of least privilege and need to know.

Questionmark is provisioned with default roles including Assessment author, Item bank administrator, Item author, Monitor, Publisher, Reporter, Reviewer, Role manager, Scheduler, Test center administrator and Translation manager and users can add and modify roles.



## Authentication Within The Questionmark Portal

When logging into the Questionmark portal directly, each customer defines a password policy including making settings for length and complexity of passwords, when they expire, how much delay is required before changing a password and how many previous passwords are checked to ensure a password is not reused when changed.

See below for screenshots of default password policy. Each field can be customized by role.



Roles	Expiration
<b>Roles</b>	
<input type="checkbox"/> Admin	
<input checked="" type="checkbox"/> authenticated user	<b>Password Expiration</b> <input type="text" value="180"/>
<input type="checkbox"/> Assessment Author	<b>Password Expiration Warning</b> <input type="text" value="14"/>
<input type="checkbox"/> Item Bank Administrator	
<input type="checkbox"/> Item Author	
<input type="checkbox"/> Monitor	

Additional access control features:

- Administrators can be forced to change their password when they first login.
- Administrators can be locked out of the system with too many false attempts.
- All administrator interactions with the system can be logged.

## Authentication via Single Sign-on

Questionmark features a wide range of open and published APIs to ensure support for interoperability between components and to facilitate migrating applications.

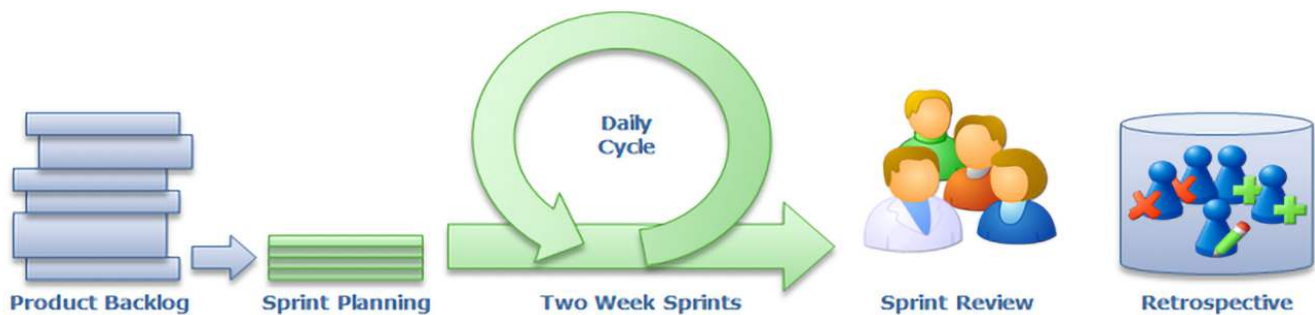
APIs include:

- Support of the AICC, SCORM and IMS LTI e-learning standards that allow calling assessments from a learning management system.
- Support of SAML for single-sign-on (SSO) authentication. SAML permits secure authentication of Questionmark OnDemand users via your own identity provider and if your identity provider supports it can be configured to provide additional security.
- QMWISe, Questionmark's SOAP web services APIs.
- Perception Integration Protocol, a lightweight interface to Questionmark's delivery system.
- An OData Results API and an OData Delivery API.

All APIs are well documented and there are secure ways to call and use the APIs. For further details on Questionmark APIs, please see [www.questionmark.com](http://www.questionmark.com).

# Application Development and Security Monitoring

Questionmark uses the Secure Development Lifecycle for Agile:



Questionmark developers also use the SCRUM/Agile software development methodology:

- The team pursues assigned tasks during two-week 'sprints'.
- Tasks are prioritized and assigned by the Product Owner.
- Quality Assurance teams test the development work on the OnDemand integration area (using automated, service layer, and black-and-white box testing) and do security testing.
- Once the QA team approves the system for release, it is passed to the Staging area where customers can test the environment before it goes into production.
- Once approved, the application is released to the production area for general use.

All developers are trained and coached to ensure coding follows best practice. This ensures the developers:

- Are up-to-date with the latest techniques.
- Understand how to mitigate known issues.
- Provide feedback to others about new/additional issues they have found.

