

Rally Software Development Corp. delivers peace of mind through state-of-the-art physical, network, server, application and data security that ensures your data remains private, available and secure. We commit extensive resources to ensuring that our security infrastructure is world-class, including ongoing threat assessment, constant monitoring of production systems, rapid deployment of the latest security technologies, and the use of highly scalable and redundant online infrastructure. Rally's hardware and software architecture is fully redundant with failover capabilities. Our security experts are experienced specialists with long track records of successfully managing highly secure production systems. The Rally operations team receives real-time notification of all network, server or application stability or security problems, and is ready to deal with any security situation to ensure the protection and security of your data.



Physical Security

Rally's production system is hosted at a secure collocation facility that features 24-hour manned security, biometric access control, video surveillance and physical locks. Power for the collocation facility is supplied by redundant grids, with redundant UPS and backup generators. All systems, networked devices and circuits are constantly monitored for availability by both Rally and the collocation provider.

Network Security

The Rally network is protected by best-of-class firewall and router technology, strong SSL encryption and a Network Intrusion Detection System that monitors and proactively blocks worms, hackers, and other undesirables. We retain and analyze all log files to proactively monitor network activity. We have retained Applied Trust Engineering, a third party security analysis firm, to perform periodic vulnerability threat assessments of our network and other security infrastructure.

Server Security

Rally's storage area network uses multiple independent storage units organized in a triple redundant storage array and our production servers use RAID 5 1 for primary internal OS disk subsystems, thereby providing mirroring to assure consistent availability. Our servers run carrier-class network operating systems that are updated to the latest patch levels and that have been hardened by removing all unnecessary software and services. All devices and software are protected by strong passwords, and are only accessible using strongly encrypted communication paths.

Application Security

Rally provides each user in your organization with a unique user name and password that must be entered each time a user logs on. A customer-designated Rally subscription administrator is the only one who has the authority to manage the login accounts under your Rally subscription. Accessing Rally using Firefox 2.0.0.x or Microsoft Internet Explorer versions 6.0 or higher via Secure Socket Layer (SSLv3/TLS) technology protects your information using both server authentication and data encryption, thereby ensuring that your data is safe, secure, and available only to registered users in your organization. Rally's application security model ensures that, after authentication, your user identity accompanies every request to the Rally server so that segregation of customer data is strictly enforced. Rally issues a session "cookie" only to record encrypted authentication information for the duration of a specific session. The session "cookie" does not include either the username or password of the user. Rally Software does not use "cookies" to store other confidential user and session information, but instead implements more advanced security methods based on dynamic data and encoded session IDs. All unsuccessful login attempts are detected and logged.

Scaling Software Agility



Data Security

The Rally application security model ensures that user identity information accompanies every request to the Rally server, resulting in complete segregation and privacy of customer data. Customers own their data and Rally employees cannot access customer data without permission. Customers may request an XML export of the data in their subscription by contacting Rally Customer Service.



Data Backup

Data backups are performed in two separate ways:

- Nightly backups are performed on site and delivered via VPN to Rally's corporate offices, where a 21 day rolling repository is kept
- Hourly, snapshots of the transaction logs are transferred to Rally's Disaster Recovery site. Along with nightly snapshots, this allows us to have a disaster recovery site that, in the event of a catastrophic failure at the primary site, would allow recover up to ~3 hours from the time of such failure.

About Rally Software Development

From an initial pilot project to enterprise rollout, Rally helps companies successfully adopt and scale Agile software development practices. Rally's family of Agile life cycle management products, which received the software industry's top honor of back-to-back Jolt Product Excellence awards in 2006 and 2007, map an incremental road to Agile adoption. The company's Agile University and world-renowned coaching services help mentor teams to create internal Agile experts, and its Web 2.0 community Agile Commons encourages knowledge sharing among Agile practitioners. Over 50 percent of the world's leading software-driven companies currently use Rally, and Rally's tools have supported its customers in more than 6,500 Agile releases. For more information, visit www.rallydev.com

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