# Architecture Design

PART II

MENGSHAN CHEN, KAREN MARCJAN, CHIDOZIE ONONIWU

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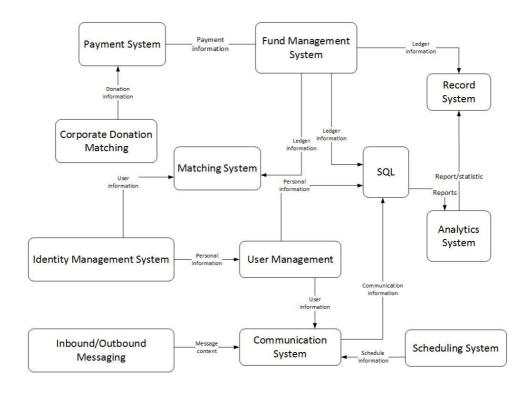
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#### 1. Overview

This document shows the software, security, and deployment architectural views of student aid. It also shows the technology choices that have been made in the design of the system.

#### 2. Software Architecture

As shown in deliverable two, the architecture for Student Aid has been broadly divided into two sets of components. The first set are components which will be developed from scratch by developers chosen for this project. We have called them internal components because these components will be developed, deployed and run from within the selected public cloud service. These components contain key business differentiators to F2E. The second set of components, called external components, are SaaS solutions that will be tightly integrated with the student Aid solution.



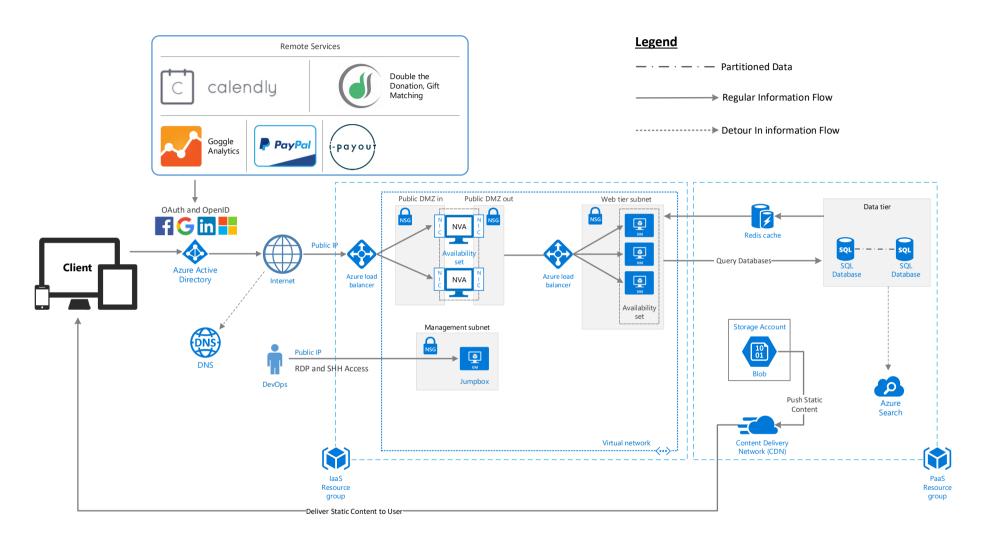
Module View Showing the Subsystem block that make up the solution

| Component      | Description                              | Functional or Non-<br>Functional Requirement<br>Satisfied |
|----------------|--|---|
| To be Bought   |  |   |
| Payment System | All electronic money transfers will be   | Epic 4: User Story 1, User                                |
|                | handled in and out of the system. It     | Story 2, Performance,                                     |
|                | should comply with PCI-DSS to protect    | Security  |
|                | card information and maintain an         |   |
|                | average response time of 2s for one      |   |
|                | transaction.                             |   |
| Identity       | The management of identities will be     | Availability  |
| Management     | handled in different systems. The        | Security  |
| System         | identity management system shall be      |   |
|                | available 24/7, all days of the year. It |   |

| Component     | Description                               | Functional or Non-            |
|---------------|---|-------------------------------|
|               |   | Functional Requirement        |
|               |   | Satisfied                     |
|               | will cooperate with advance security      |                               |
|               | measures such as multi-factor             |                               |
|               | authentication, to secure personal        |                               |
|               | sensitive data and limit the potential    |                               |
|               | data loss to 0.5%.                        |                               |
| Corporate     | Donations that qualify for corporate      | Epic 2: User Story 3,         |
| Donation      | gift matching will be identified. This    | Availability                  |
| Matching      | system should be available 24/7, all      |                               |
|               | days of the year for the donors to make   |                               |
|               | a payment.                                |                               |
| Inbound/      | This provides the solution with a         | Epic 6: User Story 1, User    |
| Outbound      | flexible avenue for communication         | Story 2, User Story 3, User   |
| Messaging     | with all external actors interacting with | Story 4, Usability, User      |
|               | Student Aid. It should support different  | Experience, Security          |
|               | languages, provide a consistent           |                               |
|               | experience and same workflows and be      |                               |
|               | protected.                                |                               |
| Scheduling    | This provides a solution for users to     | Epic 3: User Story 3, Epic 5: |
| System        | manage their appointments. It should      | User Story 1, Epic 7: User    |
|               | provide a consistent experience and       | Story 2, Epic 7: User Story 3 |
|               | same workflows for all users, and the     | User Experience               |
|               | data should be protected.                 | Security                      |
| Record System | This generates reports and statistics     | Epic 1: User Story 1, Single  |
|               | about the F2E program. It should          | Source of Truth, Security,    |
|               | clearly maintain a single source of truth | Data Resiliency               |
|               | for information stored, make an           |                               |
|               | appropriate number of copies of the       |                               |
|               | data, and the data should be protected.   |                               |

| Component        | Description  | Functional or Non- Functional Requirement Satisfied |
|------------------|--|---|
| Analytics System | This is the internal user portal to view   | Epic 1: User Story 1, User                          |
|                  | various reports. Typically, this information is retrieved real time from         | Story 2, Single Source of                           |
|                  |  | Truth, Security                                     |
|                  | SQL. It should clearly maintain a single source of truth for information stored, |   |
|                  | and the data collected or generated  |   |
|                  | should be protected.   |   |
| To be built      | should be protected.   |   |
| User             | This is make up of a catalogue of users,   | Epic 2: User Story 4,                               |
| Management       | including external users and F2E   | Availability, Security                              |
| wanagement       | employees. It should be available on   | /wandsmey, Security                                 |
|                  | different devices 24x7, all days of the  |   |
|                  | year. Also, the private information  |   |
|                  | should be protected.   |   |
| Communication    | This allows communication between  | Epic 6: User Story 3, User                          |
| System           | users within the scope of the solution   | Experience, Security                                |
|                  | through the option of messages and   |   |
|                  | notifications. It should provide a   |   |
|                  | consistent experience and same   |   |
|                  | workflows for all users, and the data  |   |
|                  | should be protected.   |   |
| Fund             | This keeps track of all financial  | Epic 2: User Stories 1-5,                           |
| Management       | transactions flowing in or out of the  | Availability, Security                              |
| System           | solution. It should be available 24x7, all                                       |   |
|                  | days of the year, and the financial  |   |
|                  | information should be protected.   |   |
| Matching System  | This employs advanced search and   | Epic 6: User Story 2, User                          |
|                  | filter functionality to match  | Experience, Flexibility,                            |
|                  | coordinators/mentors to students.  | Security  |

| Component | Description  | Functional or Non-<br>Functional Requirement<br>Satisfied |
|-----------|--|---|
|           | Also, it enables the allocation of funds to students, so the information will be protected. It should be modified easily and provide a consistent experience and same workflows for the users. |   |
| SQL       | This can store various data. The data inside should be protected, and be available 24 x 7, all days of the year.  Also, the number of copies of the data will be made.                         | Availability  Data Resiliency  Security                   |



