

Mettl proctoring suite

Security features



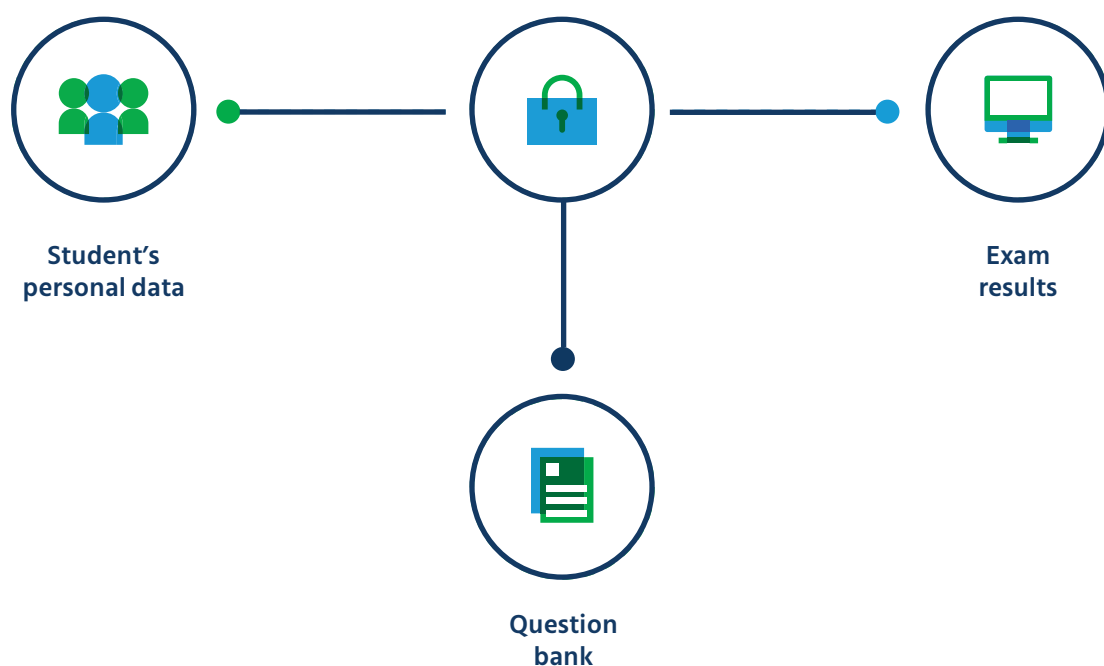
welcome to brighter

Introduction

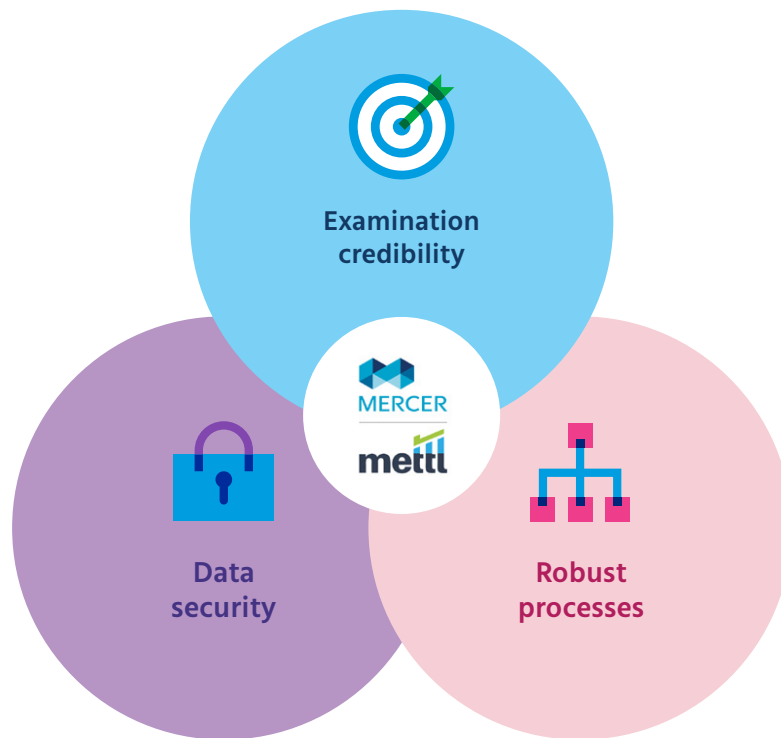
Mercer | Mettl has adopted the latest technology, stringent policies and extensive protocols to ensure information privacy and data security at every stage of the examination/assessment process.

We are committed to making online exams **secure**, **credible** and **scalable**.

We have built a secure ecosystem for our clients and examinees. We ensure the security of the personal data of students, question bank data of institutions and exam results.



