ISO 27001 CERTIFIED by Schellman

ISO 14001:2015 International Organization for Standardization

Gestión de Calidad ISO 9001:2008 ▶ Sujeto a controles periódicos voluntarios **DEKRA** Certificado

PCI Security Standards Council ®

HIPAA

FedRAMP

SOC³

FISMA

SOC 2 TYPE 2 AICPA SOC

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TOP 5 THINGS TO ASK YOUR DATA CENTER ABOUT COMPLIANCE

CHOOSING THE RIGHT COLOCATION PARTNER IS CRITICAL, ESPECIALLY WHEN IT COMES TO COMPLIANCE.

When you're outsourcing your data center needs, understanding your colocation provider's compliance, security, availability and integrity are of upmost importance.

A colocation provider mitigates risk through physical and environmental controls from an operational and security standpoint. Ensuring proper maintenance and operation of critical infrastructure, along with upkeep and continual improvement of a physical security program, are part of a comprehensive compliance program.

HERE ARE FIVE THINGS TO ASK YOUR DATA CENTER PROVIDER ABOUT COMPLIANCE

1 WHAT CERTIFICATIONS DO YOU HAVE?

What certifications and reports are present at the prospective site? Do these certifications and reports align with your compliance and business needs to ensure the proper physical and environmental controls are in place?

Your colocation provider should have a SOC 2 Type II report and ISO27001 implemented at a minimum. These two frameworks can provide customers and third parties assurance that a proper Information Security Management System is in place, and that technical audits occur regularly. Depending on your industry, you may also require frameworks outside of SOC and ISO.

2 WHAT SECURITY AND OPERATIONS POSTURE IS IN PLACE?

Beyond certifications and reports, it's important to ask about physical security policies, personnel security policies, service delivery, availability and change practices.

Going over these ahead of contract execution will provide due diligence that the colocation provider is operating at all levels expected by your organization, outside of what certifications and reports can communicate.

3 HOW IS THE ORGANIZATION SHOWING CONTINUAL IMPROVEMENT?

Having certifications and reports is a great start, but how does the organization plan on continuing the implementation, and getting better at what they're doing?

Using various methods of testing the effectiveness of information security, or overall operational stance of the organization is essential. Don't be shy on asking how organizations plan to improve their compliance programs, especially those who have a host of ISO certifications which embody the spirit of continual improvement.

4 HOW WILL YOU SUPPORT MY COMPLIANCE NEEDS?

The first question many ask is, "Can I tour your data center?" If your data center provider is reluctant to schedule a time for you to tour the facility, that may signal a problem.

You should always be able to ask questions, request tours, documentation and reports to support your compliance needs. An initial best practice is to establish a compliance or quality assurance point of contact in order to facilitate discussions between organizations.

5 WHAT IS IMPORTANT TO YOU AS A COMPANY?

What is important to your organization? Do you have mandates or goals around sustainability or social responsibility? If so, be sure to voice these needs to the colocation provider. It's important to align yourself with a provider that speaks the same language and will help you achieve your sustainability or social responsibility goals.

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