Software Architecture Showing components connectors and runtime behavior

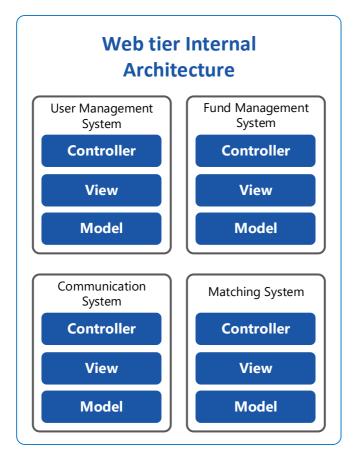
#### **Architectural Styles**

#### N-tier

We use **N-tier** architecture as the primary architectural style for the solution. This style lets us divide up our application into **logical layers** and **physical tiers** which allow us separate responsibilities and manage dependencies. To keep our solution simple, we make use of only two physically separate tiers, a **Web tier** and a **Data tier**. Separation of tiers physically helps us improve scalability and resiliency, using only two tiers instead of the traditional three allows us minimize network latency. Within the Web tier we further divided the application into various logical layers a **Business Layer**, a **Presentation Layer** and **Data Layer**.

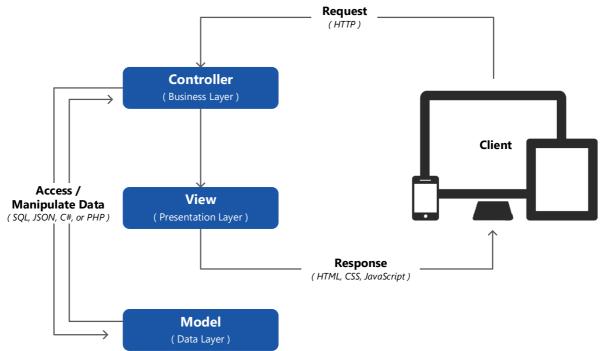
#### Model-View-Controller

Within the web tier we make use of **Model-View-Controller** layered architecture to separate the internal responsibilities of information from the way it is presented to the user. Each internal component: User Management System, Fund Management System, Communication System, and Matching System will be decoupled into three major components (Model, View and Controller) which will allow efficient code reuse and parallel development. Secure HTTP requests are received by the controller from the user's device (Website, or Mobile App). The controller contains the main program flow and processes the information it receives and passes it on to the Model. The Model is responsible for querying the databases. It manipulates data in the databases based on information it received from the controller. The results of those queries are passed back to the controller which in turn passes it on to the view for presentation. This architectural style offers us the advantages of high cohesion and loose coupling.



This diagram shows the high level architectural style to be used for each internal component of Student Aid deployed within a VM.

Model – View – Controller is a popular layered architecture style that has proven effective in the design of web applications.



**Model – View – Controller** Architecture diagram showing how internal responsibilities of manipulating and presenting information is separated.

| Component          | Description  |
|--------------------|--|
| Client Layer       | All users access the Student Aid solution through a web            |
|                    | browser or a mobile App. The will be optimized for Mozilla         |
|                    | Firefox, Google Chrome an Microsoft edge on the Windows            |
|                    | operating system and Safari Browser on Mac OS. Users will          |
|                    | be provided a mobile version of the site optimized for             |
|                    | devices of different screens, Native Mobile Apps will be           |
|                    | available for Apple iOS and Google Android.                        |
| Presentation Layer | The <b>View</b> is the presentation layer. HTML, CSS, and          |
|                    | JavaScript will be used to present rich media contents to          |
|                    | clients.   |
| Business Layer     | The <b>Controller</b> is responsible for managing the flow of      |
|                    | business rules that determine how data is manipulated. The         |
|                    | controller provides a separation between the presentation          |
|                    | layer and model layer. The Client is not given any means or        |
|                    | directly accessing or modifying F2E data.                          |
| Data Layer         | The <b>Model</b> is the data layer. It is responsible for querying |
|                    | the databases. It is an abstraction of the logic used to query     |
|                    | our data stores.   |

- Our architecture leverages the advantages of different cloud delivery models, all
  external components will be integrated as remote services using SaaS, the web
  tier will be implemented as IaaS while the data tier will be implemented as PaaS.
- environment allowing us greater flexibility for developing the internal components. Although deployment as IaaS implies that more work will have to be put into the maintenance of the infrastructure, we choose to go with it so that we can carry out the development using any technology and frameworks that the developers are already comfortable with. It will be also relatively cheaper than using managed services. We make use of three virtual machines placed in an availability set, this is done to avoid single point of failure and provided resiliency

in case one machine fails. An external load balancer is used to distribute request across the VMs in the web tier.

• The Data tier is implemented as PaaS which requires less management than laaS.
We employ various managed services for caching, storage, messaging, database and search. The web tier connects to the data tier using synchronous communication.

| Component        | Description  | Quality       |
|------------------|--|---------------|
|                  |  | Attribute     |
|                  |  | Satisfied     |
|                  | External Components (Remote Services)                    |               |
|                  | This freemium web analytics service will be used to      |               |
|                  | track and report website traffic. It will provide useful | Testability,  |
|                  | insights about the performance and usage of F2Es         | Agility       |
| Google Analytics | website and Mobile Apps.                                 |               |
|                  |  | Epic 4: User  |
| P PayPal         |  | Story 1, User |
| Prayren          | This payment system allows payments to be received.      | Story 2,      |
| PayPal           |  | Performance,  |
| rayrai           |  | Security      |
|                  |  | Epic 4: User  |
| į-payou;         |  | Story 1, User |
| Payou            | This payment system allows payments to be sent.          | Story 2,      |
| i Payout         |  | Performance,  |
| i-Payout         |  | Security      |
|                  |  |               |
|                  | This corporate matching system allows donations to       |               |
| Double the       | be matched.  |               |
| Donations        |  |               |

|                 | Service used to design Internal Components               |               |
|-----------------|--|---------------|
|                 | This is managed storage as a service. It offers highly   |               |
|                 | available, secure and scalable data storage services.    |               |
|                 | Microsoft Azure handles the maintenance and patching     | Availability, |
| Azure Storage   | of the underlying infrastructure on which it runs. Azure | Modularity    |
| Account         | Blob storage is the service that will be within the      |               |
| Account         | storage account.   |               |
|                 | These are Logical containers that we use to group        |               |
|                 | related Azure resources. Resource groups will enable us  |               |
|                 | automate setup and provisioning. It will also enable     | Modularity,   |
|                 | geo-replication and load testing. We have made use of    | Availability, |
| December Cram   | two resource group to separate resources that are laaS   | Testability   |
| Resource Group  | from those that are PaaS. This will enable us to monitor |               |
|                 | and track billing for related resources together.        |               |
|                 | These are compute resources that give virtually full     |               |
|                 | control over how our application is hosted. Aside from   |               |
|                 | management of the actual hardware we will have           |               |
| •               | control of the operating system, server configuration    | Availability, |
| VM              | and application configuration, this also means that we   | Scalability   |
| Virtual Machine | will be responsible for patching and keeping the system  |               |
|                 | antivirus running. The website and mobile application    |               |
|                 | code will be hosted these virtual machines.              |               |
|                 | Toda Tim De Hosted Mese Virtual Maciniles.               |               |

