



iGrafX Dedicated Cloud Services Data Sheet

The iGrafX Dedicated Cloud Services use the same iGrafX Software and technologies as the iGrafX Enterprise Cloud Services offering. While the iGrafX Enterprise Cloud Services offering is geared around fulfilling the needs of most enterprises it is standardized and some options you require may not be available.

The main difference between the two cloud offerings is that with the iGrafX Dedicated Cloud Services, the infrastructure providing the Cloud Services can be configured to customer requirements where needed to fulfill regulatory compliance or network integration needs. iGrafX will support you in finding applicable infrastructure options for your specific scenario.

To highlight the difference between the types of iGrafX Cloud Services, the chart below provides a comparison.

☑ iGrafX Dedicated Cloud Services exactly matches the iGrafX Enterprise Cloud Services

☒ iGrafX Dedicated Cloud Services differs from the iGrafX Enterprise Cloud Services

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Authentication (AUT)

AUT-D01	Single Sign On (SSO)	SAML2 A secure and common way to integrate the iGrafX Cloud with customer's identity management system is available via SAML2 integration.	=
AUT-D02	Authentication	SSO via SAML2 is recommended. Alternatively, form-based login to a customer's Active Directory (AD) or Azure Active Directory (AAD) via LDAPS is also available.	=
AUT-D03	Identity Provider	iGrafX supports Identity Providers like Azure Active Directory (AAD), Active Directory Federated Services (ADFS) and Okta.	=
AUT-D04	Active Directory Integration	LDAPS iGrafX allows customers to securely upload their Active Directory users and groups to be used in the application. Customers also can add groups in the application which contain Active Directory users and groups which helps enable a very effective user management. Alternatively, new users can be created during the first successful SAML2 authentication attempt. Please note that user group and license management abilities may be limited through this approach.	=
AUT-D05	Local User Management	Local users and groups can be created and maintained. Local groups may contain other local groups as well as groups imported from directories.	=
AUT-D06	Username	Local User accounts have unique usernames and passwords that must be entered each time a user logs on. iGrafX issues a session cookie only to record encrypted authentication information for the duration of a specific session. The session cookie does not include the password of the user.	=
AUT-D07	Passwords	Local User passwords have minimum complexity requirements. Passwords are individually salted and hashed. For optimum security iGrafX recommends SAML user authentication, in which case local passwords are not applicable.	=
AUT-D08	SAML-based User Management	'User Creation After Successful SAML Authentication' allows new users to be created automatically during the first successful SAML2 authentication attempt. New users will be added to a default group which can be configured to meet initial license and permission requirements. Unsuccessful authentication attempts will not lead to the creation of new users and are tracked through the Identity Provider.	=

AUT-D09	API-based User and Group Management	REST API supports synchronization of users and groups, provided the customer user directory system can be configured to address iGrafx REST APIs.	=
AUT-D10	SCIM-based Cross Domain Identity Management	<p>SCIM allows to synchronize user and group management data between Identity Providers and the iGrafx Dedicated Cloud Services.</p> <p>SCIM, or System for Cross-domain Identity Management, is a standard that allows for the secure automation of user provisioning and is specifically designed for the use in SaaS applications.</p> <p><i>iGrafx plans, without any guarantees on availability, to have SCIM-based User and Group Management available by the end of 2020.</i></p>	=

iGrafx Web Application Layer (WA)

WA-D01	Version – iGrafx Software	<p>Customer can choose between</p> <ol style="list-style-type: none"> 1. iGrafx is always providing the latest released cloud software version and patch level for the Cloud Services. The automated deployment of the latest version matches the iGrafx Enterprise Cloud update model. 2. Customer can coordinate when and which released datacenter version of the Cloud Services will be updated in an iGrafx-defined maintenance and service window. 	≠
WA-D02	Update frequency – iGrafx Software	<p>If the automatic update mechanism is chosen, iGrafx may deploy updates several times a month to the iGrafx Dedicated Cloud Services. Such updates may contain new functionalities, changes and bug fixes. iGrafx also has the ability to provide an immediate hotfix if a security issue were to arise.</p> <p>If the coordinated update mechanism is chosen, the releases available for deployment are limited to the releases of the iGrafx Datacenter Platform Software. The customer has to agree to coordinate updates to a reasonable up-to-date level and replace old versions latest one year after their release.</p>	≠
WA-D03	Updates	Included	=
WA-D04	Hosting Cost	<p>Additional to Cloud Services subscription and depending customer requirements.</p> <p>iGrafx and customer will discuss the customer’s requirements and iGrafx will explain available options. iGrafx will recommend the required components in the Azure Datacenter.</p> <p>The hosting cost for the recommended infrastructure and applicable options will be part of the iGrafx Dedicated Cloud Services quote. Such hosting cost does not include any additional Professional Services or Superior Technical Support agreement.</p>	≠
WA-D05	Browser Access	<p>Access through any modern web browser.</p> <p>For a detailed list of supported browser please see our Cloud System Requirements.</p>	=
WA-D06	Desktop Clients - hybrid	<p>Available</p> <p>iGrafx Desktop Client applications can be installed locally on the user's computer and connected to the iGrafx Dedicated Cloud Services using the same URL the user is using to connect to the browser application. It is the customer's responsibility to keep the desktop client version updated. While use of the iGrafx Cloud Services offerings are subject to the iGrafx Cloud Services Agreement, use of desktop clients is subject to iGrafx Software End User License Agreement EULA.</p>	=



