CLOUD SECURITY CHECKLIST

Establishing Trust With a Cloud Contact Center Provider

IT faces a dynamic environment of security threats. To trust your contact center in the cloud, you need a provider that meets the highest security standards. Ask these questions to evaluate security, reliability, and performance for your cloud contact center.

1 100% Focused on the Cloud
- Is the provider a member of the Cloud Security Alliance (CSA) and engaged in the security community?
- Does the vendor employ a multi-layered cloud security model with defense in depth?
- Scalability: Can capacity rapidly scale up to meet unanticipated demand and down to maximize affordability?

2 Fully Redundant, Active Systems Architecture
- Are continuity and rapid recovery made possible with data replication and back up between two data centers?
- Does the vendor up-charge for geographic redundancy?
- Are carrier-grade VOIP services provisioned over redundant interfaces?
- Do redundant databases use real-time replication?
- Does data transportation use encryption, HTTPS, SFTP, and high-performance storage systems?
- Do they have 24x7 redundant NOCs?

3 End-to-End Security and Monitoring
- Is there end-to-end security and monitoring?
- Do they own and integrate carrier-grade connectivity with the network, all in one NOC, for a single point of service and accountability?
- Can they quickly and seamlessly provide worldwide toll-free, dedicated, VOIP, and long distance services?

4 Data Security
- How is sensitive customer data protected, encrypted, filtered, and accessed?
- Are systems designed and tested to prevent data leakage and system issues?
- What access controls are in place? Are continuous dynamic intrusion detection systems used?
- Does IVR (Interactive Voice Response) mask sensitive information?

5 Application & Network Security
- Are applications developed using secure coding practices and designed to ensure fault tolerance and survivability of calls and services?
- Are thin clients or browser-based applications employed at the agent workstation?
- Is SSL encryption used between the agent's and hosted call center's applications?
- Is access role-based and are strong passwords employed?
- Are there regularly scheduled updates of antivirus software?
- Do enforced policies define access and transmission to internal company systems like CRM?
- Are change control policies and review processes in place?

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Auditing & Compliance
- PCI DSS: Does the vendor complete an Assessment and Attestation of Compliance?
- U.S.-EU Safe Harbor: Are they a certified partner?
- SOC 2, Type II: Are data centers audited for Service Organization Controls?
- 404 / 404 SOX: Are they 404 Sarbanes-Oxley Certified?
- FCC and CPNI: Do they comply with all Federal Communications Commission regulations and Customer Proprietary Network Information Rules?
- Do they require their third-party vendors to provide security assurances?

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Physical Security
- Do Data Centers and NOCs have a comprehensive disaster recovery plan?
- Do they have strict hiring and personnel policies? Are they staffed with trained network analysts? Is the network monitored with visual, audible, and email alerts? Is security training in place?
- Does physical security include card key access controls, mantraps, video surveillance (CCTV), and live guards?

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Transparency
- Is guaranteed uptime and availability at least 99.99%?
- Are they a publically traded company with transparent financials?
- Do they have a CSO and a Trust Office that provides transparent online performance reporting?
- Do they have customer references? What types?

Bottom Line: It's a Partnership
Does the provider understand the cloud? Are they vested in your success? It all comes down to the relationship. How seriously do they take security?

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