Data security, the credibility of examinations and robust processes are the three pillars of our security ecosystem and are backed by our numerous compliance standards.

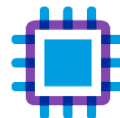


Data security



Hosting on AWS

Our data is hosted on Amazon Web Services¹ (AWS) - which is one of the most flexible and secure cloud computing environments available on the market. We use a wide variety of AWS services for data storage and computation.



Data encryption

Data exchanged between the test-taker & Mercer | Mettl over the network is secured & encrypted to safeguard against any breach of data.

- All data exchanged over the network between the test-taker & the invigilator is secured & encrypted via HTTPS (256 bit SSL encryption)
- A security protocol of TLS1.2 is enabled to support secure transmission of HTTP calls

¹Please refer to the AWS website for data security and privacy policy.



Data encryption at rest

Databases where the personal information, exam records and other sensitive details of candidates and clients are gathered, are stored in an uncompromisable maximum security storage environment.

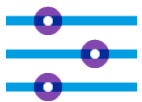
- We never barter/sell any information to outside partners
- We do not use the stored data for personal marketing interests
- For endpoint access, we offer various authentication combinations to address any vulnerability



Access right management

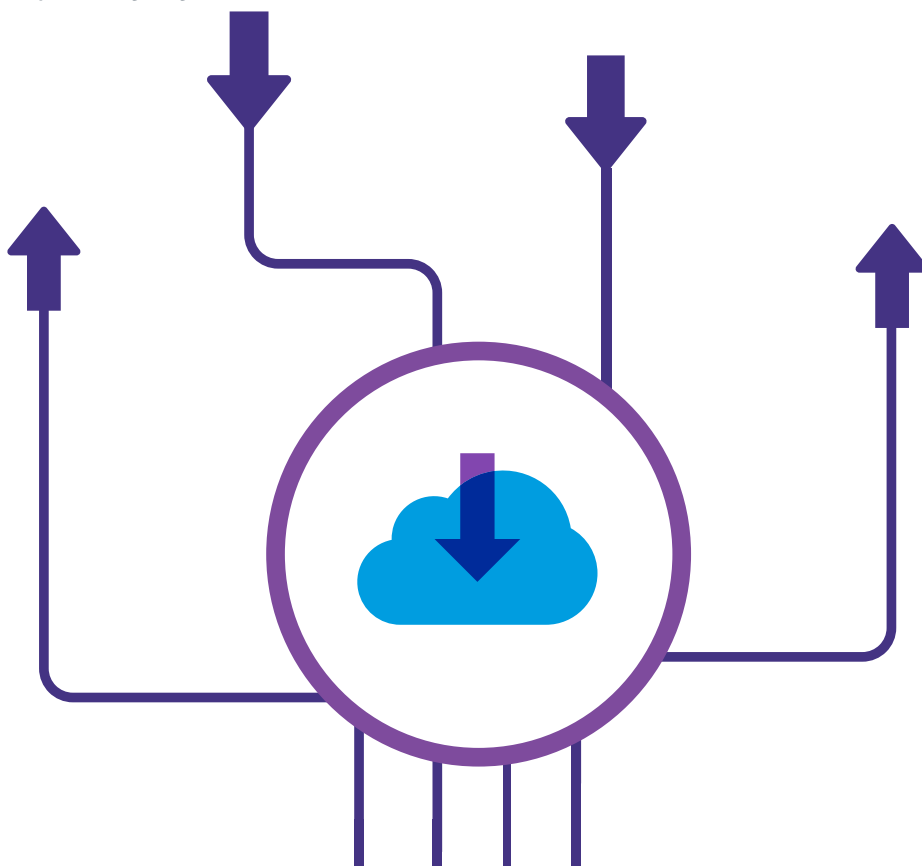
Mercer | Mettl platform has set clear guidelines on who can view and access the various system resources.

- It allows us to track who, where and when accessed the data
- It supports creating various roles with defined access rights, log reports and audit trails
- Access is allocated with the least privilege rule to avoid any unauthorized data disclosure



Multi-factor authentication

Multi-factor authentication ensures only an authorized person is logging into the account. It acts as an additional layer of security to the login mechanism. The username and password are prompted for logging in, as the primary layer





Candidate authorization

We offer authentication of the person attempting the test with:


ProctorPlus Enhancements mettl

Adam Test Taken on: November 12, 2018 05:31:29 PM IST
adamgibbs@mettl.com Finish State: Normal
Credibility Index: **LOW**

Registration Details

Email: adamgibbs@mettl.com First Name: Adam
Address: Identity Card Snapshot

Profile Picture Snapshot



Identity Card Snapshot






Photo verification



ID card verification



Quick authentication via OTP



Lockdown browser

The lockdown browser or Mercer | Mettl Secure Browser (MSB) is specifically designed to secure a candidate's test-taking environment to prevent **on-screen cheating**.