WA-D07	Additional Repositories	Optional	=
WA-D08	Coding Practices	iGrafX's engineers use best practices and industry-standard secure coding guidelines which align with OWASP Top 10 , SANS/CWE Top 25 .	=

Application Server Infrastructure (AS)

AS-D01	Application Deployment	<p>Infrastructure components can be defined as per customer requirements for hosting the web application. A complete isolation is possible as well as partially integrating standard infrastructure provided to iGrafx Enterprise Cloud Services.</p> <p>iGrafx will support you in finding the reasonable an applicable infrastructure options for your specific scenario.</p>	≠
AS-D02	Version – Infrastructure	<p>iGrafx is always testing the infrastructure about compatibility with the released and deployed cloud software version and patch level for the Cloud Services. iGrafx makes reasonable efforts to keep the underlying infrastructure on the latest security patch level.</p> <p>The Azure WebApp services and Java Services Version can be defined by the customer on request, within the abilities provided by the applicable Microsoft Azure PaaS and IaaS service components.</p> <p>If the automatic update mechanism is chosen, iGrafx always provides the latest approved version and patch level of any Microsoft Azure component used to offer the iGrafx Enterprise Cloud.</p>	≠
AS-D03	Updates	Included.	=
AS-D04	Load balancing	Depends on selected infrastructure.	≠
AS-D05	Load testing	<p>iGrafx conducts load testing and optimizations as part of the continuous software development cycle isolated and without any impact on the customer’s production environment.</p> <p>Load testing performed by the customer or the customer’s 3rd party contractor requires prior authorization of iGrafx and may be limited to certain times and if approved will be at customer’s own expense and solely upon iGrafx written approval.</p>	=
AS-D06	Individual URL	Included (https://YOURCOMPANY.igrafxccloud.com)	=
AS-D07	Custom Domain	Optional (https://xyz.YOURDOMAIN.com)	=
AS-D08	SSL certificate	Included	=
AS-D09	Custom SSL certificate	Optional	=

AS-D10	SMTP (outgoing mail)	Included	=
AS-D11	Custom SMTP configurable	Included	=
AS-E12	IP Addresses	Dynamic Default, Static Optional	≠

Database Server (DS)

DB-D01	Database	Customer can choose to use a dedicated database on a shared elastic database cluster or use a dedicated database server instance hosting the database. Please note that elastic cluster databases are only available in preferred datacenter locations.	≠
DB-D02	Version	Latest version and patch level available at Microsoft Azure.	=
DB-D03	Updates	Included	=
DB-D04	Load balancing	Included	=
DB-D05	Storage	Depends on selected infrastructure.	≠
DB-D06	Additional Databases	Optional, only applicable if more than one repository is required and independent data restoration from backups is required.	=
DB-D07	Backup	Included. Customer data is backed up separately from other customers' data and can be independently restored to any point in time within the last 31 days. In the event a customer needs retention periods longer than 31 days, an optional backup solution can be implemented.	=



Cloud Datacenters (CDC)

