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| --- | --- | --- | --- | --- | --- |
| **Question** |  | **System / Supplier** | **Hosted by** | **Used by** | **Comments** |
| Q45 | System overview / architecture diagram OR list of systems supporting the key processes | Quickbooks  SalesForce.com  Autotask  ManageEngine  ZenDesk  Jira  Confluence  Jira  Confluence  ActiveCollab  Basecamp  Replicon  Expensify | Quickbooks online  SF.com  Autotask.com  Adaptris  ZenDesk.com  Atlassian  Atlassian  Atlassian  Atlassian  Activecollab.com  Basecamp.com  Replicon.com  Expensify.com | All of Adaptris  All of Adaptris  SA  UK/EU/US  Aus/NZ  All of Adaptris (except DBT)  All of Adaptris (except DBT)  DBT  DBT  DBT  Aus  Aus  SA | Q45 - AGL Internal Systems |
| Q46 | List of users for Adaptris specific systems containing user a/c names, role/ privileges |  |  |  | AGL Autotask Users 2016-10-03  AGL Confluence Users 2016-10-04  AGL Jira Users 2016-10-04  AGL ManageEngine Users 2016-10-04  AGL QuickBooks Users 2016-10-04  AGL SA Expensify Users 2016-10-04  AGL Salesforce Users 2016-10-03  Should have remaining lists for apps by tomorrow morning. |
| Q47 | Business continuity | Each office |  |  | No plans. |
| Q48 | ITDR plan | Each data centre |  |  | Q48 - IT\_DR\_PLAN |
| Q49 | List of key third parties and their roles | C4L – Maidenhead Co-Lo  BIS – Greenwich Co-Lo  Ultraserve – Australia Co-Lo  Silicon Sky – SA Co-Lo  Aurea – service bus  SF.com - CRM |  |  |  |
| Q50 | List of IT policies (incl. security) | Adaptris security policies |  |  | Q50 - AGL Security Policy  Q50 - Company Handbook  Q50 - Web Privacy Statement |