Applicability: Security “QA” testing for RingCentral products

Why: Customers want to understand how RingCentral ensures security quality assurance (QA) as part of overall secure development and test cycles.

Why: RingCentral performs rigorous testing of all products and components to ensure that they meet our standards for performance, availability, resilience and security. Included in this is “security QA testing” designed to test the logic, security logic and overall all “fail secure” features of our products. During QA testing, security tests will include explicit security test cases, such as testing to ensure that a user cannot authentication with an invalid username/password. These test cases are tested to ensure that they “fail safe”, such as not allowing a user to access a system after three unsuccessful login attempts because a login block or timeout is not properly implemented.

What: Secure QA testing ensures that features perform as expected and that if they do fail, they fail secure. For example, if a user logon scenario is setup to temporarily lock after three failed logon attempts, fail secure would ensure that on the fourth logon attempt, nothing happened, or a fourth logon option was not even provided.

How: While source code reviews can be performed by automated tools, RingCentral performs both tool-based reviews (as part of the overall build process), testing of defined test cases (either manually or through an automated testing setup), regression testing against existing functionality (as part of overall regression testing and security QA testing) as well as additional manual reviews by a member of the CISO applications security team (and so independent of the overall development team).

Hands-on testing is performed on every release addressing defined test cases.

Types of Findings: Security QA test findings are rated according to criticality; as part of our Secure Release process, no offering may be released to production if it has open P0 or P1 (Critical or High) findings, including security test findings.