The development teams follow Agile SDL best practices with regards to building functionality and features. Common threats are mitigated through secure coding practices based on the work of the Open Web Application Security Project (<http://www.owasp.org/>).

The Quality Assurance teams utilize industry best practices to deliver thoroughly tested applications at the end of each sprint. Questionmark believes in quality from the outset and because of this we use automated:

- Regression testing
- Build and deployment testing
- UI testing
- Service-level testing
- Unit tests

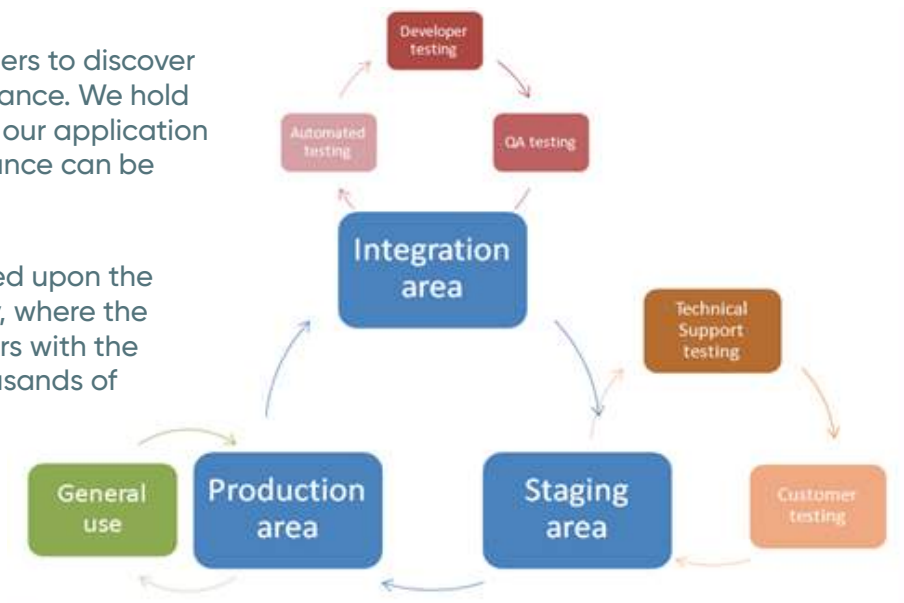
## Application Performance

**Learnosity always tries to improve Questionmark system performance to ensure that it continues to meet the requirements of our customers.**

We actively work with our customers to discover feasible ways to improve performance. We hold quarterly performance reviews of our application to determine if and how performance can be improved.

Our performance testing is focused upon the delivery engine of the technology, where the greatest load on the system occurs with the ability to deliver hundreds of thousands of assessments to participants.

JMeter is used for our automated performance testing. It is used to benchmark performance tests daily and ensure changes do not negatively affect performance.



Our performance testing is focused upon simulating high load against a test system that closely matches our deployed infrastructure, combined with a strategy of monitoring load on our live systems to validate our results.

## Application Monitoring

**The Questionmark OnDemand service is monitored from around the world to track performance, processing, and transfer times.**

For up-to-date details about the status of the OnDemand Service, please refer to: <http://status.questionmark.com>.





# Data Security Policy

**Learnosity has a comprehensive Data Security Policy in place that applies to all employees and to a small number of authorized contractors (quasi-employees)..**

Here is a summary of the policy regarding employees:

- Background checks are carried out on all new employees.
- Employees are required to:
  - Sign a confidentiality agreement
  - Commit to Questionmark's Data Security Policy
  - Sign Rules of Behavior
- Data Security and Privacy training is given to each new employee.
- Data security and information security awareness briefings are given to all employees regularly.
- Our Information Security Officer is responsible for compliance and recording breaches if they occur.
- A password policy for all employees requiring strong passwords and use of MFA where available.
- All employees must pass annual tests on Questionmark's Data Security Policy.
- As employees leave, procedures to remove access (including physical) to company data and equipment are carried out.

