

# Keysight Technologies

## Inline Support Portal

### Security, Reliability and Privacy

#### Inline Hosted Web Application

Keysight Technologies, Inc.'s Infoline is offered as a hosted web application, providing easy to use tools to optimize management, reduce cost of ownership and improve usability of your test equipment. Unlike traditional packaged software, that requires onsite server, software, installation and maintenance, Infoline application and data is centrally hosted by Keysight and accessible by users anywhere in the world via the web.

#### Rely On Advanced Security To Keep Your Data Safe

Unlike traditional packaged software, there is no need for users to manage upgrades to Infoline. Keysight regularly upgrades Infoline with new capabilities seamlessly across the system. Users do not need to plan for application upgrades or involve their IT organizations. Since all Infoline users access the same version of the application, all users also experience equal support.

The Infoline application is completely managed by Keysight, lowering your costs and preventing distraction from your core business. No capital purchase of hardware is necessary with the Infoline solution. Keysight customers just need an Infoline access and support agreement to access the application through a web browser.

#### Inline Information Security

Infoline stores all customer data on Keysight servers and takes appropriate measures to secure your data. Keysight employs security provisions to ensure that only users you authorize gain access to your data:

##### Application and infrastructure security

- Strong application password management, including periodic forced reset and complex password as examples
- Application session time out settings
- Role-based access allowing the customer to limit access with multiple permission levels that control read only vs. read and write over locations and assets – controlled by the customer super-user, not Keysight
- Hypertext Transfer Protocol Secure (HTTPS) for secure communication across the network
- Multiple layers of defense to help protect the network perimeter from external attacks (e.g. network firewalls, anti-virus, vulnerability scanning, server hardening, client firewall, and security patching.)
- Ongoing security risk assessments with remediation of vulnerabilities if required

##### Physical security of server center

- Restricted access to the enterprise data center
- Entry to facility protected by badge access, security guard, and camera monitoring
- Uninterrupted power supply with backup generators for critical systems
- Compliance with general principles of ISO9001, ISO14001 and ISO17025

## Infoline Reliability and Data Integrity

Keysight strives to provide its customers with the highest level of quality and support. To achieve this, the Infoline servers and data are managed by Keysight IT at the Premium Support level. Keysight runs periodic back-ups of the Infoline data. Customers can also back up files to their own servers from the application at any time. In case of an emergency, the Infoline infrastructure and data is protected consistent with Keysight's Disaster Recovery Program.

The Keysight Infoline Support team standard availability is 24 hours, 5 days a week. The team includes members of our technical staff responsible for smooth operation of the application. Incident detection and escalation procedures in place ensure that the team quickly responds to and resolves critical incidents. While Keysight takes care that we can respond quickly, Infoline service interruptions are extremely rare. Infoline has better than 99% up-time.

## Infoline Privacy

Keysight's customers trust us to store their important information on the Infoline system. We take that trust seriously. Therefore, Keysight has a strict privacy policy and measures to ensure the privacy of our customer data.

Customer data in Infoline is treated as customer private and confidential compliant with the Keysight privacy policy. Only required support and development staffs have access to customer data in order to provide customer support or to repair any problems or issues customers may have created via improper manipulation of their own data. Customer data and system usage are only reviewed by application support and development staff to support customers or to identify feature or navigational improvements to Infoline.

Keysight complies with European Union Safe Harbor framework regarding the collection, use, and retention of data from the EU, as set forth by the Department of Commerce.

Additionally, Keysight is certified with TRUSTe's Privacy Seal signifying that our privacy policy and practices have been reviewed by TRUSTe for compliance with TRUSTe's program requirements.

For more information visit: [www.keysight.com/find/privacy](http://www.keysight.com/find/privacy)

### Next step

Learn how to access Keysight product information including warranty dates, calibration certificates, service status and more for free by visiting:  
[www.keysight.com/find/Infoline](http://www.keysight.com/find/Infoline)

## KEYSIGHT SERVICES

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