

# Technical Specifications

## System Requirements

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Minimum requirements needed for the end user to fully utilize the Mayo Clinic EmbodyHealth Portal and Extranet:

<b>Browser</b>	Web standard compliant browsers can be used for EmbodyHealth. Internet Explorer 7 & 8, Firefox, or Safari 3.0 or higher can be used for the EmbodyHealth Extranet and the Report Suite.
<b>Monitor resolution</b>	1024 X 768 on the Embody Health custom sites
<b>Throughput data</b>	56K modem or higher
<b>Plug-ins</b>	Adobe Flash Player (latest version) for multimedia content, Adobe Reader to view and print PDF's, and Windows Media Player for multimedia content.
<b>Cookies</b>	Enabled
<b>JavaScript</b>	Enabled

The site will generally function across a wide range of browsers and platforms. However, some browsers and platforms may not display pages in a consistent manner or support all the functionality provided. We support, test and troubleshoot issues on Internet Explorer 7 and for the most recent version of Firefox on a PC platform, and Safari on a Mac. Our development is moving toward W3C standards compliant html.

E-mails are sent to users of the site upon registration, from programs, secure messaging reminders, and customer service. The sending domain of the messages is different than the site domain and may trigger spam filters. Please allow all e-mails from the MayoClinic.com domain, if possible using a safe sender specification. Since e-mails are sent in a combination of HTML and plain text, please allow your email addresses to receive HTML e-mails or hybrid (multi-mime type) e-mails.

## Platform Specifications

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<b>Hardware</b>	Intel-based multiprocessors
<b>Operating system</b>	Windows
<b>Database</b>	MS SQL
<b>Web server</b>	IIS and Apache
<b>Application server</b>	ColdFusion
<b>Security encryption</b>	Secure Socket Layer (SSL)
<b>Digital certificates</b>	VeriSign

**Mayo Clinic Health Solutions is committed to providing custom sites that are:**

- Responsive and reliable
- Secure
- Compatible across a spectrum of browsers and platforms
- Integrate with other organizational Web initiatives

## **Responsiveness and Reliability**

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Site architecture consists of multiple Web, application, and database servers designed to fail over in the event any single piece of equipment fails. Redundant equipment is housed in separate data centers. All of the data and application code related to the site are backed up nightly. This includes content, user profile and client profile data. Mayo maintains two connections to the Internet backbone.

The site infrastructure has been designed to allow for scalability as demand increases. Site availability, response time, bandwidth utilization, server and database statuses are monitored on a 24/7 basis. Automatic alerts are generated to on-call staff in the event performance thresholds are exceeded. Recovery plans are in place for all components of the system.

Several different caching strategies are used to maximize the responsiveness of the site. Caching occurs at the Web server, application server, and query and data levels.

## **Security**

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Secure Socket Layer (SSL) is used for the encrypted transfer of data for registration, password changes, personal data, newsletter sign up, and all Health Risk Assessment data. Using defined parameters; once SSL mode is initiated a user will stay in SSL for the duration of their session.

Mayo uses intrusion detection, firewall and system level logging. In addition, site infrastructure is subject to periodic, random vulnerability scans.

Our EmbodyHealth package offers authentication against a data store of valid employee or member identifiers. This added feature typically requires data feeds from the client.

Cookies are used to enhance and personalize the end-user experience. In most cases, session cookies are utilized. A persistent cookie is used to ensure that bookmarked pages open within the appropriate customized wrap (masthead). The persistent cookie does not include any information about the individual user.

If the site is not used for 30 minutes, the session will be timed out and require the user to log in again to continue further use of the site. 30 minutes is the default timeout. Timeouts may be adjusted to <30 minutes.

## **Plug-Ins**

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### **Flash**

Flash is used in videos, selected content and tools to enhance the user experience by providing a consistent, seamless experience across a broad range of operating systems and browsers. For additional information related to this plug-in, visit [www.adobe.com/products/flashplayer](http://www.adobe.com/products/flashplayer).

Transcripts accompany all streaming video in the event Flash Player cannot be used within your organization.

## **Site Integration**

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This online product has the ability to interface and securely pass login data in a number of different ways. We leverage industry standard technology and can interface with many different application servers.

Creating customized “Company Information” pages, treatments and interface adjustments for specific geographic locations is fully supported by our application architecture. Along with the geographical customization, we are also able to deliver targeted information based on the user’s relationship to the organization by utilizing the customizable information collected during the registration process. Additional fees do apply.

## **Kiosk Support/Mobile Devices**

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Our online product makes use of multiple browser windows, pop-up windows, e-mail to users and other functions that require the use of a keyboard. The site has not been designed to work with touch screens or mobile devices, unless the mobile devices provide full browser support. The site should support kiosks that use a keyboard and meet the software requirements listed.

## **Third Party Services**

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Mayo Clinic EmbodyHealth utilizes Google’s reCAPTCHA service for log in security. reCAPTCHA is a Web Service. Companies must not block [www.Google.com](http://www.Google.com).

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### **Disclaimer:**

Due to the ever-changing nature of online technology, our technical specifications are periodically reviewed and are subject to change.

Last updated – 3/13/2011