Accessing stored data:

- A limited number of employees in technical support and related areas can request access to customer areas to assist customers with modifying their installation of the application or troubleshooting issues. Any access to your account by an employee is logged and monitored.
- Questionmark keeps customer data strictly confidential and does not share it with third parties, nor use it for its own marketing purposes.
- Questionmark uses a small number of sub-processors in the delivery of its service, including our ISO 27001 and SOC 2 certified data center. These sub-processors are bound by confidentiality restrictions including the EU Model Clauses and are carefully monitored.
- Unless required by law, Learnosity will not release customer data to government bodies. If a request is placed by a government body for access to customer data, we will only provide the data if our Legal Counsel advises that it is mandatory to do so. Unless prohibited by law, Questionmark will consult or inform the customer prior to releasing data based on a government request.

# Service Continuity

**Learnosity has a long history of providing assessment software and services and takes business and service continuity seriously.**

We know the importance to our customers and stakeholders of reliable, robust assessment technology. Therefore, we have carefully planned our service continuity measures to ensure a reliable service to customers. We have prepared for foreseeable disruptions by putting in place a system of roles and responsibilities, so we can evaluate and resolve unforeseen disruptions and ensure that we maintain and quickly restore the service. For up-to-date details about the uptime, please refer to: <http://status.questionmark.com>.

Our employees are motivated, well-trained, and highly experienced, and Lernosity is committed to our customers' long-term success. We have put in place professional measures for service continuity. In case of any disaster or disruption, we will use the strongest efforts possible to get our service working again reliably and robustly.

## Microsoft Azure

**Learnosity chose to host Questionmark in Microsoft Azure data centers for some of the following reasons:**

- Microsoft claims an impressive 99.995% average uptime across their global cloud infrastructure.
- Microsoft runs their own systems including the widely used Office 365 and other application software on Azure, showing that they trust their own reliability.
- In Microsoft Azure there are automatic (managed by Microsoft) systems for load balancing and managing SQL Server and other infrastructure which means these can be managed with no expected downtime and limited scheduled maintenance.
- Microsoft offers Questionmark a an easy use of a backup region for disaster recovery and a very strong encryption (AES-256/TLS 1.2+) and security tooling, log analytics and availability, and security monitoring.
- Network infrastructure designed with full N+1 (Need Plus One) redundancy.
- Two application servers for each part of the Questionmark system.
- Availability Set capability in Microsoft Azure which means that two such components are separated, and that a single outage is unlikely to impact both components.
- Emergency generators with on-site fuel reserves for extended outages and planned maintenance.
- Uninterruptible power supplies for short-term outages.



## **Routine Maintenance**

**Routine Maintenance is performed at low volume periods while the system is up, without disrupting service.**

Such maintenance can cause slight reductions in service speed as we switch individual servers in the cluster in and out of the system, and we announce routine maintenance timings on our RSS feed to alert customers who might be concerned about this.

## **Scheduled Downtime Maintenance**

**Most updates can be made without downtime using redundancy features.**

Very rarely, we will need to perform scheduled maintenance which requires the system to be offline for a short period of time. We target that this will happen no more than 4 times per year. We reserve a monthly window of the 3rd Saturday of each month during non-peak and non-business hours for such scheduled maintenance to maximize the availability of the Service to the Participants. Where possible, Learnosity will provide notice several weeks in advance of a pending maintenance requiring downtime.

## **Emergency Maintenance**

**In unforeseen cases where Learnosity becomes aware of a serious event requiring immediate action, an emergency maintenance session may be scheduled.**

We will provide notice as soon as we become aware of the need for such a window.

## **Downtime**

**Because of redundancy features, most updates can be made without downtime.**

However, users are notified of scheduled downtime several weeks in advance via email and RSS feeds. Further updates reminding customers of the scheduled downtime are also sent closer to the time. While Questionmark will not postpone updates, we are sensitive to our customers' needs and where possible we will minimize any potentially disruptive work.

Learnosity monitors Questionmark services globally 24 hours a day. Any unplanned downtime is recorded and analyzed to understand why it occurred and if mitigation steps can be taken to limit the disruption. We will follow through with risk management planning to ensure that this type of unplanned downtime will not happen again.

Depending on the nature of the downtime, it is possible to offer customers the ability to indicate to



participants that the service is unavailable. This is a feature within the application.