|                     | This is a service that enable azure resources to         |                               |
|---------------------|--|-------------------------------|
|                     | communicate privately with each other and publicly       |                               |
|                     | with the internet. It is essentially a specific IP space |                               |
|                     | configured to provide a logical isolation of azure       |                               |
| /                   | resources. Our virtual network is further broken down    |                               |
| <b>\</b>            | into subnets which contain either individual virtual     | Modularity,                   |
|                     | machines or VMs within an availability set. Virtual      |                               |
| Virtual Network     | machines have completed communication across the         |                               |
|                     | virtual network even if they are in different subnets.   |                               |
|                     | Our architecture has a subnet for the web tier, DMZ,     |                               |
|                     | and management subnets.                                  |                               |
|                     | Network Security Groups are assigned to each subnet.     |                               |
|                     | NSG enable us to assign security rule to each subnet     |                               |
| $oldsymbol{\Omega}$ | which then applies down to each VMs with the subnet.     | Security                      |
| NSG                 | With network security groups we ensure that only the     |                               |
|                     | Public DMZ in and management subnet is given open        |                               |
| Network Security    | access to the internet. The web tier subnet does not     |                               |
| Group               | have open accessed to the internet, it can only be       |                               |
|                     | accesses through the public DMZ out subnet.              |                               |
| A                   |  |                               |
| (DNS)               | This is a hosting service for DNS domains. We provide    | Security                      |
|                     | DNS resolution using Azure infrastructure.               |                               |
|                     | The availability set ensures that our virtual machines   |                               |
|                     | are distributed across multiple isolated hardware        | Availability,<br>Scalability, |
|                     | nodes in a cluster. It helps ensure that if hardware or  |                               |
|                     | software failure occurs within azure only a subset of    |                               |
| Acceptability Co.   | our VMs will be impacted. Using at least two virtual     |                               |
| Availability Set    | machines within each availability set enables us to take |                               |
|                     | advantage of Azures 99.95% SLA.                          |                               |
|                     |  |                               |

|                                |  | -  |
|--------------------------------|--|--|
| 10<br>01<br>Azure Storage Blob | Blob Storage is a Managed Storage service which we will use to store static content such as Images, CSS, ad Scripts, which will then be pushed to the content delivery network from where it is served directly to the client. CDN will deliver these contents directly to the client from a location closest to the user. Blob storage works together with the CDN to optimize the performance of the website and Mobile Apps. This also indirectly improves the usability. | Performance                                  |
| SQL Azure SQL Database         | This is a relational managed database service which we will use to store transactional data entities used in the solution. Need to have ability for replication.   | Data Resilience, Performance, Security       |
| Azure Redis Cache              | This is a distributed open source cache that is managed by Azure. This component will prove significant as student Aids solution is scaled up. It provides quick access to data from all the services and all instances running in our application. It will enable us to reduce the load on the database by caching frequently used queries. We will also implement a disaster recovery plan that guarantees maximum uptime.   | Performance,<br>Scalability,<br>Availability |
| Azure Search                   | This provides indexing and querying capabilities for data stored in the data tier.   | Performance                                  |

|                  | This is a CDN service that enables the storing and        |              |
|------------------|---|--------------|
|                  | accessing of data on different content servers and        |              |
|                  | locations. It helps provide better bandwidth and quick    |              |
|                  | delivery of data by placing content on servers in         | Performance  |
| Azure Content    | different geographical location across the world so that  |              |
| Delivery Network | content can be served from a location closest to the      |              |
|                  | client.   |              |
|                  | This is a service that allows a group of virtual machines |              |
|                  | to appear as a single machine to user's requests. When    |              |
|                  | the load balancer receives a request, it decides which    |              |
|                  | Virtual Machine to send that request and then forwards    |              |
|                  | the request to the machine. The load balancer             | Availability |
|                  | determines which VMs is available and has the least       |              |
| Load Balancer    | amount of load on it. It ensures that requests are not    |              |
|                  | sent to VMs that are offline. We make use of both         |              |
|                  | external and internal load balancers in our architecture. |              |
|                  | This is a special virtual machine within its own subnet   |              |
|                  | that uses special network security group rules to allow   |              |
| •                | connection to other VMs using Remote Desktop (RDP)        |              |
| VM               | or Secure Shell (SSH). All other VMs in the system do     | Security     |
| Jump Box         | not allow RDP or SSH connection except for the Jump       |              |
|                  | box. We set these rules using the NSG.                    |              |
|                  |   |              |
|                  | L   |              |

#### 3. Security architecture

Our threat modeling reveals that, there are five main types of threats involving our systems, including spoofing, tampering, repudiation, information disclosure, denial of service, and elevation of privilege. To mitigate these potential security issues, we will provide various layers of security for our architecture to ensure sufficient defense indepth without crippling functionality of the system. Security has been a main consideration in the design of our architecture. We now go into the details of how security has been achieved at various levels.

Network Protection is front-end access protection declared at various layers to ensure a secure network environment.

| Network Protection |   |  |  |  |
|--------------------|---|--|--|--|
| Components         | Description   |  |  |  |
| DDoS protection    | A layer of the Azure physical network that protects the Azure platform from large-scale internet-based attack and monitors out-bound traffic and cross-Azure region traffic. This service is automatically provided by Microsoft Azure  |  |  |  |
| Demilitarized Zone | The first layer of network security within our system is achieved by creating a demilitarized zone (DMZ) that faces the public and handles traffic from the internet. External users access the system through a public IP. An external load balancer is used to direct the traffic to one of two |  |  |  |

Network virtual appliance (NVA) within an availability set in the public DMZ. Approved requests are then passed on to the web tier through an internal load balancer. The DMX is our perimeter security for the system. The internet facing load balancer is configured to accept requests only on the ports necessary for internet traffic. Inbound HTTP requests are restricted to port 80 and inbound HTTPS requests to port 443. The NVA are specially monitored to make sure that at least one NVA is available.

Monitoring and management of the NVAs in the public DMZ is performed by the jump box in the management subnet. A single network route to the jump box is used to restrict access. NSG rules for the inbound and outbound public DMZ subnets prevent the NVAs from being compromised, all requests outside the NSG rules are blocked. Network address routing configurations for the NVAs directs incoming requests on port 80 and port 443 to the web tier load balancer but ignores requests on all other ports. We will log all incoming requests on all ports. Any request that falls outside of expected parameters indicate intrusion attempts.

# Azure Virtual Network Isolation

Azure virtual network isolation ensures complete isolation from all other networks and that traffic only flows through user configured paths and methods.

#### NSG

Network security groups contain a list of security rules that allow or deny network traffic to resources connected to Azure virtual networks. It creates security boundaries to protect the application deployments in the protected network. We configure network security group rules such that only the public DMZ subnet allows traffic to flow in from the internet. All other subnets can only communicate within the Virtual Network.

# Role Based Access

Control

Using Azure Active directory and Azure Resource Manager we add another layer of security to the system through implementation of Role Based Access Control. Different administrators are assigned different levels of privileges to different resource groups. We will restrict access to

IP addresses within our virtual network.

