Tech Brief: Penetration Testing

Applicability

RingCentral products and services.

Penetration Testing Discipline

RingCentral's penetration testing discipline includes penetration tests led by the internal CISO Application Security team and a reputable independent, external pentest vendor.

External Penetration Tests

External penetration tests are performed yearly over a period of two to six weeks depending on the complexity of the product and environment. Where possible, penetration testing by an independent, external penetration testing vendor will re-test all findings from the previous external test, so that the vendor can confirm that previous findings have been properly remediated.

Internal Penetration Tests

Internal penetration tests are also performed yearly, typically offset by six months from the external penetration testing. This means that our products are tested on average at least twice a year. Internal testing activities are informed by the most recent threat model review and will take into account findings from the previous external and internal tests.

Findings and Reports

All findings, from both internal and external penetration tests, are raised against the appropriate product/service/environment. Findings must be remediated with a priority based on their severity; Critical (P0) findings must be remediated immediately, within 30 days if technically possible. If it is not possible to remediate immediately, then compensating controls must be in place to reduce the likelihood of exploitation of the finding.

RingCentral will make available, under NDA, a summary of the external, independent penetration report, including details on remediation plans for findings as appropriate.