

Enterprise Architecture Review Checklist

Software as a Service (SaaS) Solutions

Overview

This document serves as Informatica’s **Enterprise Architecture (EA) Review checklist** for **Cloud vendors** that wish to do business with Informatica. This checklist contains questions from Informatica’s Cloud Standards that cover the areas pertaining to Application, Data, Infrastructure, Integrations, Service and Support, Network / VPN, Security, and Legal.

To potential Cloud Vendors, please answer the following list of questions and provide explanations for your answers.

When completed, please return this completed **EA Review Checklist** to your Informatica contact, and please also include any and all **architecture diagrams** you may have that show how your solution is designed from an infrastructure perspective (web servers, app servers, database servers, load balancers, firewalls, data center locations, co-locations, physical servers, virtual servers, etc.)

General Information

Please answer the following general information questions for your Cloud solution.

Key Questions	Please Explain
1. Name of solution:	
2. Name of vendor:	
3. Name of vendor contact:	
4. Web URL of solution:	
5. Description of the solution:	
6. General Company information: <ul style="list-style-type: none"> • Company Headquarters • Company location(s) • Founded date • Number of current customers • List of current customers 	
7. Is this solution an approved corporate standard ?	

Vendor Viability

Key Questions	Please Explain
1. Please provide a copy of your income statement, balance sheet, and cash flow for the past 3 years. In particular we are looking for:	
a. Total revenues and revenue growth for the past 3 years, broken down into license growth and support and services	
b. Cash position: Both the current cash position and your cash position trend over the past three years	
c. Profitability <ul style="list-style-type: none"> i. Level of profitability ii. Current burn rate and amount of cash flowing in and out of the company iii. If you are not profitable, what year are you projecting to become profitable? 	
2. What is your fiscal year period?	
3. Please provide your recent key wins, customer count, and renewal rate.	
4. What is your current employee count?	
5. What is your current year's projected revenue growth?	
6. Venture funding (if private): <ul style="list-style-type: none"> a. How much Venture Funding have you received to date (and which rounds)? b. Do you plan to take on more funding? If so, why? 	
7. If Public: <ul style="list-style-type: none"> a. Do you have any outstanding lawsuits that are of material value currently ongoing? b. Who audits your financials? Have they issued an "unqualified opinion" on your financials? Are there any ongoing audits due to financial irregularities identified? 	

Service Level, Support and Certifications

Please answer the following **Support** related questions for your Cloud solution.

Key Questions	Yes / No	Please Explain
1. Does the solution provide an SLA (Service Level Agreement) of 99.9% and above? Describe your SLAs and any penalties and credits.		
2. Does the solution provide 365 x 24 x 7 support with a one-hour response time for critical issues? Describe your support model.		
3. Does the solution provide advance notification as well as a list of scheduled maintenance windows where service may not be available? Describe your maintenance windows.		
4. Does the solution provide pro-active notification within one hour of service disruption for any un-scheduled service outages where service may not be available? Describe the nature of your outages in the last 12 months.		
5. Can the vendor provide independent 3rd party assessments of its infrastructure service compliance for last 12 months? (i.e., SOC 1 (SSAE 16), SOC 2, SOC 3, SYS Trust, WebTrust, ISAE 3042, Safe Harbor, PCI-DSS, HIPPA, ISO 27001 , etc.)		
6. Can the vendor provide a schedule of on-going independent 3 rd party assessments of its infrastructure and services compliance?		

Application

Please answer the following **Application** related questions for your Cloud solution.

Key Questions	Yes / No	Please Explain
1. Does the solution have the five essential characteristics of cloud computing? (On demand self-service, Broad network access, Resource pooling, Rapid elasticity, Measured service)		
2. Is the solution network accessible from mobile devices, laptops and workstations? List the mobile app platforms and major web browsers you support.		
3. Is your solution multi-tenant ? Describe the multi-tenancy architecture from the application and data perspectives.		
4. Does the solution provide automatic upgrades for all users? Describe the release schedule.		
5. Does the solution provide a staging or test environment for new features?		
6. Does the solution use Java or .NET as the development platform?		
7. Does the solution use LAMP stack or open source platforms?		
8. Does the solution require client software to be installed on client machines or devices?		
9. Does the solution provide the ability to control both active and inactive session timeouts?		

Integrations

Please answer the following **Integrations** related questions for your Cloud solution.

Key Questions	Yes / No	Please Explain
1. Does the solution provide the ability to integrate with SAML 2.0 , for Single Sign-On? List the identity providers your solution integrates with.		
2. Does the solution have account management capabilities? Describe the user provisioning & de-provisioning and role modification & permissions, single user additions and bulk loads.		
3. Does the solution provide integration with Web Services APIs? (i.e. SOAP, REST) Please describe and provide documentation for the APIs.		
4. Does the solution provide the transfer of Informatica's data via a secure transfer method?.(i.e. secure FTP, https , etc.). Describe the various secure integration methods.		
5. Does the solution provide the ability to filter data retrieval via web services by attributes?		
6. Does the solution provide the ability to retrieve data as single records or as batches via web services for those solutions that contain high volumes (1M plus) of data?		

Data

Please answer the following **Data** related questions for your Cloud solution.

Key Questions	Yes / No	Please Explain
1. Will the solution contain employee user data?		
2. Will the solution contain customer data?		
3. Will the solution contain confidential or sensitive information?		
4. Will the solution contain financial data?		
5. Will the solution contain personally identifiable information (PII)?		
6. Does the solution provide the ability to enforce data retention policies ?		
7. Does the solution provide the ability to encrypt data in transit ?		
8. Does the solution provide the ability to encrypt data at rest ?		
9. Does the solution provide the ability to view or export historical data ?		
10. Does the solution provide the ability to extract our data ? Describe the various methods.		
11. Does the solution provide the ability to bulk load data? Describe the various methods.		
12. Can the solution generate reports ? What reporting does this solution provide?		
13. Does the solution provide any segregation of data from other customers? Describe what data and how the data is or is not segregated.		