- Candidates can't open new tabs and browsers. Also, they cannot navigate through other websites and search engines
- Software for screen sharing (e.g., TeamViewer), emails, browsers, virtual machines and remote desktops, etc. are blocked
- External ports are also disabled, which prevent copying the test material on USBs / hard drives as well as restrict screen duplication/extension
- The test content is also secured as candidates cannot print, copy, or paste the content

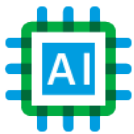
However, we do permit access to **whitelisted websites** and **software at the client's discretion**.



Geo-fencing

It sets a virtual perimeter for the test-taker that restricts or allows test-taking from specified IP address ranges.

- It helps define geographical boundaries of the test-taker
- Locational proximity can be adjusted as per convenience to **allow exams from designated areas such as libraries, or campus hostels, etc.**



AI-based proctoring

Our futuristic AI algorithms are designed to detect cheating in real-time.

It auto-flags a variety of suspicious cases with

95% +

accuracy including:



Facial detection



Detection of mobile phone



Detection of the candidate's distraction



Detection of multiple people

Test administrators can view the recordings at a later date for an unlimited period.





Human-based proctoring

Our futuristic AI algorithms are designed to detect cheating in real-time effectively.



Live proctoring

Live proctoring enables a classroom view for the human invigilator who monitors remotely. Invigilators continually monitor the candidate's live webcam feed for any anomaly.

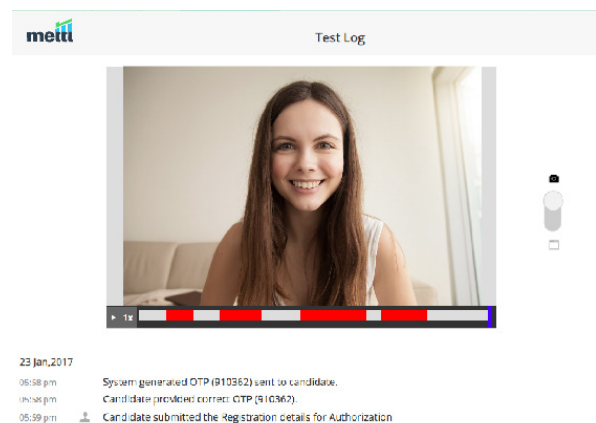
- Invigilators are available 24x7 to monitor the exams, from start to finish
- Live chat option enables them to chat with students to seek clarification on any of their concerns
- Invigilators can control the test by pausing/stopping/resuming it in real-time



Record and review proctoring

Record & review proctoring offers you the security of live proctoring but at a more reasonable cost.

- Our team of experts reviews every session diligently to flag any instance where the integrity of the exam may have been compromised

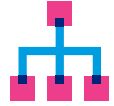


Credibility index

It is part of the candidate report and quickly identifies candidates who may have resorted to some means of cheating while taking the assessment

- The index has values of 'high,' 'medium,' and 'low,' to define the likelihood of cheating
- Index calculations are based on Mercer | Mettl's proctoring flags, recorded details and the test finish status

Robust processes



1. Compliances



General Data Protection Regulation (GDPR): Mercer | Mettl is GDPR compliant.

- Our policies & processes adhere to GDPR principles of data minimization, data subject rights & data management (storage and security, retention, breach management)
- Policies & processes are reviewed, at least, annually or when there is a change required as per the regulation



ISO 27001: From the viewpoint of information security, Mettl is compliant with ISO 27001:2013.

- We possess all the controls related to secure development, access management, encryption and key management
- We deploy AWS CloudWatch to monitor all the controls and changes across an organization
- We have device and network-level threat assessment programs, along with web application penetration testing that is compliant with vulnerability assessment

2. Regular testing

It is part of the candidate report and quickly identifies candidates who may have resorted to some means of cheating while taking the assessment



Penetration testing

Mercer | Mettl conducts penetration testing annually. External vendors are involved in delivering unbiased test reports and analysis, at least, annually. Network penetration testing is also undertaken annually.



Vulnerability testing

A vulnerability assessment is conducted, assisted by internal experts and external vendors. Third-party network and application vulnerability tests are undertaken annually. Additionally, we run tools like WhiteHat daily to discover any application vulnerability.

3. External and internal auditing

External Audits are performed by certifying bodies yearly, in line with ISO 27001:2013. Internal reviews are conducted once every six months.

About us

At Mercer | Mettl, our mission is to enable organizations to make better people decisions across two key areas: acquisition and development. Since our inception in 2010, we have partnered with more than 4,000 corporates, 31 sector skills councils/government departments and 15+ educational institutions across more than 90 countries.

✉ contact@mettl.com

🌐 www.mettl.com

Robust Information Security System



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