Advanced Threat Detection security services provides the ability to detect, diagnose and analyze the risks associated with the malicious activities targeted against servers.

| Advanced Threat Detection |  |  |  |  |
|---------------------------|--|--|--|--|
| Components                | Description  |  |  |  |
| Active Directory          | Active Directory identity protection can detect risk events and risky accounts   |  |  |  |
| Identity Protection       | and generate reports and alerts that enable F2E to investigate risk events   |  |  |  |
|                           | and take appropriate mitigation action.  |  |  |  |
| Azure Security Center     | Using Azure Security Center, we monitor traffic, collects logs, and automatically collect security information to identify threat. It also uses big data and machine learning technologies to detect threats that would be impossible to identify using manual approaches and predicting the evolution of attacks.           |  |  |  |
| Azure antimalware         | It has following features, including real-time protection, scheduled scanning, malware remediation, signature updates, antimalware engine updates, antimalware platform update, active protection, samples reporting, exclusion, and antimalware event collection. It will run in the background without human intervention. |  |  |  |

Auditing and logging of security-related events and alerts are important in data protection. The following components will provide F2E with an electronic record of suspicious activities and help F2E to detect patterns that may indicate attempted or successful external penetration of the network, as well as internal attacks.

| Auditing and logging   |  |  |
|------------------------|--|--|
| Components             | Description  |  |
| Azure Active Directory | Azure Active directory provides security, activity and audit reports for F2E |  |
| Audit Report           | directory. It helps F2E to identify privileged actions that occurred in the  |  |
|                        | Azure Active Directory. The reports provide the audit record for the event   |  |
|                        | name, the actor who performed the action, the target resource affected       |  |
|                        | by the change, and the date and time (in UTC).                               |  |

| Azure Security Center | Azure Security Center automatically collects, analyzes and integrates log    |  |  |  |
|-----------------------|--|--|--|--|
| Alerts                | data from Azure resources, the network, and connected partner                |  |  |  |
|                       | solutions, like firewall and endpoint protection solutions, to detect real   |  |  |  |
|                       | threats and reduce false positives. Security Center will show a list of      |  |  |  |
|                       | prioritized security alerts along with recommendations for how to            |  |  |  |
|                       | remediate an attack.   |  |  |  |
| Azure monitor         | It is basic monitoring by allowing the collection of metrics, activity logs, |  |  |  |
|                       | and diagnostic logs.   |  |  |  |

Identity and access is to manage user access for security purpose.

| Identity & Access      |   |  |  |  |
|------------------------|---|--|--|--|
| Components             | Description   |  |  |  |
|                        | Azure Active Directory will create and manage a single identity for each use  |  |  |  |
|                        | across hybrid enterprise, keeping users, groups, and devices in sync,         |  |  |  |
| Azure Active Directory | provide single sign-on access to the applications including thousands of pre- |  |  |  |
|                        | integrated SaaS apps, and enable application access security by enforcing     |  |  |  |
|                        | rules-based Multi-Factor Authentication for cloud applications.               |  |  |  |
|                        | A method of authentication that requires the use of more than one             |  |  |  |
| Multi-factor           | verification method and adds a critical second layer of security to user sign |  |  |  |
| Authentication         | ins and transactions. MFA helps safeguard access to data and applications     |  |  |  |
|                        | while meeting user demand for a simple sign-in process.                       |  |  |  |
|                        | F2E can use Azure Active Directory's access and usage reports to gain         |  |  |  |
| Analytics & Reporting  | visibility into the integrity and security of your organization'              |  |  |  |
| Analytics & Reporting  | directory. These reports include anomaly reports, integrated application      |  |  |  |
|                        | reports, error reports, user-specific reports, and activity logs.             |  |  |  |

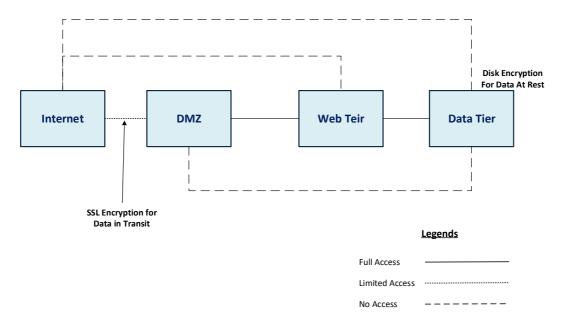
Network security control is for F2E to manage the security of its cloud-based assets in Azure virtual network, a public cloud service platform.

| Network Security Control |             |  |
|--------------------------|-------------|--|
| Components               | Description |  |

| Network Access   | Network access control provides isolation and protection. F2E can control      |  |  |  |
|------------------|--|--|--|--|
| Controls         | access by permitting or denying communication between the workloads            |  |  |  |
|                  | within a virtual network. NSG will be the main tool.                           |  |  |  |
| Load balancer    | Load balancer can deliver high availability and network performance to         |  |  |  |
|                  | applications because it can distribute incoming traffic among backend          |  |  |  |
|                  | virtual machine instances and support network address translation to           |  |  |  |
|                  | route traffic between public and private IP address.                           |  |  |  |
| Traffic manager  | Traffic manager control the distribution of user traffic for service           |  |  |  |
|                  | endpoints in different datacenters. It uses the domain name system (DNS)       |  |  |  |
|                  | to direct client request to the most appropriate endpoint and the health       |  |  |  |
|                  | of the endpoints.  |  |  |  |
| Resource manager | Resource manager helps F2E to deploy, manage and monitor all the               |  |  |  |
|                  | resources for its solution. Also, F2E can apply access control to all services |  |  |  |
|                  | in its resource group because role-based access control is integrated into     |  |  |  |
|                  | the management platform.   |  |  |  |

# Data security is for F2E to protect data in the cloud.

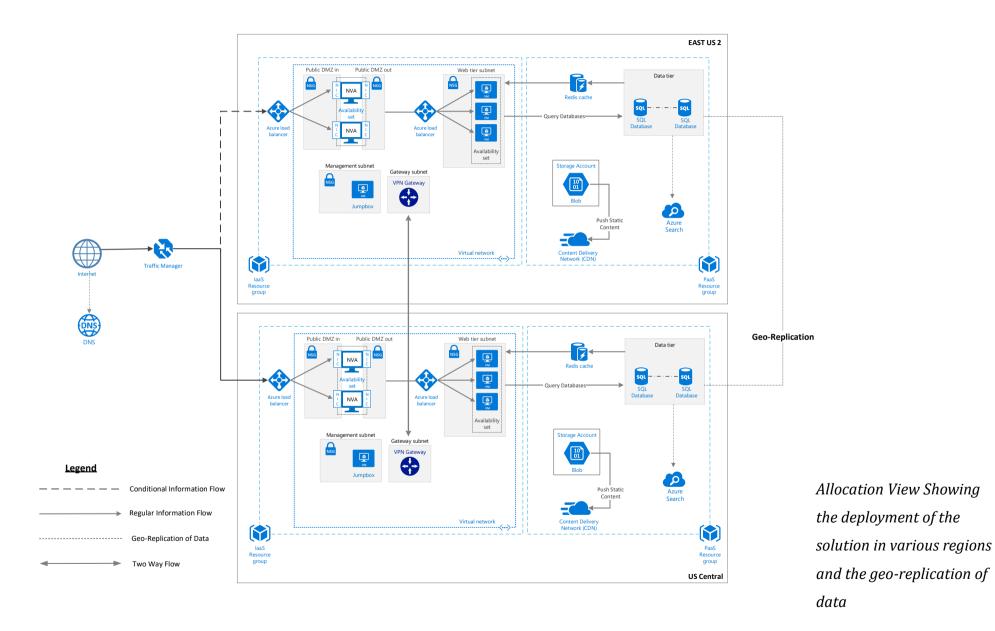
| Data Security         |   |  |  |  |
|-----------------------|---|--|--|--|
| Components            | Description   |  |  |  |
| TLS/SSL               | Transport layer security protocol is to protect data when it is traveling |  |  |  |
|                       | between the cloud services and customers. It provides strong              |  |  |  |
|                       | authentication, message privacy, integrity, interoperability, algorithm   |  |  |  |
|                       | flexibility ease of deployment and use.                                   |  |  |  |
| PFS                   | Perfect forward secrecy is to protect connections between customers'      |  |  |  |
|                       | client systems and cloud services by unique keys.                         |  |  |  |
| Azure Disk Encryption | This provides us with data encryption at rest without having to bear the  |  |  |  |
|                       | cost of implementation and management. Azure provides this service.       |  |  |  |
| Azure key vault       | Azure key value safeguard encryption keys and application secrets like    |  |  |  |
|                       | passwords using keys stored in hardware security modules. It can improve  |  |  |  |
|                       | performance and reduce the latency of cloud applications by storing       |  |  |  |
|                       | cryptographic keys in the cloud.  |  |  |  |



