



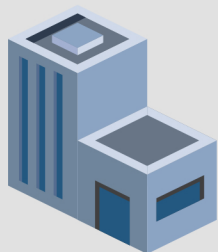
Questions to Ask a Cloud-Based SaaS Vendor

Cheat Sheet



With so much on the line, the process of vendor vetting can be daunting and scary. Finding a SaaS vendor is like finding a needle in a haystack, but a CIO who knows the right questions to ask beyond "How's your security" will be able to save time, money and resources in the process of finding that needle.

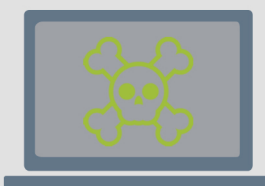
Structure your conversation with this guide, which should prompt more questions and help you find a vendor with the right answers.



1) Business Viability Questions

Confirm that a) your cloud-based SaaS vendor doesn't work out of a garage and b) won't disappear in a year and take your data with them by finding out their:

- Top 3 customers
- # of customers/employees
- Sales and profitability numbers
- Type of business liability insurance



2) The Million-Terabyte Question

HAVE YOU BEEN HACKED?

YES

- What/When was your response?
- How/when did you alert your customers?
- Did you conduct a 3rd Party audit?
- Did you revisit security?
- How will you prevent another attack?

NO

- How would you identify if you were?
- Next steps you'd take?
- How do you limit infrastructure-sensitive information (e.g., SSL keys, passwords) in your company?
- Can you remote wipe?

Whether or not your vendor's seen the worst, find out whether they can prevent it from happening to you.



3) Network Security Policy Questions

You're going to want to dig even deeper on security, especially if you're in a high-risk industry. Find out the vendor's technical & human processes by hitting these issues:

- IT policies for internal software & support teams
- Do you have automatic code security analysis software?
- Server backup policies
- Describe anti-virus software
- Who has access to our content?
- Audit frequency
- Describe software development lifecycle
- Do you use infrastructure monitoring to alert you of changes?



4) Product Roadmap Questions

Before you hire a vendor, see what they're building and where they're headed. Ask them to describe:

- Product roadmap
- How we (the customer) influence the process
- Product management process

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