To deal with the unlikely event of a service disruption, a Disaster Recovery Plan is in place to cover:

- **Data Backups:** Microsoft service standards make full backups every week, differential backups every 12 hours and transaction logs every 5-10 minutes. Microsoft advises a 1-hour RPO for such backups which means that in the event of a disaster, it is likely that no more than an hour's worth of data would be lost. Backups are also geographically replicated via Azure Geo-redundant storage, so backups are replicated across two Azure regions while meeting data residency requirements. In the event of a backup issue, the Questionmark System Operations Team (SysOps) is advised by email and can address the issue including engaging the Microsoft engineering teams for assistance, if necessary.
- **Communications during a disruption:** Learnosity maintains several geographically dispersed systems to maintain communications with customers and employees, providing confidence that communications will still flow during a major outage. Communication systems that are not housed within our production environments include:
  - Our email and Customer Relationship Management systems
  - The Questionmark blog at: <https://questionmark.com/resources/blog/>
  - The Questionmark Twitter (X) feeds : <https://twitter.com/questionmark/>
  - Questionmark's status at: <http://status.questionmark.com>

In the event of a significant business disruption, employees will be able to use third-party systems (such as Slack, instant messenger, mobile phones, internal twitter feeds, etc.) and calling trees to cascade information down to customers and employees.

During a significant service disruption, employees will assess the best method to use and will keep customers informed as to the projected time to recover.

## Recovery

**Learnosity has developed high-availability models for the Questionmark service to ensure downtime/recovery time is minimized.**

In the event of a catastrophic failure within one Azure region, we can build and restart the service from another region. The secondary region is contracted for but not provisioned.

Learnosity ensures that relevant staff and partners are engaged in a readiness plan for any disaster recovery event that is necessary. This is brought into effect as part of the Disaster Recovery Plan.



## Incident Response Procedures

An issue severity rating system determines how incidents are treated as follows:

Severity Level	Description of Impact	Response Level
<b>Severity 1</b>	<p>An error isolated to the Questionmark service that renders the service inoperative or causes the service to fail catastrophically, e.g. major system impact, system outage or a data security issue. This issue must be resolved before the customer can use the service. All Severity 1 Issues have no workaround; the customer and Learnosity work closely together to resolve the error as soon as possible.</p> <p>Severity 1 issues are extremely rare, and we escalate those issues to its highest priority.</p>	<ul style="list-style-type: none"><li>• Initial Response Time (by email or callback) is within four (4) hours.</li><li>• Maximum Time Between Updates (by email or callback or implementation in System) is four (4) hours during Normal Business Hours.</li><li>• Email an alert to customers on Severity 1 alert list if widespread</li></ul>
<b>Severity 2</b>	<p>An error isolated to the Questionmark service that causes a serious impairment to a critical feature of the service, but where overall functionality is not interrupted. Usually, a workaround is available for this type of issue, but such is not always the case.</p> <p>Learnosity will resolve all Severity 2 issues as soon as possible.</p>	<ul style="list-style-type: none"><li>• Initial Response Time (by email or callback) is within eight (8) hours.</li><li>• Maximum Time Between Updates (by email or callback or implementation in System) is four (4) Hours during Normal Business Hours during the first three (3) business days and then updated as needed thereafter.</li><li>• Email an alert to customers on Severity 2 alert list if widespread</li></ul>



Severity Level	Description of Impact	Response Level
Severity 3	An issue that causes the failure of a non-critical aspect of the Questionmark service and for which a satisfactory work-around already exists, but the presence of this issue will result in user dissatisfaction.	<ul style="list-style-type: none"><li>Initial Response Time (by email or callback) is within two (2) business days during Normal Business Hours.</li><li>Maximum Time Between Updates (by email or callback or implementation in System) is two (2) business days for the first week and as needed thereafter.</li><li>Solution is provided as part of a future release</li></ul>
Severity 4	An issue of minor significance. A slight variance exists between the product documentation and how the application performs.	<ul style="list-style-type: none"><li>Initial Response Time (by email or callback) is within two (2) business days during Normal Business Hours.</li><li>Customer update is every five (5) business days, during the first month, and as needed thereafter.</li><li>Solution is provided as part of a future release at Questionmark's discretion.</li></ul>

## Escalation and Information Flows

Learnosity's Technical Support Team for the Questionmark service monitors incoming flows of information, service performance, and, if multiple issues are evident, prioritizes and escalates to resolve the most severe issues first.

The Technical Support Team notifies customers and employees to keep them informed during any system degradation or outage.