Security View Showing How Architectural Decision affect the Security of the System

# 3. Infrastructure/Deployment architecture

To manage the various incoming requests, the Traffic Manager routes each to one of the regions available: primary or secondary. Two regions are used to achieve higher availability, so if one is down, the other will take over. The DNS hosting service provides name resolution using Microsoft Azure infrastructure. The DNS records can be managed using the same credentials, APIs, tools, and billing as with the other Azure services. Microsoft azure ensure that the deployments in the two regions are connected vis a virtual private network.



# 4. Technology stack

#### • List of criteria used:

The list of criteria used for choosing the specific products are popularity, price, usage, agility and security.

#### 1. Record system:

| <b>Product Name</b> | Pros   | Cons                                | Decision |
|---------------------|--|-------------------------------------|----------|
| SharePoint          | Usage: can create forms or surveys that can collect information in an effective way including end-user   | Price: \$5-10 per<br>user per month | No       |
|                     | information Security: Restrict access to specific content, folders or files. Agility: It can quickly allow you to organize, filter, and search content | More complex                        |          |
| OpenText            | Usage: Create metadata to help with searching and control versioning to see multiple versions of a document Security: One source of the truth          |                                     | Yes      |

#### 2. Payment System:

| <b>Product Name</b> | Pros  | Cons  | Decision |
|---------------------|---|---|----------|
| PayPal              | Popularity: well-known and trusted by millions of people Security: it provides 60 days for claiming refunds against unauthorized charges Agility: transaction can be completed within minutes Usage: support more than 220 countries and available for all devices Price: free for pay; 2.4%-3.4% + \$0.30 USD per domestic transaction if receiving more than \$3000; charity organizations such as F2E pay less | Security: PayPal company will store personal information. Users must have a PayPal account.   | Yes      |
| Apple Pay           | Security: Users can pay by using touch ID or double-clicking Apple Watch to securely provide their payment information and Apple will not see or store any of private information.  | Usage: can be used only on iOS device or safari Agility: Transfers to a bank account take one to three days                                   | No       |
| Google wallet       | Usage: Users can send money through app, Gmail, web or text message. Price: No fees to send or receive money if users pay via bank account linked to google wallet ID Security: Google offers a 180-day for claiming refunds against unauthorized charges   | Price: 2.9% per<br>transaction for any<br>payments done via a<br>debit or credit card<br>Usage: only<br>available to US-<br>based Gmail users | No       |

# 3. Analytics System:

| Product Name        | Pros   | Cons   | Decision |
|---------------------|--|--|----------|
| Google<br>Analytics | Popularity: It has been used in more than 60 million websites and more than 224 countries Price: Free if the website gets less than 10 million hits per month Usage: can be applied to website, mobile and other digital environment; allow customized data collection and report creation   | Usage: Custom reports may have limits and it requires training Price: expensive if upgraded to premium when the traffic is high    | Yes      |
| Power BI            | Usage: Easily analyze key data, share critical insights across the enterprise, and create innovative visualizations and reports; it can also connect to google analytics Price: Standard (free to any single user and comes with 1 GB of storage; Data can be streamed from this cloud offering at 10k rows/hour.); Pro (\$9.99 per user per month with 10 GB of storage; Data can be streamed at 1 million rows/hour) | Usage: cannot publish reports; only available on a SaaS model.   | No       |
| Tableau             | Price: Tableau Online is fully hosted and starts at \$42 Usage: Easily accessible in the cloud for users to share reports quickly from anywhere  | Usage: Businesses must rely on Tableau to maintain servers and provide support for any issues. Price: high cost for small business | No       |
| Quantcast           | Popularity: It has been used in more than 12 million websites Price: Free Usage: Good at analyzing volume of traffic, showing geographic distribution of traffic and demographic information of website visitors   | Usage: Only support<br>Android app   | No       |

# 4. Identity management system

| <b>Product Name</b> | Pros                          | Cons                        | Decision |
|---------------------|-------------------------------|-----------------------------|----------|
| Facebook            | Popularity: 750 million users |                             | Yes      |
| Google              | Popularity: 1 billion users   |                             | Yes      |
| LinkedIn            | Popularity: 500 million users |                             | Yes      |
| Microsoft           | Popularity: 400 million users |                             | Yes      |
| Twitter             | Popularity: 330 million users | Less suitable for our users | No       |

#### 5. Scheduling system

| Product Name | Pros  | Cons   | Decision |
|--------------|---|--|----------|
| Calendly     | Usage: Easy to navigate; it can connect with multiple services making it simple and easy for various users. Basic plan has multiple features, including Calendar integrations with Google Calendar, Office 365, Outlook and iCloud, Schedule unlimited events and Automated event notifications. Premium plan provides several choices for integrations.  Price: Free for basic, \$8 for premium per user per month, \$15 for pro per user per month. |  | Yes      |
| Acuity       | Price: Free for basic, at least \$15 per<br>month for pro.<br>Usage: Embed scheduler into your<br>website; Syncing with Google<br>Calendar and so on.   | Price: More expensive than Calendly if needed more features. Usage: Basic plan is free but it only has self-scheduling and appointment services. | No       |

# 6. Payout System

| <b>Product Name</b> | Pros   | Cons | Decision |
|---------------------|--|------|----------|
| i-Payout            | Usage: Make payments easily without requiring recipients to have an account. |      | Yes      |

### 7. Inbound/outbound messaging system

| <b>Product Name</b> | Pros  | Cons                                   | Decision |
|---------------------|---|--|----------|
| SendGrid            | Usage: Provides scalability, real-time analytics, and flexible APIs.  |  | Yes      |
| GoDaddy             | Usage: Provides domain email. Popular and provides expert 24/7 support. Works with Outlook, Apple Mail, and others. | Usage: Cannot be managed within Azure. | No       |
| MailChimp           | Usage: Send bulk emails easily.   |  | No       |