CDC-D01	Provider	Microsoft Azure® iGrafX is a trusted Microsoft® Gold Partner for over 20 years. Experience, trust and best in class integration into your IT is a cornerstone for any enterprise solution.	=
CDC-D02	Locations	Any Microsoft Azure Datacenter location possible that offer the required infrastructure components, for requirement definition see AS-D01, DB-D01 and WA-D04. Preferred locations: US East, US Central South, US West, Germany, UK, Japan, Canada	≠
CDC-D03	Physical Security	All iGrafX information systems and infrastructure are hosted in world-class data centers by Microsoft Azure. The data centers follow industry best practices and standards on physical security controls e.g. 24x7 monitoring, cameras, visitor logs, entry requirements.	=
CDC-D04	Data Ownership	The customer owns its content that is stored in the iGrafX Cloud Services repository. Customers can add and remove information in the iGrafX repository through the available features without any limitations the same way this can be done in an iGrafX Platform installed in the customer's remote or on-premises datacenter. Customers are solely responsible for the repository content and must comply with all applicable international and local laws including without limitation export laws and privacy laws.	=

Data Security (DS)

DS-D01	User Data	Repository data is segregated into individual account-based databases, or separate server infrastructure depending on a customer's requirements.	≠
DS-D02	Data encryption in transit	SSL encryption (https) is mandatory and included.	=
DS-D03	TLS Version	TLS 1.2 SHA 256 with RSA Encryption All communications with the iGrafX browser application are sent over TLS connections, which protects communications by using both server authentication and data encryption. This ensures that user data in transit is safe, secure, and available only to intended recipients. iGrafX application endpoints are TLS only and score an "A" or "A+" rating on SSL Labs' tests. iGrafX also employs Forward Secrecy and only supports strong ciphers for added privacy and security.	=
DS-D04	Data encryption at rest	SQL TDE (Transparent Data Encryption) AES 256	=
DS-D05	Data residency	Depends on selected infrastructure.	≠
DS-D06	Geo replication of data backup	Depends on selected infrastructure. If no isolated infrastructure is required, existing elastic cluster databases are used for the secondary datacenter location. In this case one geographical replicated database to a secondary datacenter is typically is used. Based on a variety of factors, iGrafX assigns the geo replication to a datacenter, within the same geographical region of the primary datacenter, that it believes may provide the best possible performance and stability to customer. Additional geographical replications of the same or additional databases are an available option.	≠
DS-D07	Restrict Network access to IP ranges	Optional	=
DS-D08	Cloud Security Assessment	CAIQ v3.0.1 available on request	=
DS-D09	Penetration Testing	External and independent organizations perform penetration tests at least annually. Individual penetration tests and analysis can be acquired through iGrafX if customer requires test results specific to its iGrafX Dedicated Cloud Services subscription URL. iGrafX performs automated penetration and vulnerability tests on any iGrafX software release and throughout the development phase.	=



Penetration testing performed by the customer or the customer's 3rd party contractor requires prior authorization of iGrafx and may be limited to certain times. At customers own expense and solely upon iGrafx written approval.

DS-D10 Privacy

At iGrafx, we recognize and value our customers' privacy. As such, iGrafx is committed to ensuring that its customers are informed as to how their personal information will be used and kept secure. =

For our full privacy policy please see <http://www.igrafx.com/company/legal/privacy>



Organizational & Administrative Security (OA)

OA-D01	Information Security Policies	iGrafX maintains internal information security policies, including incident response plans, and regularly reviews and updates them.	=
OA-D02	Employee Screening	Upon hire all US employees undergo an appropriate background check.	=
OA-D03	Training	iGrafX provides security and technology use training for employees who require access to customer systems.	=
OA-D04	Service Provider	Service provider contracts with iGrafX contain appropriate confidentiality and security obligations if they deal with any customer data.	=
OA-D05	Access	Access controls to sensitive data in iGrafX databases, systems, and environments are set on a need-to-know / least privilege necessary basis.	=
OA-D06	Access Control	Secure VPN, MFA (multi-factor authentication), and role-based access is enforced for systems management by authorized engineering staff and administrators.	=
OA-D07	Audit Logging	iGrafX maintains and monitors audit logs for its services and systems. Central logging systems capture and archive all internal systems access including any failed authentication attempts.	=
OA-D08	Firewalls	Firewalls restrict access to all ports except 443 (https) unless additional ports are required and approved for system integration purposes i.e. 1433 (SQL) to upload process measurement data.	=
OA-D09	Testing	System functionality and design changes are verified in an isolated test “sandbox” environment and subject to functional and security testing prior to deployment to active production systems.	=

Integration and Migration (IM)

IM-D01	REST API	Available, option disabled by default.	=
IM-D02	Data Portability	Available. iGrafx enables customers to export its data from iGrafx's system in a variety of formats so that customer can individually back it up, or use it with other applications.	=
IM-D03	Migration from Local Datacenter	Available	
IM-D04	Migration from Core Edition	Available	
IM-D05	Migration from Enterprise Cloud	Available	
IM-D06	Migration to Local Datacenter	Available	
IM-D07	Migration to Core Edition	Not available	
IM-D08	Migration to Enterprise Cloud	Available	

