Cloud Service Scorecard

Form for service providers to fill out. v 0.2 06 2020.06.22

1. Email address *

    _____

2. Service Name

    _____

3. Contact Information

    _____

    _____

    _____

    _____

    _____

4. Brief Service Description

    _____

    _____

    _____

    _____

    _____

5. Service URL

    _____

Accessibility Compliance

6. Does the service have a User Interface?

Mark only one oval.

◯ Yes (fill out section below)

◯ No (skip section below)

◯ Other: _____

7. WCAG Compliance

Check all that apply.

	Level AAA	Level AA	Level A
Version 2.1	☐	☐	☐
Version 2.0	☐	☐	☐

8. Completed VPAT

Mark only one oval.

◯ Yes

◯ No

9. VPAT date

_____

Example: January 7, 2019

10. URL for company accessibility page (with VPAT and statement of support)

_____

11.   Any comments on accessibility?

_____

_____

_____

_____

_____

Identity and Federation

12.   Does the service support user authentication and authorization?

Mark only one oval.

◯ Yes (fill out the rest of this section)

◯ No (skip section)

◯ Other: _____

13.   Does your company publish metadata in the InCommon (or other national federation) Registry?

Mark only one oval.

◯ Yes

◯ No

14.   Does your service support Single Sign On via SAML?

Mark only one oval.

◯ Yes

◯ No

15. Any comments on identity/federation?

_____

_____

_____

_____

_____

Network and Connectivity

16. Is your service available on the Internet2 Peer Exchange?

Mark only one oval.

◯ Yes

◯ No

◯ Running on Azure, AWS, or Google Cloud Platform.

17. Briefly describe your connectivity to the Internet2 network

_____

_____

_____

_____

_____

18. Do you charge Internet2 members for data egress?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

19. Do you engage in any network bandwidth throttling?

Mark only one oval.

( ) Yes

( ) No

( ) Other: _____

20. Any comments on networking?

_____

_____

_____

_____

_____

Security

21. Do you have SOC reports specific to your operations (not just hosting) available?

Check all that apply.

[ ] SOC2

[ ] SOC3

Other: [ ] _____

22. Do your SOC reports attest to no material deviation from required standards?

Mark only one oval.

( ) Yes

( ) No

23.   Date of most recent SOC report

_____

Example: January 7, 2019

24.   Have you completed a HECVAT assessment?

Mark only one oval.

◯ Yes, full HECVAT

◯ Yes, lightweight HECVAT

◯ No

◯ Other: _____

25.   Date of most recent HECVAT update

_____

Example: January 7, 2019

26.   Do you have audit logging available for customers?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

27.   Do you have penetration test results available for customers?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

28. Do you make your incident response plans available to customers?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

29. Any comments on security?

_____

_____

_____

_____

_____

Privacy

30. Is your privacy policy available for public review?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

31. URL for privacy policy

_____

32. Does your service comply with ISO 27018 practices on protection of personally identifiabl
information (PII) in public clouds

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

33. Do you return or destroy all customer data at some defined time after contract end?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

34. Do you agree to not disclose customers' intellectual property or data to third parties (othe
than required by law)?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

35. Any comments on privacy?

_____

_____

_____

_____

_____

Technical Integration

36. Do you expose functionality via a documented API?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

37. URL for API documentation

_____

38. Do you have a standard format for consumption and analysis of data?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

39. Can your service be extended by use of a SDK?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

40. Is your source code available as open source (optional)?

Mark only one oval.

( ) Yes

( ) No

( ) Other: _____

41. Any comments on integration?

_____

_____

_____

_____

_____

Other Compliance and Contractual Issues

42. Do you support the following contractual terms?

Check all that apply.

[ ] Agree to act as school official for FERPA

[ ] Agree to legal adjudication in customer's locale

[ ] Customer has full control over all use of name, trademarks, and logos for publicity and/or endorsement

[ ] Liability terms that differentiate between use by employees and use by students

[ ] Will comply with public records request where required

43. Are you willing to alter specific contract language on request by individual institutions?

Mark only one oval.

◯ Yes

◯ No

◯ In certain specific situations

◯ Other: _____

44. Does all user data remain the property of the customer?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

45. Do you provide a way of keeping hosting and data within the United States?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

46. Do you execute HIPAA Business Associate Agreements (BAAs)?

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

47.	Any comments on contractual and compliance issues?

_____

_____

_____

_____

_____

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