#### 8. Corporate Donation Matching system

| <b>Product Name</b> | Pros   | Cons   | Decision |
|---------------------|--|--|----------|
| Double the donation | Popularity: Mainly for small and medium sized nonprofits Price: \$299/year of basic plan for smaller individual nonprofits with fewer than 1000 donors, \$499/year of premium plan which provides flexibility, customization and | Usage: only premium plan has embedded plugin | Yes      |

|             | integration to the website and donation process. Usage: Can be embed double the donation's matching gift plugin in F2E website.   |  |    |
|-------------|---|--|----|
| 360MatchPro | Popularity: Mainly for large nonprofits with more than \$25000 in annual matching gift revenue Price: \$3000/year Usage: Automate matching gift identification across your fundraising, drive matches to completion and provide actionable insights and reporting portal. It also can be embedded in website. | Price: more expensive than double the donation | No |

# Technology stack table

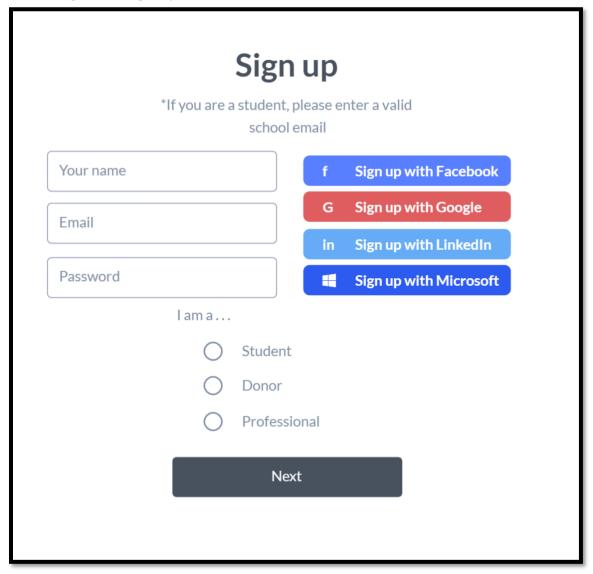
| Architecture component                    | Technology Choice  | Justification  |
|---|--|--|
| Front-End                                 | HTML   | To build website   |
| Front-End                                 | CSS  | To customize website   |
| Front-End                                 | JavaScript   |  |
| Back-End                                  | Python   |  |
| Back-End                                  | SQL  | To store data  |
| Back-End                                  | Apache   | HTTP Server  |
| SaaS Payment System                       | PayPal   | More popular, cheaper and can be used in more countries                |
| SaaS Analytics System                     | Google Analytics   | Free for basic plan which has many features and it can publish reports |
| Database                                  | SQL Database   |  |
| Virtual Machines                          | Windows Server   |  |
| SaaS Scheduling System                    | Calendly   | cheaper  |
| SaaS Identity<br>Management System        | Active Directory, Facebook, Google, LinkedIn, or Microsoft | More popular   |
| SaaS Record System                        | OpenText   | Simple   |
| SaaS Payout System                        | i-payout   |  |
| SaaS Inbound/Outbound<br>Messaging System | SendGrid   | Can be used in Azure   |
| SaaS Corporate Donation Matching System   | Double the Donations                                       | cheaper  |

#### 5. User Interface

The Student Aid UI will offer similar formats across platforms including website browser and mobile application. Each device will be presented with a welcome screen, login / signup, account information, the ability to make payments online, and view messaging inbox for logged in users. Users may select a language of their preference and may have the page read aloud. There is also an option to sign up with Facebook, Google, or LinkedIn to make registration easier. Students will be prompted to enter a valid school email to sign up. There is a consistent format across all devices.

UI: Website / Browser

1. Login and Sign Up

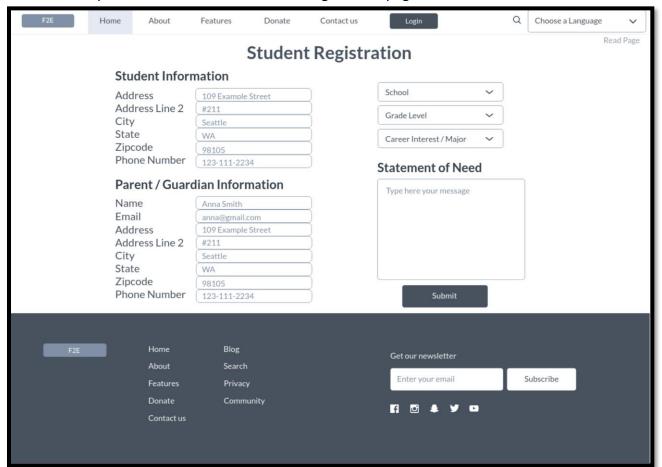


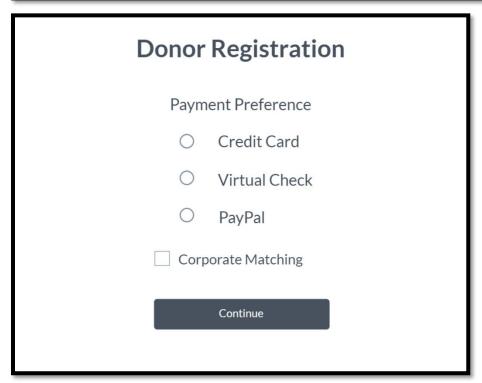
Students are required to provide a valid school email during sign up.

# Login Email Password Sign Up Login Forgot your password?

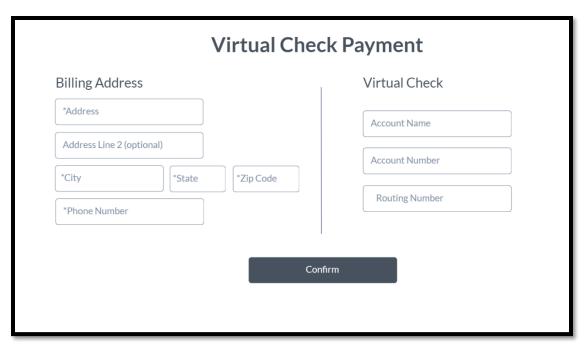
#### 2. Registration and Payment

All users must provide basic information in the registration page.

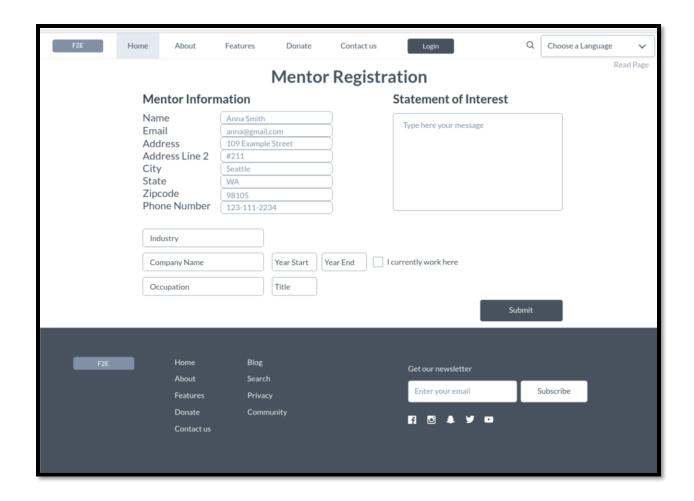




If donors choose PayPal, then a PayPal sign in / sign up page will pop up.