Service Level Agreement (SLA)

SLA-D01	Uptime SLA	>99.95%	=
SLA-D02	Monitoring	<p>24x7 monitoring, 2 operations centers ensure system issue mitigation during business hours and are on call if required 24x7.</p> <p>Continuous uptime monitoring, with immediate escalation to iGrafx staff for any downtime.</p> <p>Automatic customer administrator notification available.</p>	=
SLA-D03	Uptime Definitions	<p>“App” is the iGrafx Cloud Services deployment.</p> <p>“Deployment Minutes” is the total number of minutes that the App has been set to running in a yearly cycle. Deployment Minutes is measured from when the initial App commissioning was completed until the Customer initiated an action that would result in running the App to the time Customer initiated an action that would result in stopping or decommissioning the App. It excludes times for scheduled downtime or maintenance if announced by iGrafx for more than 8 hours, or any Force Majeure event.</p> <p>“Maximum Available Minutes” is the sum of all Deployment Minutes across all Apps deployed for a Customer during a yearly cycle.</p> <p>Downtime: The total accumulated Deployment Minutes, across all Apps deployed by Customer in a given iGrafx Dedicated Cloud Services subscription, during which the App is unavailable. A minute is considered unavailable for a given App when there is no connectivity between the App and Microsoft’s Internet gateway.</p> <p>Monthly Uptime Percentage: The Monthly Uptime Percentage is calculated using the following formula: $\text{Uptime \%} = (\text{Maximum Available Minutes} - \text{Downtime Minutes}) / (\text{Maximum Available Minutes}) \times 100$ </p>	=
SLA-D04	Support SLA	iGrafx offers different levels of support, please see iGrafx Support Offerings for more information about our standard support and our Superior Technical Support Offering Details .	=
SLA-D05	Geo located disaster recovery deployment (DR)	<p>Hot site option available depending on selected infrastructure.</p> <p>Warm site (geo replicated database) is included in the recommended infrastructure suggested by iGrafx, see WA-D04 and the geo replicated database information in the Data Security table above.</p> <p>In a warm site recovery scenario during normal operations, the application and data is hosted in the primary datacenter and the geo replicated database hosted in the secondary datacenter within the same geographical region. The secondary datacenter may change within the same region at times to ensure availability in case of a disaster. After the actual event of a confirmed disaster</p>	≠

		at the primary datacenter the application services operations will be relocated to the secondary datacenter which then became the primary datacenter and a new secondary datacenter will be elected.	
SLA-D05a	Disaster Recovery Objectives (DR SLA)	RPO: < 5 min RTO: < 24 h	=
SLA-D06	Staging Environment	Available If a staging deployment is required it can be implemented in separate ways, cost and performance may vary. The non-production staging license subscription can be deployed within the infrastructure or on dedicated resources depending on your selected infrastructure. If only separate Staging Repositories within the same deployment is required, it is enough to add an additional repository. Note that in this option all repositories will be on the same application server version at any time.	≠
SLA-D07	Additional Fees	An additional fee may be charged for customer-initiated changes to any system environment, infrastructure or software configuration. Any change causing an additional fee must be approved by an authorized customer contact.	=
SLA-D08	Root Cause Analysis	In the event of an unexpected downtime of any production deployment the primary objective is to restore services. Subsequent iGrafx will conduct an investigation to analyze the root cause of the incident and implement mitigating actions to prevent similar events to occur in the future. A root cause analysis report for an outage lasting longer than 10 minutes is available upon request.	=
SLA-D09	Max. File Size	100 MB	=

Certifications (CA)

