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.*

<table>
<thead>
<tr>
<th>Level AAA</th>
<th>Level AA</th>
<th>Level A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version 2.1</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Version 2.0</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

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 identifiable 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 (other 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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