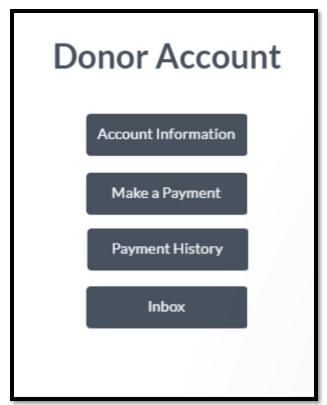


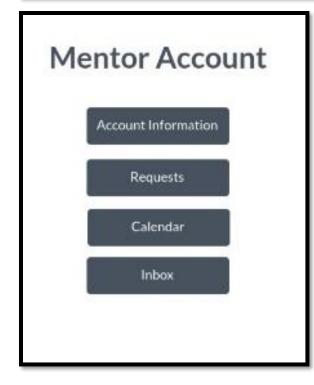




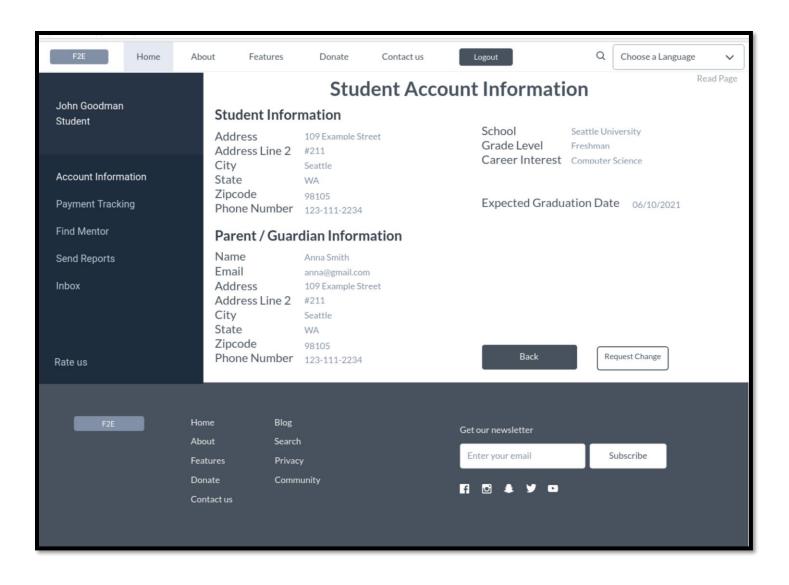
#### 3. Account Pages

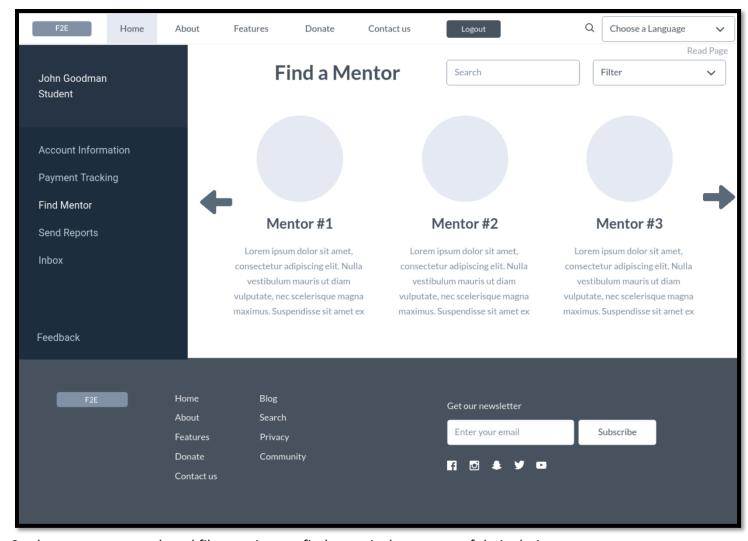




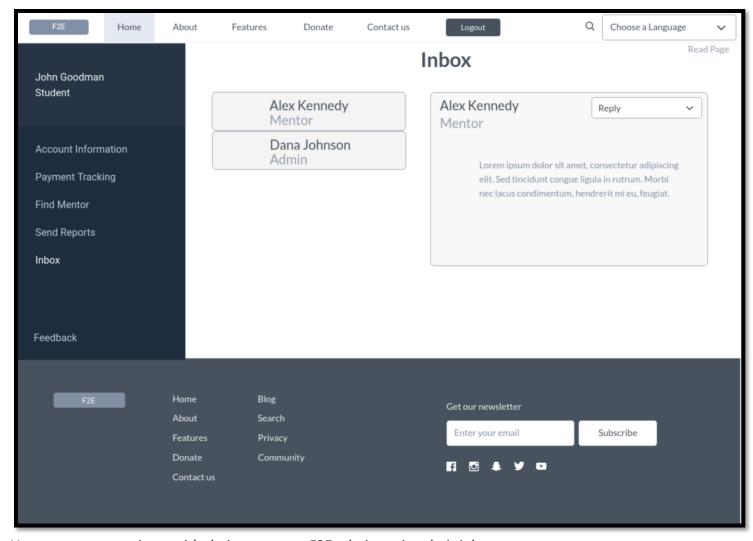






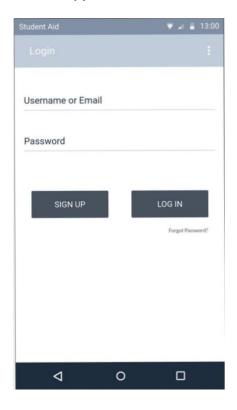


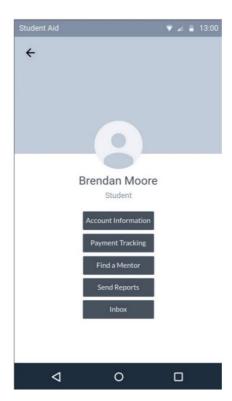
Students can use search and filter options to find a particular mentor of their choice.



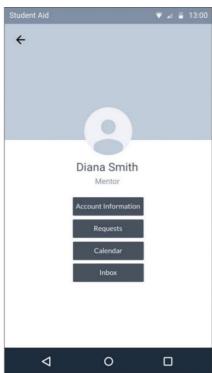
Users may communicate with their mentor or F2E admins using their inbox.

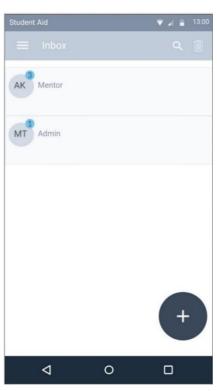
#### **Mobile Application Screens:**

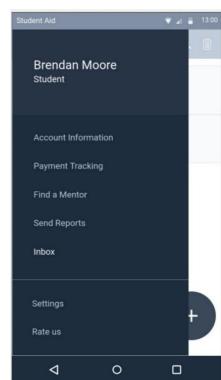












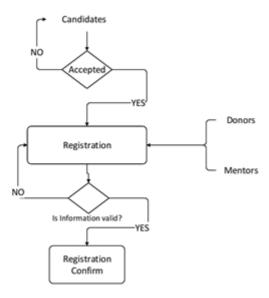


# Process diagram

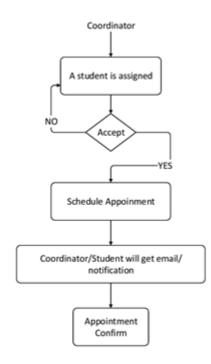
# 1. Application:



