

# Viewpoint Cloud Computing DATA SECURITY

## FREQUENTLY ASKED QUESTIONS

### **GIVE YOUR MISSION-CRITICAL DATA THE SECURITY, BACK-UP AND CONNECTIVITY IT DEMANDS**

With today's complex construction business needs, it's essential to have a modern and integrated software solution that you can rely on at all times. Along with reliability, you want a best-in-class "anytime-anywhere" self-service solution that's secure and affordable. Viewpoint Cloud Computing delivers excellence in cloud reliability, availability and performance. Following are answers to frequently asked questions (FAQ) regarding Cloud data security.

#### **DATA SECURITY:**

##### ***a. Access to live data:***

###### **i. Can Viewpoint Construction Software access or use our data?**

Viewpoint Cloud Computing uses SAS 70 Type II certified Data Centers (Statement of Auditing Standards No. 70 facility and operations audit). This audit level sets a standard far above the internal operations of an individual company.

Viewpoint does not generally know or keep any record of user names and passwords that are used to access customer data contained in the Viewpoint SQL databases.

###### **ii. What other third parties will have access to our data?**

It will depend on the services added. For example if you choose to add email archiving and compliance, there could be some third parties with access for the purposes of providing the service to Viewpoint Cloud Computing customers.

##### ***b. Access to backup data:***

###### **i. Are backups to tape encrypted?**

Yes.

###### **ii. Who has access to these tapes? How are they vetted?**

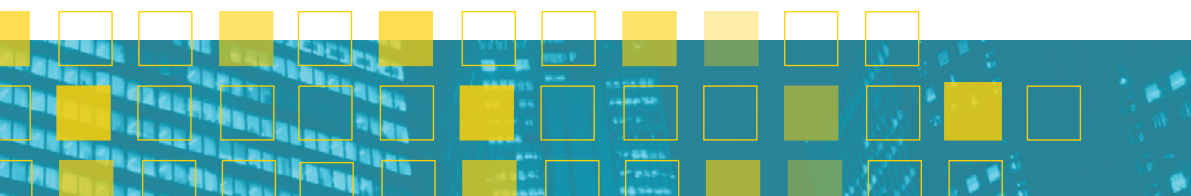
Data Center Engineers and Network Operations Techs in accordance with SAS 70 Type II audits.

###### **iii. How is backup data destroyed?**

Tapes are recycled and new data is written to the tapes as old data is destroyed.

###### **iv. Who ensures that it is destroyed and how is it documented?**

This is covered in the Software License Agreement (SLA) - "commercially reasonable verification" is provided. Please reference 16.a. in the SLA.



**c. Access to network traffic:**

**i. Is all network traffic encrypted?**

Yes, it is encrypted via Citrix as well as various network options depending on services you are using in our cloud.

**ii. How is it encrypted?**

Standard Citrix and Network Protocols.

**iii. Who controls access to the network?**

Data Center Network Engineers and Operations staff.

**iv. How is the network monitored?**

Using a variety of industry-leading tools such as Solarwinds, Systems Center Operation Manager (SCOM), Nagios, and other 3rd party groups to monitor the network.

**d. Security incidents:**

**i. How are security incidents handled?**

Viewpoint Cloud Computing technical staff will work with all impacted parties to identify security incidents. The standard notification process is to notify you immediately upon detection of an issue.

**ii. Does Viewpoint have a duty to collect and retain information that is relevant to security incidents?**

Yes, as it relates to current SAS 70 controls .

**iii. Who is responsible for incident investigation?**

Viewpoint Cloud Computing support staff unless the incident is identified as a customer issue.

**COMPLIANCE:**

**a. Statutorily Required Compliance**

**i. Is Viewpoint Cloud Computing Privacy Act compliant?**

Yes.

**ii. HIPAA compliant?**

No – this is usually related to the software level. As far as infrastructure, our compliance is handled by the controls and measurements contained in the SAS 70 audits.

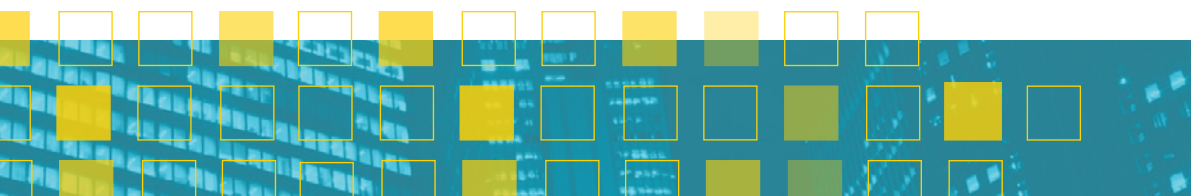
**iii. Does Viewpoint have a duty to cooperate with government compliance requirements?**

There is no duty required; but we choose to perform audits such as SAS 70 or other 3rd party reviews to meet any compliance requirements.

