

Deltek Cloud Operations

Security, Availability, Privacy and Maintenance

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What if you had the same technology advantage as your large competitors— without the same overhead? Why not turn to the cloud? Accessible from anywhere, cloud-based solutions provide the benefits of an on-site deployment, without the expensive up-front licensing, hardware expense, complicated deployment and costly, on-going maintenance. Cloud-based solutions eliminate most of the ownership cost and almost all of the ownership responsibilities— freeing your IT resources to focus on other, more important work.

Deltek’s unwavering commitment to support and security serves to make your mission-critical Deltek application available at any time to everyone who needs it—while simultaneously protecting your information from anyone who shouldn’t have it. Deltek’s cloud-based data-center provides a level of accessibility and security that an on-site IT department would be hard-pressed to match. Taking advantage of this unparalleled approach to availability and security helps your organization focus on delivering work, delighting clients and—most importantly—growing your firm.

World-Class Relationship | Deltek & Amazon Web Services

To deliver Deltek offerings to Professional Services firms through the cloud, Deltek has teamed with Amazon Web Services (“AWS”), a pioneer in eCommerce and trusted world leader in cloud services. Deltek First is the first cloud offering specifically developed for Professional Services firms like yours. Deltek’s relationship with Amazon Web Services brings global scale, proven expertise and physical security that is unmatched by any individual vendor’s independent data center. This unmatched relationship keeps your

Deltek team’s focus where you want it most: on creating and supporting exceptional Professional Services solutions.

The following information describes the 2 tiers of this relationship:

1. Cloud offerings provided, supported and maintained by Deltek
2. Infrastructure provided and supported by Amazon Web Services

1. Cloud Offerings | Deltek

Deltek is responsible for individual Deltek applications residing in the AWS infrastructure. Deltek has established a dedicated team focused on managing, maintaining and protecting the Deltek cloud offerings. The Deltek Cloud Operations team is responsible for cloud technical architecture design, creation of standard operating procedures, continuously and



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proactively monitoring system health, application of service packs and upgrades, management of backup and restore procedures and execution of incident and customer service requests.

Information below describes the Deltek Cloud Operations Team’s responsibilities and approach to security, privacy, availability and maintenance.

Security. In addition to the multiple levels and forms of physical security provided by AWS, Deltek Cloud Operations employs stringent procedures to limit unauthorized access to the components of the Deltek cloud offerings—from personnel, to servers, to applications, to clients’ data.

- *Security Clearance.* Deltek Cloud Operations personnel (those with direct access to Deltek cloud offerings) undergo background checks and receive ongoing training on concepts such as security and privacy policies. No AWS personnel have access to Deltek cloud offerings.
- *Minimal Access.* “Least Privilege” principle for Deltek personnel means system access at only the minimal level needed for job responsibilities.
- *Password Complexity.* Application access requires complex passwords (mandating use of certain characters, patterns, etc.), which are changed at least every 90 days. Employees’ access privileges are revoked when no longer needed. Passwords are managed in a password vault.
- *Hardened Environment.* Operating system and network access is hardened and consistently reviewed for new vulnerabilities.
- *Data Encryption (SSL 3).* Data is securely encrypted in-flight using SSL-3.
- *Malware & Virus Checks.* Advanced prevention tools identify and protect against threats like malware and viruses. These tools are continuously updated to protect against current threats. Additionally, operating system software is updated when needed, based on current standards for security protection.
- *Incident Response.* Formal incident response processes and escalation paths are maintained, updated and executed periodically for rapid, effective responses for either unplanned system events or suspected security incidents.

- *Security Testing.* Deltek Cloud Operations leverages unbiased 3rd-party experts to conduct application vulnerability assessments annually or integrated with product development and release management. In addition, internal vulnerability assessment tools are utilized on an ongoing basis.

Confidentiality and Privacy. The architecture of the Deltek cloud environment, combined with stringent policies and safeguards by the Deltek Cloud Operations team, helps keep all clients’ data private in all forms— whether at rest, in-flight or in back-up environments.

- *Data Segregation.* Though web and application servers are shared across clients, each client has their own distinctly separate database. Client data is not comingled in a “multi-tenant”, single-application environment. Instead each client’s data stands alone, and is never shared with third-parties (except as required by law).
- *Storage Device Decommissioning.* Both Deltek and AWS maintain formal data destruction policies for data within decommissioned environments, including physical infrastructure.
- *Separation.* Client data is provided to clients who may have a need to leave the Deltek First cloud.

Availability. Recognizing that Deltek cloud offerings are mission-critical management systems, Deltek’s Cloud Operations team uses extensive monitoring, routine back-ups, and regimented fail-over and disaster recovery policies to help provide consistent availability.

- *Monitoring.* Multiple forms of monitoring help provide consistent availability. Internal systems are monitored from within the Deltek cloud, enabling continuous and reliable assessments of the system’s overall health and performance. Additionally, the same systems are monitored from multiple external locations in order to evaluate performance and help confirm availability.
- *Data Back-Up.* Daily, weekly, and monthly full back-ups are performed in the production facility, and to redundant (equally secure) secondary data-centers.

