

Rally 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.

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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

Rally is the leader in Agile application lifecycle management (ALM) dedicated to making leaner development organizations that respond faster to changing customer needs. According to a study by QSM Associates, teams that rely on Rally's Agile lifecycle management products and services are 50% faster to market and 25% more productive than industry averages. Rally's products were honored with four consecutive Jolt Awards (the software industry's equivalent of the Oscar® award) in 2006, 2007, 2008 and 2009. The company's end-to-end solutions for Agile development also include Agile University, the largest source for Agile training, and Agile Commons, the largest collaborative Web 2.0 community dedicated to advancing software agility.

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