**ASSET AVAILABILITY:**

**i. How many servers does Viewpoint Cloud Computing have?**

We have over 1000 Virtual and Physical servers located in 3 data centers in Indiana, Illinois and Kentucky.



**ii. How can the location impact the access and security of the data?**

Location does not have an impact. The biggest factors affecting access are Internet connection, bandwidth and latency.

**iii. What is the data availability and disaster recovery plan for Viewpoint Cloud Computing?**

Viewpoint Cloud Computing virtual servers include managed backup services. Storage Area Network (SAN) based snapshots are taken every night with 15 days of retention, and every week with 5 weeks of retention. We also use Microsoft Windows Shadow Copy feature to enable customers to restore their own data on demand. Custom Snapshot retention plans are available and can be designed to fit your specific needs.

All production data includes the following replication service: Data is replicated via Compellent SAN replication between the primary data center and a secondary data center. These data centers are approximately 150 miles apart and the replication occurs in near real-time.

**iv. How often are the servers replaced?**

We are continually updating our infrastructure with new hardware being rotated a monthly based on the customer, system and application performance requirements, which are monitored constantly.

**v. Is the infrastructure mirrored or 100% redundant?**

All core components of our infrastructure are fully redundant. In addition, our cloud environment is backed by a 100% uptime network and infrastructure Software License Agreement (SLA) and 1 hour hardware replacement guarantee.

**vi. How will hardware/software compatibility with our equipment be ensured?**

The current agreement provides service for Viewpoint V6 Software and Microsoft Office. The delivery of these applications to authorized users that have sufficient bandwidth is ensured; however, this is why we have UAT (User Acceptance Testing) periods for specific products.

**vii. If there is an outage outside of scheduled maintenance windows, how long is an acceptable time to be down before a reduction in cost?**

This is covered in our SLA. We will refund you five percent (5%) of your cloud computing monthly fee for each thirty (30) minutes of downtime (up to 100% of your cloud computing monthly fee).

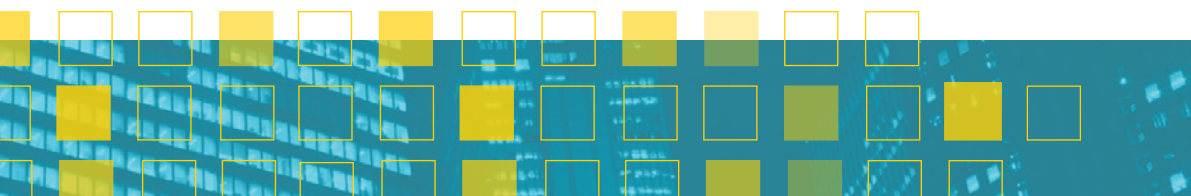
**MAINTENANCE:**

**i. How are upgrades and maintenance handled?**

There are scheduled maintenance windows and all customers are notified in advance.

**ii. How will upgrades for third party software be handled?**

Third party upgrades will be scheduled with you on an as needed basis to meet your individual requirements.



**iii. What software updates is Viewpoint responsible for? What are we responsible for?**

**How about hardware?**

Viewpoint is responsible for all updates related to the delivery of Viewpoint V6 Software, Microsoft Exchange, Microsoft Office and the supporting OS and SQL layers. You are responsible for all updates and maintenance within your local environments of LAN, devices, printers, scanners and bandwidth. You are also responsible for updating your 3rd party software hosted in the Viewpoint Cloud.

**iv. If an outage should occur, how are notifications handled?**

Our goal is to provide at least one week notice for scheduled maintenance windows. Emergency or urgent outages are handled on a case by case basis.

**CUSTOMER SUPPORT:**

**i. Does Viewpoint have 24x7x365 support for Cloud Computing?**

Yes.

**ii. At what tier level is Viewpoint Cloud Computing 's data center? (1, 2, 3, or 4)**

We have both tier 3 and 4 data centers.

**iii. What's the escalation process if a problem arises?**

All tickets are opened with Viewpoint and the escalation is managed by us.

**iv. Is customer support offshore?**

Viewpoint Construction Software customer support is 100% US-based.

For more information on Viewpoint Cloud Computing and services offered, please call **800-333-3197**, email [productinfo@viewpointcs.com](mailto:productinfo@viewpointcs.com) or go to [www.viewpointcs.com/cloud](http://www.viewpointcs.com/cloud).