Infrastructure

Please answer the following **Infrastructure** related questions for your Cloud solution.

Key Questions	Yes / No	Please Explain
1. Does the solution provide high-availability and fault-tolerance that can recover from events within a datacenter? Please describe. (Events to include: High load, hardware, software or network failure)		
2. What capacity of infrastructure is currently available? Describe in terms of Compute, Storage and Network capacities.		
3. Does the solution provide a backup and recovery plan that at a minimum must include full weekly backups and daily incremental backups?		
4. Do you have a business continuity and disaster recovery plan? Describe how you would recover from a natural disaster.		
5. Does the solution provide a fail-over or disaster recovery with a one-hour response time in the event of a disaster, such as an alternate recovery site, co-location, datacenter, etc.? Describe your Recovery Time Objectives and Recovery Point Objectives (RTO/RPO).		
6. Does the solution provide documentation on the segregation of infrastructure from other customers or other environments? Please provide and describe.		
7. Does the solution provide additional development, testing, and/or staging environments in addition to the production environments?		

Network

Please answer the following **Network** related questions for your Cloud solution.

Key Questions	Yes / No	Please Explain
1. Can the vendor provide estimates of average bandwidth usage requirements per user?		
2. Does the solution provide network metrics to determine impact to Informatica's corporate network bandwidth?		
3. Does the solution have the ability to throttle bandwidth usage?		
4. Does the solution use a CDN (Content Delivery Network) such as Akamai ?		

Security

Please answer the following **Security** related questions for your Cloud solution.

	Yes / No	Please Explain
1. Does the solution have appropriate security best practices in place?		
2. What security solutions do you employ? (e.g. Anti-Virus, Perimeter Firewalls, Web Application Firewalls, Intrusion Detection/Prevention Systems, etc.)		
3. Do you notify Informatica of any breaches of our data?		
4. Does the solution support multi-factor authentication ? Describe what methods are available.		
5. Does the solution provide the ability to control network access to the application by named IPs or IP ranges, also referred to as restricting access by IP, or control network access to the application by device?		
6. Does the solution provide the ability to enforce Informatica specified password policies ?		
7. Does the solution provide the ability to control application functionality access by roles for all users, also referred to as Roles Based Access Control (RBAC) , via methods such as by attribute or based on a hierarchy?		
4. Does the solution provide the ability to audit and export user accounts and historical user activity?		
5. What type and level of encryption does the solution support?		
6. Does the solution support the generation of pre-shared key values by Informatica?		
7. Does the solution use the same pre-shared key for multiple customers?		
8. Can the vendor provide evidence of segregation of customer deployments?		
VPN Connectivity Standards	Yes / No	Please Explain
Please answer the following VPN related questions for your Cloud solution ONLY if the solution requires access to Informatica's resources for integration purposes , such as for the following: <ul style="list-style-type: none"> Active Directory integration Integration with an on-premise Informatica application Site to site VPN tunnel 		
1. Does the solution require VPN connectivity to internal application, infrastructure or resources?		
2. Does the solution support the IP Sec protocol?		
3. Does the solution provide the ability to limit it's connectivity and access to only the ports and IPs necessary for integration?		
4. Does the solution use the RFC1918 10.x internal address spacing convention?		
5. Can the solution provide named IPs or IP ranges so as to be able to distinguish the solution's network traffic?		
6. Can the solution limit all network connectivity from the solution to Informatica resources through secure channels? (i.e. secure file transfer, ssh, https , etc.).		
7. What type and level of encryption does the VPN solution support?		

Compliance and Legal

Please answer the following **Legal** related questions for your Cloud solution.

Key Questions	Yes / No	Please Explain
1. Does the solution comply with United States federal and (fifty) states data privacy laws ? (i.e. SB1386, MA201, Nevada597)		
2. Does the solution comply with international data privacy laws ? (i.e. European Privacy Laws, Safe Harbor , bi-lateral agreements between countries)		
3. Does the vendor promptly notify Informatica of any non-compliance by solution with such laws (in 1. and 2. above) related to Informatica's data?		
4. Can the vendor provide supporting documentation / information regarding compliance with such laws (in 1. and 2. above)?		
5. Does the vendor notify Informatica of any 3rd Party requests for our data or information, including but not limited to, those related to legal or other administrative proceedings?		
6. Does the vendor obtain Informatica's authorization for any release of our data or information to any 3rd Party ?		
7. Does the solution provide the ability for Informatica to acquire/retain vendor's data based on legally-related requests from Informatica?		
8. Can the vendor provide their policies on customer's rights for request to audit and audit rights?		
9. Does the solution provide options for opting out of secondary use of Informatica's data to 3rd parties, partners, etc?		
10. Does the solution provide options for opting out of storage of Informatica's data outside of the United States border in particular countries deemed unsafe by Informatica?		
11. Does the solution provide the ability to retrieve or export Informatica's data upon termination of service?		
12. Does the solution provide the ability / requirement to destroy all Informatica data upon termination of service after retrieval / export, including data stored on backups?		
13. Does the solution provide remedies for breach of SLA compliance and other requirements?		
14. Does the vendor use any 3 rd party OEM embedded in the product? Can the vendor provide a list of all 3rd party vendors and their relationships?		