## Alert Systems

Learnosity has in place three alert systems for Questionmark services:

### 1. Worldwide Monitoring

Information from these monitoring stations is available from <http://status.questionmark.com/>. This is a worldwide system of monitoring devices that start assessments to check and provides alerts related to:

- Resolve, connect, processing and transfer times.

### 2. User reports

The Questionmark Technical Support team monitors anything related to the OnDemand service performance.

- Email, phone, chat, etc.

### 3. Questionmark CERT

Learnosity has a Computer Emergency Response Team for the Questionmark service that monitors and provides alerts related to:

- Security vulnerabilities reports from any source.

# Customer Service and Notifications

Learnosity's goal is to provide a first-class customer experience.

We provide extensive online documentation, including quick-start guides, manuals, white papers, best practice guides and communications from our customer support teams. Commercial and "how-to" information is provided by our Customer Care Teams and more detailed technical information is provided by Technical Support.

Prospective customers may call during working hours or email at any time to: [support@questionmark.com](mailto:support@questionmark.com). Questions are usually answered the same day.

A list of services available from Questionmark can be found below:

Service Name	Description	Service Offering
Questionmark	All of the services are provided by people 24 x 7 to maintain service uptime.	Provided by Lernosity and/or its sub-contractors 24 x 7.
"Chat" Technical Support	Assistance provided to designated contacts using 24 x 7 browser text chat sessions and VoIP connectivity when helping to resolve issues.	Provided by Lernosity during regular working hours as standard and 24x7 for an additional fee.
1st Line Technical Support	Assistance provided by phone, email and chat to designated contacts to resolve technical issues that might result in resetting services, keeping people informed of service status, and answering questions as to where the answers could be found in the Questionmark manuals or knowledge base items.	Provided by Lernosity during regular working hours as standard and 24x7 for an additional fee.
2nd Line Technical Support	Assistance provided by phone, email, and chat to designated contacts to resolve technical issues where answers could not be found in the manuals or knowledge base items.	Provided by Lernosity during regular working hours as standard and 24x7 for an additional fee.
3rd Line Technical Support	Fix technical issues with the Questionmark Service.	Provided by Lernosity during regular working hours.





Service Name	Description	Service Offering
Participant Support	Any assistance provided by phone, email, chat sessions, etc. to the Participant to help them use any part of the Questionmark Service.	Available from Learnosity at an additional charge.
Proctor/Invigilator Support	Any assistance provided by phone, email, chat sessions, etc. to proctor/invigilators to help with the proctoring/invigilation process including but not limited to the use of the Questionmark Service.	Available from Learnosity at an additional charge.
Consulting Support	Assistance with template creation and modification to change the look-and-feel of an assessment, assessment content import, content transformations, custom development, support of custom development, consulting services, training services, data format changes, etc.	Defined within a Statement of Work and delivered for a fee that depends on the scale of the work required.
Service Notifications	<p>Learnosity uses several methods to keep customers informed of Questionmark Service status. Service notifications available:</p> <ul style="list-style-type: none"><li>• Service Status: <a href="https://status.questionmark.com/">status.questionmark.com/</a></li><li>• Email notifications for:<ul style="list-style-type: none"><li>◦ Maintenance windows</li><li>◦ Service outages</li></ul></li><li>• Twitter<ul style="list-style-type: none"><li>◦ Service outages</li></ul></li></ul>	Provided by Learnosity 24 hours a day and 7 days a week.



# About Questionmark

Questionmark is a leading assessment platform that helps businesses, governments and academic organizations test and prove knowledge. We enable organizations to author, deliver and measure assessments, in the cloud, with all the flexible tools they need from proctoring to translations.

For over 30 years our business has paved the way for more effective testing and certification worldwide. To date, we've been trusted by more than 2,500 customers worldwide and deliver more than 18 million assessments a year.

[questionmark.com](https://questionmark.com)

## Legal notice

This document is Copyright © Questionmark Corporation, a Learnosity company, 2024.

Although Questionmark Corporation has used all reasonable care in writing this document, makes no representation about the suitability of the information contained within this or related documents for any purpose. This document may include technical inaccuracies and typographical errors, and changes may be made periodically to this document or to the software and services referenced within. This document is provided "as is" without warranty of any kind.



Copyright Questionmark Computing Limited