CA-D01	Certifications of the Cloud Datacenter Provider	<p>Audit reports for Microsoft's Cloud services, which provide information about compliance with data protection standards and regulatory requirements, such as International Organization for Standardization (ISO), Service Organization Controls (SOC), National Institute of Standards and Technology (NIST), Federal Risk and Authorization Management Program (FedRAMP), and the General Data Protection Regulation (GDPR) are available for download at: http://servicetrust.microsoft.com</p> <p>For more information about the security of our datacenter vendor, please see Microsoft Azure relevant certification and compliance listing: https://www.microsoft.com/en-us/TrustCenter/Compliance/complianceofferings</p>	=
CA-D02	Certifications of the SaaS Application Provider	<p>ISO 27001</p> <p>The international acceptance and applicability of ISO/IEC 27001 is the key reason why certification to this standard is at the forefront of iGrafX's approach to implementing and managing information security. Currently, the iGrafX Cloud Services are audited to achieve the certification for ISO/IEC 27001 compliance by a third-party accredited certification body, providing independent validation that security controls are in place and operating effectively. Through the ongoing Covid-19 pandemic and in an abundance of caution for the safety of our staff and the auditors who would need to travel to all applicable iGrafX offices worldwide the certification was set on a temporary hold. iGrafX is committed to continue and achieve the certification as soon as possible.</p> <p>SOC II Type 2</p> <p>The Service Organization Controls (SOC) audit report conducted by a third-party accredited certification body is available on request.</p> <p>GDPR</p> <p>iGrafX is compliant to the General Data Protection Regulation (GDPR). The Data Processor Agreement is available on request.</p>	=
CA-D03	NDA Compliance	<p>To access the Cloud Datacenter Provider's (Microsoft Azure) as well as the SaaS Application Provider (iGrafX) certifications and audit reports the acceptance of applicable Non-Disclosure Agreements is required.</p>	=

Start of Subscription (CS)

CS-D01	Subscription Period	Yearly ¹	=
CS-D02	Start Date	<p>Unless otherwise specified on the relevant iGrafx sales quote, the start date of the Subscription Term will be the date that iGrafx begins commissioning of the iGrafx Dedicated Cloud Services environment infrastructure for the customer.</p> <p>Unless stated otherwise on the relevant iGrafx sales quote, iGrafx will begin commissioning within 5 business days after iGrafx’s receipt of a valid and correct purchase order or purchase authorization from the customer for the iGrafx Dedicated Cloud Services Subscription.</p> <p>For iGrafx Dedicated Cloud Services, the length of the commissioning period will depend on the complexity of the configurations, complexity of the customer’s network, the options and requirements of the customer, as well as the customer’s responsiveness to iGrafx’s requests for information regarding the commissioning (see, for example, the Authorization form discussed in the next section). Each commissioning period will be determined on a case by case basis by iGrafx in consultation with the customer.</p>	≠
CS-D03	Authorization	<p>iGrafx will provide the customer with an Authorization form in which the customer will specify who is authorized to approve certain level of changes to the system. If the Authorization form is not fully completed and returned until the commissioning begins iGrafx assumes the contacts involved in the purchasing process are authorized to make the required decisions during the iGrafx Dedicated Cloud Services commissioning.</p> <p>As future changes to the environment may require approval from authorized customer personnel we recommend sending the Authorization form back as soon as possible and keep it updated. This helps to avoid delays.</p>	=

¹ Yearly subscription prices calculated subject to a 36-month commitment.

End of Subscription (CE)

CE-D01	Data access	<p>Within 7 days after the expiration of the iGrafX Cloud Services subscription customer can request in writing a backup of your data. iGrafX make available for download by customer an encrypted file containing an MS SQL database backup of your data as it appeared on the expiration date of the customer's subscription within 7 days of iGrafX's receipt of customer's written request. The download will be available for 30 days after it becomes available.</p> <p>The decryption password for the backup will be provided to the customer in a different format of communication than the access to the download location.</p> <p>The customer can install a local version of the release current at the time of subscription expiration of the iGrafX Datacenter Platform. iGrafX will provide an activation key including one user to access all the information in the repository. This special key will expire one year after the backup was provided and has a Watermark indicating this is a non-production license.</p>	=
CE-D02	Safe removal of data	<p>If no backup was requested within 7 days after expiration of the subscription the safe and FINAL removal of all databases and backups associated with the subscription will be initiated.</p>	=

Security Breaches (SB)

SB-D01	Handling	iGrafx has taken reasonable measures to protect and secure customer data uploaded by users to the iGrafx Cloud Services but does not guarantee the security of such data and will not be liable in any way for any unauthorized access or loss of such data. However, if iGrafx learns of a security breach, we will notify affected customers so that they can take appropriate protective steps. iGrafx’s breach notification procedures are consistent with its obligations under various state and federal laws and regulation, and industry best practices we adhere to. Notification procedures include providing email notices or posting a notice on our website if a breach occurs.	=
SB-D02	Customer Responsibilities	<p>It is each customer’s responsibility to keep its data secure and to maintain the security of its iGrafx Cloud Services account. Customers must use sufficiently complicated passwords and store such passwords in a secure manner. Customers must ensure that it has sufficient security for its own facilities and systems to prevent data loss and unauthorized access. iGrafx offers TLS to help secure the transmission of emails, but it is the customer’s responsibility to ensure that its systems are configured to use that feature appropriately.</p> <p>iGrafx recommends using a secure federated user sign-in and authentication technologies like LDAPS or SAML2.</p>	=

