



Making Web Conferencing Secure: Third party experts validate WebEx

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In addition to its own multi-step security review processes, WebEx engages multiple third party experts to conduct exhaustive line-by-line code reviews and perform rigorous ongoing testing, to continually monitor and validate the security of WebEx services.

Setting the Security Standard for Mission-Critical Collaboration

With the creation of the WebEx MediaTone™ Network, a private, distributed, carrier-grade, switch-based network, WebEx designed a collaboration architecture specifically to provide an ultra secure platform over which to conduct confidential communications. The MediaTone Network switches session content dynamically through the network. Session data does not stop anywhere between host and attendees, where traces might be left behind. Images and documents are compressed and encrypted prior to leaving the host computer and then sent out through the MediaTone network.

This commitment to security carries through the application design process. The WebEx Office of Security employs a multi-step design review process that focuses on adherence to security standards and industry best practices.

Further, WebEx has implemented a comprehensive privacy program, providing effective controls that address secure handling, appropriate access, retention and deletion of personally identifiable information—for both WebEx employees and customers—in accordance with the strictest worldwide privacy regulations.

Independent Audits Validate WebEx Security

Beyond its own stringent internal procedures, WebEx engages multiple independent third parties to conduct rigorous audits against internal policies, procedures, and source code. These audits are designed to validate mission-critical security requirements for both commercial and government applications.

These auditors include Information Security Partners LLC (iSEC Partners), for exhaustive network routing and source

code review; and Ernst & Young LLP, for WebTrust certification, SAS-70 Type II audit, and ISO-17799 attestation.

iSEC Network Routing

iSEC Partners completed a variety of tests to confirm the routing to and from WebEx users and MediaTone servers. The tests covered both traces for WebEx production servers, and route confirmation traces for various network device configurations that included routers, firewalls, and load balancers. The results of this testing indicate that communication does not route outside of the U.S., and specifically does not route through China.

Review the entire report here:

www.webex.com/pdf/WebEx_OnDemandTraceReport.pdf.

iSEC Source Code Review

iSEC Partners performs ongoing, in-depth code-assisted penetration tests and service assessments. During these engagements, iSEC Partners receives access to WebEx servers, source code, and engineering staff. Unlike black-box testing, this high degree of access enables iSEC Partners to:

- Identify critical application and/or service vulnerabilities and propose solutions.
- Recommend general areas for architectural improvement.
- Identify code deficiencies and provide guidance to improve coding practices.
- Work directly with WebEx Engineering staff to explain findings and provide guidance for remediation work.

Refer to this link for additional information on iSEC Source Code Review:

<http://www.isecpartners.com/services.html>

WebTrust Certification

WebTrust is a globally recognized seal of assurance awarded to companies that meet stringent, internationally recognized security principles and criteria. It focuses on corporate business practices, transaction integrity, and information protection and privacy. Ernst and Young LLP has accredited WebEx with the WebTrust seal for the third consecutive year. WebEx is the only collaboration provider with this important certification.

Refer to this link for additional information on this certification:

<http://www.webtrust.org/>

SAS-70 Type II

SAS-70 Type II defines the rigorous security controls and safeguards that should be in place for companies handling and processing customer data. These include a review of how customer data is used, where it is stored, and how it is protected. Each year, WebEx engages Ernst & Young LLP to perform this internationally recognized audit, and Ernst & Young LLP have validated that WebEx adequately meets the guidelines defined by SAS-70 Type II.

Refer to these links for additional information on SAS-70 Type II:

<http://www.sas70.com/about.htm>

http://www.siaa.net/software/pubs/sas70_0507.pdf

ISO-17799

ISO-17799 is an information security standard published by the International Organization of Standardization (ISO) that provides best practice recommendations on information security management. It defines requirements for corporate security policies, data management, and access control, among other things. WebEx engaged Ernst & Young LLP to compare the WebEx security policies and practices to the control objectives described in ISO 17799, second edition for Information Technology - Security Techniques. The result of the audit was positive - in Ernst & Young LLP's opinion, WebEx provides adequate controls as defined in this standard.

Refer to this link for additional information on ISO-17799:

<http://www.iso-17799.com/>

Complying with Demanding Security Standards

With its unique security infrastructure and architecture, and adherence to stringent security standards and industry best practices, WebEx is the only on-demand web conferencing solution that maintains multiple third party validations, and undergoes annual independent audits to keep them.

WebEx Communications, Inc., is the global leader of on-demand applications for collaborative business on the web. WebEx applications enhance high-touch business processes, such as sales and training, with efficient web-touch interactions. WebEx delivers its range of applications over the WebEx MediaTone Network, a global network and platform specifically designed for secure delivery of on-demand applications. WebEx is based in Santa Clara, California and has regional headquarters in Europe, Asia and Australia.

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