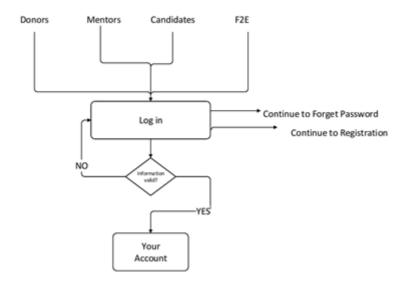
#### 2. Registration



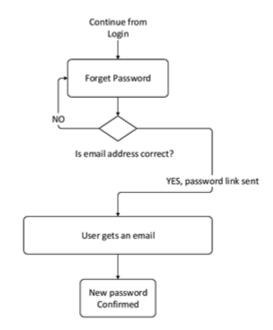
#### 1. Assessment



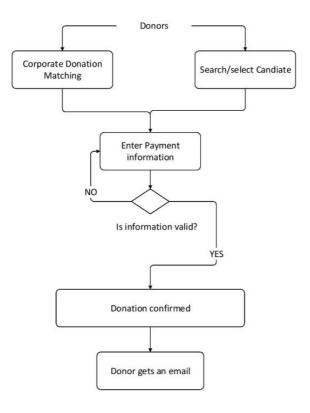
#### 2. Login



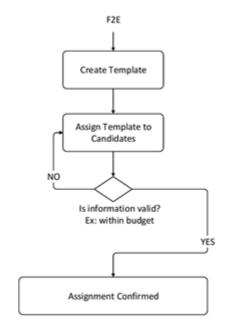
#### 3. Forgot password



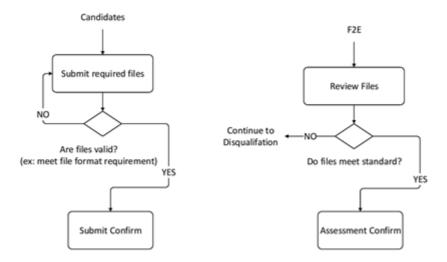
#### 4. Donation



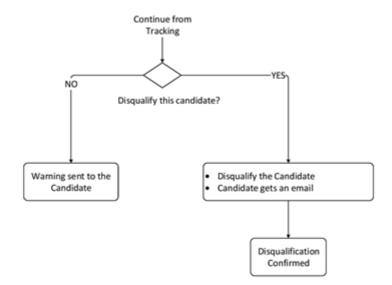
#### 5. Funding



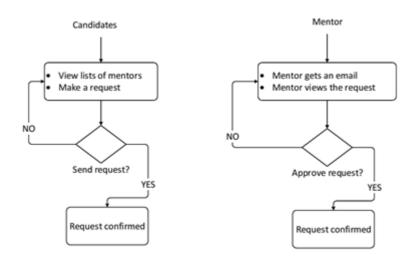
#### 6. Tracking



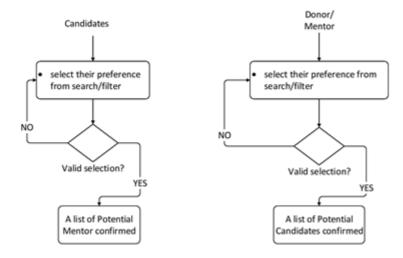
#### 7. Disqualification



#### 8. Mentorship



# 9. Matching

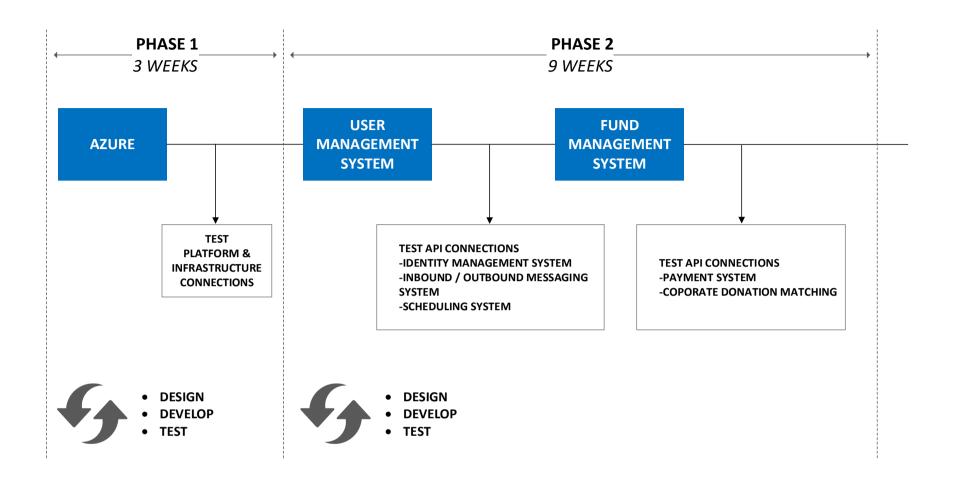


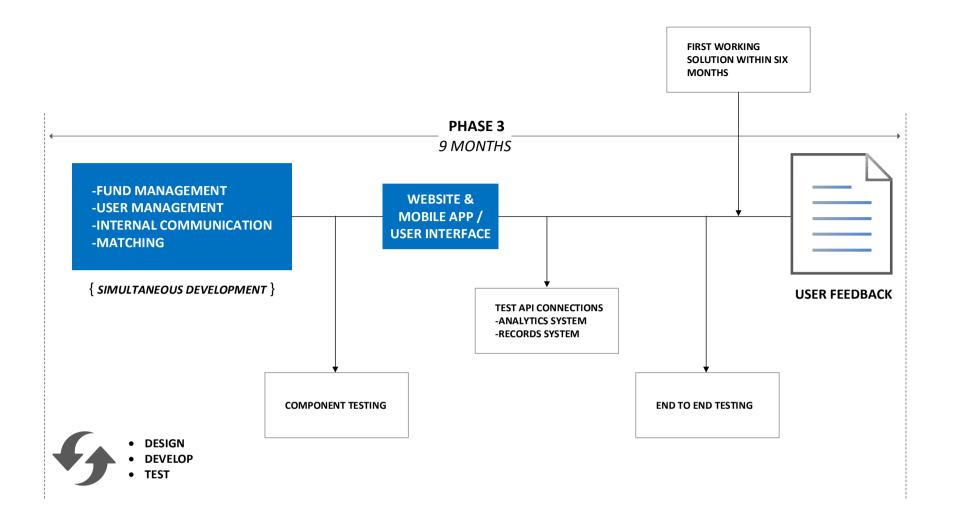
#### 6. Architecture Execution Plan

#### 6.1 Timeline

Our execution of this solution will start out with setting up the Azure components, testing the connections and making sure each cloud component properly communicates with the other, this stage will be completed within 3 weeks. We will then build out the foundations of the main components to be built i.e. the User management and Fund management system, we will also connect a few of the external software's at this stage. We will test the connection to external API's to ensure that the basics of the communication is established. This stage will be completed within 9 weeks.

The final stage of the execution will take 9 Months. Emphasis will be placed on iteration and simultaneous development. It will involve the fleshing out of the core functionalities of the system as well as testing the components. At this stage of the execution we will might engage the services of more developers and testers. The website and mobile app user interface will also be built in this stage. The first working solution will be made available within the first six months of the execution. End to end testing will be carried out and the solution will be rolled out to a few users so as to get user feedback. Phase 3 will be iterated until the solution is deemed satisfactory for release.





#### 7. Glossary

| Term | Description   |  |
|------|---|--|
| VM   | Virtual Machine, which is an emulation of a computer system |  |

#### References:

- 1. https://medium.com/get-ally/how-to-architect-online-payment-processing-system-for-an-online-store-6dc84350a39
- 2. https://www.webpagefx.com/blog/web-design/online-payment-systems/
- 3. https://www.pcmag.com/article2/0,2817,2491437,00.asp
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- 7. http://fortune.com/2017/04/24/linkedin-users/
- 8. https://news.microsoft.com/bythenumbers/outlook-users
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- 13. https://calendly.com/pages/integrations
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