Architecture Diagram

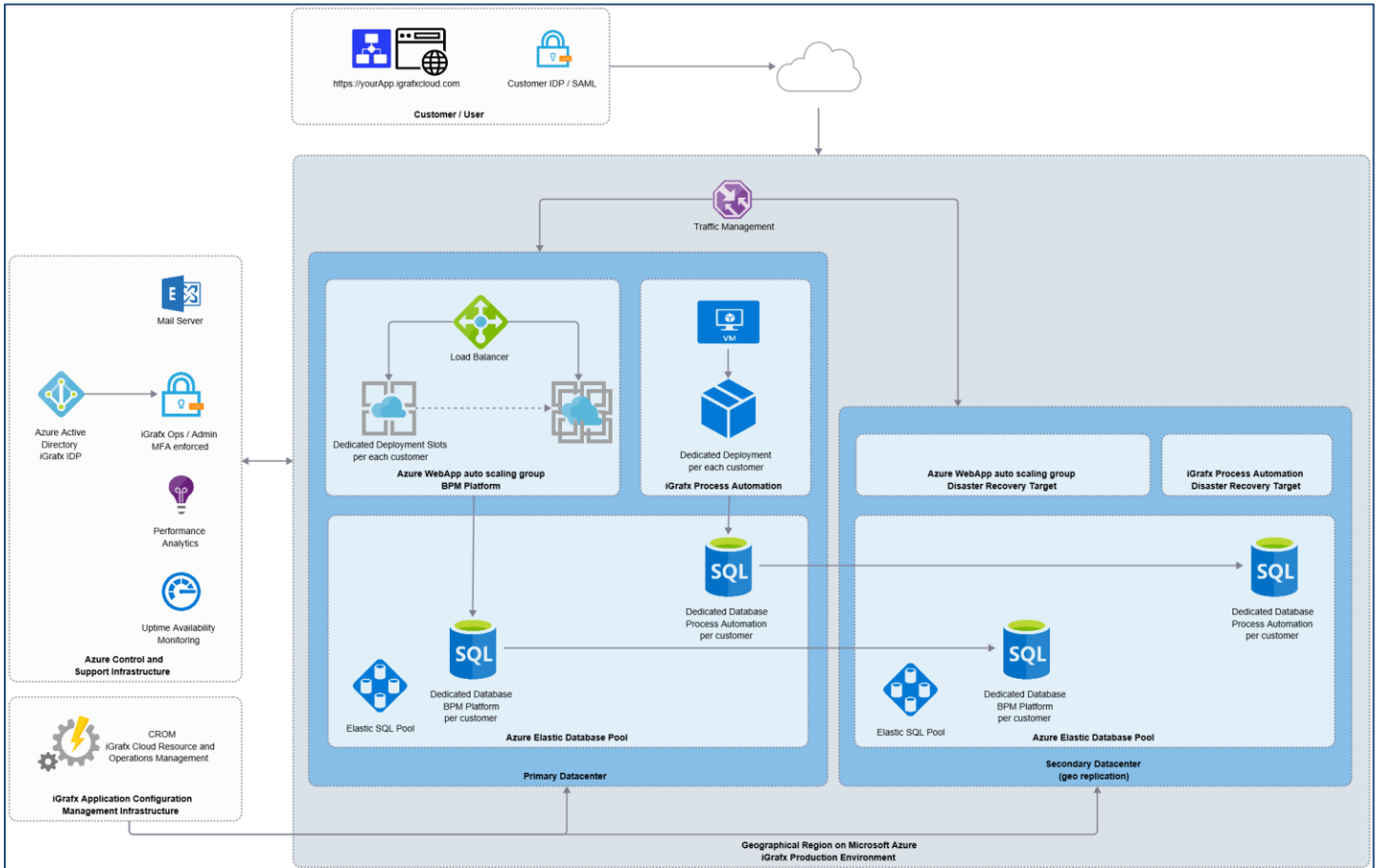


Figure 1: Schematic overview of the iGrafX Enterprise Cloud main components

Please note that as per above AS-D01 the actual iGrafX Dedicated Cloud Services components may differ from the provided schema. The above diagram is representing the iGrafX Enterprise Cloud main components and will be close to most iGrafX Dedicated Cloud infrastructures unless otherwise specified.