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- *Disaster Recovery.* In the unlikely event of a disaster, the cloud offerings can be restored in a secondary AWS data center with minimal data loss. This disaster- recovery environment has the capacity to match the full capacity of the “live” environment, so that Deltek can reasonably match performance.
- *Change Control.* A formal change control board evaluates—and must approve—changes to the Deltek First cloud application infrastructure. These policies help assess and mitigate risk that such changes may place on consistent, uninterrupted availability.
- *Configuration Environment.* To facilitate ongoing configuration typically needed by Professional Services organizations facing constant change, Deltek First provides each client a “sandbox” test environment that replicates the production environment. Changes can be built and subsequently tested in order to evaluate any impact on performance and mitigate risk to availability.

Maintenance. Deltek Cloud Operations provides all necessary maintenance to the cloud offerings, including the infrastructure at the operating- systems layer and database and periodic updates to the application. In addition to eliminating these responsibilities, clients also gain assurance that their cloud offerings are consistently current at all levels.

Upgrades and Maintenance. In accordance with the availability procedures mentioned above, Deltek Cloud Operations provides necessary maintenance updates to all levels of the Deltek First cloud offerings—from the infrastructure all the way through to the applications. Clients then receive the updated technology and associated capability.

Communications. Deltek Customer Care manages all communication related to maintenance of the Deltek Cloud. Clients are provided advanced notice of planned upgrades, notification of new features or planned maintenance windows.

For growing professional organizations, a move to the Deltek cloud delivers proven, world-class enterprise management solutions with quick and easy access, minimal impact to internal IT operations and little-to-no ongoing maintenance. Delivered on the backbone of the Amazon Web Services infrastructure, Deltek First provides the combination of world-class capabilities that Professional Services organizations around the world have come to expect from Deltek: reliable access and security, comprehensive maintenance and award-winning support.

2. Infrastructure | Amazon Web Services

As one of the world's largest “Infrastructure as a Service” providers, AWS provides secure, scalable storage, computing, networking, messaging and monitoring infrastructure for hundreds of thousands of companies around the globe. With years of experience designing, constructing and operating large-scale data centers, Amazon Web Services is responsible for infrastructure from the virtualization layer to the physical data center, which includes physical security, environmental safeguards and general infrastructure availability.

Physical Security. All AWS data centers are housed in nondescript facilities, where physical access is strictly controlled at the perimeter and at building entry points by professional security staff. Only authorized staff is allowed entry at these facilities, and even authorized members are authenticated at least twice in order to access any of the data center floors. Additionally, any physical access to data centers by AWS employees is logged and audited routinely. Visitors and contractors are only allowed admittance after presenting valid ID and agreeing to a full-time authorized escort while on the premises.

- *Facility Access.* Perimeter boundaries are sealed and patrolled by security personnel. External and internal entry points are patrolled and monitored.
- *Facility Monitoring.* Facilities leverage external and internal video surveillance, in addition to intrusion-detection systems.

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- **Staff Access.** 2-factor identification is used for staff access; staff can access only the data center areas and equipment that is necessary for their job function. All access privileges are revoked when no longer needed (i.e. change in responsibilities, job separation, etc.)

Environmental Safeguards. Innovative architectural and engineering approaches safeguard the AWS data centers from environmental hazards. These approaches help sustain data center operability, hardware availability and application access—even in the face of “acts of God”, including severe climate disruption, fire or power outage.

- **Fire.** All data center environments, mechanical and electrical infrastructure spaces, chiller rooms and generator equipment rooms in each facility are equipped with advanced fire-detection and suppression systems. These areas are protected by smoke-detection sensors, and either wet-pipe, double-interlocked pre-action or gaseous sprinkler systems.
- **Climate.** Each facility is climate-controlled to maintain a constant operating temperature for servers and other hardware, which are monitored constantly to detect over-heating. Personnel and systems monitor temperature and humidity to maintain the optimal level of atmospheric conditions.
- **Power.** Each facility has multiple forms of power, designed to be fully redundant and maintainable without impact to operations—24 hours a day, 7 days a week. Each facility’s power is fed via different grids from independent utilities to further reduce single points of failure. Generators provide back-up power for the entire facility, and Uninterruptible Power Supply (UPS) units provide back-up power for essential loads in the event of an electrical failure.

Availability. Data centers are built in clusters in various global regions. AWS systems are designed to tolerate system or hardware failures with minimal customer impact. Notably, for all applicable facilities, AWS completes an annual SOC1-Type II audit and has achieved ISO 27001 certification.

- **Fail-Over.** In case of failure, automated processes move data traffic away from the affected area. All data centers are online and serving customers; no data center is “cold.”
- **Scalable Capacity.** Core applications are deployed in an N+1 configuration, so that in the event of a data center failure, there is capacity to load-balance traffic to the remaining sites.
- **Incident Management.** AWS uses industry-standard procedures to diagnose and resolve business-impacting events. Staff operators provide 24 x 7 x 365 coverage to detect incidents, mitigate the impact and resolve issues.

Turn to the cloud. Turn to Deltek First.
Learn more at
www.bcsprosoft.com/deltekfirst

BCS Prosoft is the leading provider of business management technology solutions to small and medium-sized businesses throughout North America with offices in San Antonio, Houston, Denver and Honolulu. Since 1986 BCS has been helping clients achieve financial goals, maximize operating efficiency and realize potential through the effective application of technology. As National Partners with Sage Software, Deltek and NetSuite, BCS Prosoft has a vast network of resources available to ensure that your business is up to speed with the latest technology. With clients in dozens of industries including Wholesale Distribution, Manufacturing, Equipment & Event Rental, Architecture & Engineering and Professional Services, we have the technological experience and expertise that produce meaningful results allowing your business to grow year after year.