



CLOUD SOLUTIONS SECURITY OVERVIEW

SERVICES OVERVIEW

From recruiting and student success through continuing education and advancement, Ellucian offers a comprehensive set of integrated cloud apps designed to help you solve your biggest challenges. Our cloud apps are built specifically for higher education and based on best practices to maximize the power of the cloud.

Ellucian Cloud Software applications available through **Ellucian's Cloud Solutions:** Ellucian Elevate, Ellucian Recruiter, Ellucian Pilot, Ellucian Enterprise CRM, Ellucian Mobile, Ellucian e-Transcripts.

In addition to **Ellucian Cloud Software** application options, Ellucian also offers **Cloud Application Hosting Services.** Ellucian provides the cloud infrastructure and technical expertise needed to manage Ellucian applications. Experts manage and host your infrastructure and enterprise systems so that you can focus on strategic priorities. We deliver one-stop access to top-tier data center environments, high-speed Internet connectivity, technical expertise, monitoring, security, backup, and disaster recovery services. Ellucian's cloud solutions are backed by service-level agreements confirming reliability and availability of the applications.

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ELLUCIAN CLOUD SOLUTIONS SECURITY STATEMENT

Through the use of industry accepted best practices, enterprise level security technology, and trained personnel, Ellucian Cloud Solutions provides customers with a secure, robust and reliable experience that they can trust to provide them the industry leading applications Ellucian is known for and keep their data safe.

ELLUCIAN APPLICATION DEVELOPMENT STATEMENT

Ellucian Cloud Solutions applications are created following a Secure Software Development Life Cycle (SDLC) integrating the Open Web Application Security Project (OWASP) best practices controls. Through the use of Secure SDLC, application and operating system vulnerabilities, as well as secure default configurations, are addressed during application development. Coupled with rigorous functionality and security based testing, security and performance are evaluated with each release.

PERIMETER SECURITY

Firewalls

Ellucian Cloud Solutions practices defense-in-depth with host based, application layer, and physical firewall technology to protect customer systems and data. Our application layer protection technology protects against well-known and advanced hacking techniques, and Distributed Denial of Service (DDoS) threats.

Intrusion Prevention/Intrusion Detection System (IPS/IDS)

Through the use of IPS/IDS technologies, Ellucian Cloud Solutions are designed to protect against the unauthorized access of customer systems and data. Ellucian Cloud Solutions' IPS/IDS protection is monitored 24 x 7 x 365 by certified security analysts trained to analyze and respond to security events.

ENDPOINT SECURITY

Endpoint Protection

Ellucian Cloud Solutions systems are protected by an enterprise level antivirus/antimalware solution that provides continuous, updated signature and behavior based protection for the cloud environment.

Vulnerability Management

Ellucian Cloud Solutions has implemented continuous vulnerability identification and remediation process to address emerging threats to systems and software efficiently. Through the use of enterprise level vulnerability tools, Ellucian can quickly identify and remediate vulnerabilities found in software and configurations.

Patch Management

Coupled with Ellucian Cloud Solutions Vulnerability Management program, patch management utilizes an enterprise level patching solution for all layers of the system – from OS to database to application. The solution is used for standard operational patching and for identified zero-day threats.

Monitoring and Alerting

Ellucian Cloud Solutions Security globally deploys a Security Information and Event Management (SIEM) product that captures, indexes and correlates real-time data to identify potential threats and security events in the Ellucian Cloud Solutions environments. The SIEM solution, as well as additional system and URL monitoring technologies, are managed by Ellucian's 24 x 7 x 365 Enterprise Operations Center (EOC) team.

PHYSICAL ENVIRONMENT

Data Center Protection

The data centers used for Ellucian Cloud Solutions are designed with security, accessibility, scalability, recovery and reliability in mind. These areas are validated by an annual SSAE 16 audit conducted by a nationally recognized, independent auditing firm. Each data center provides:

- Strict physical access controls, with advanced multifactor authentication requirements
- Video and access monitoring and alerting
- Redundant power and environmental systems
- Redundant Internet Service Provider paths to provide accessibility
- Redundant network and security technologies
- Full disaster recovery capabilities

Backups and Disaster Recovery

A Disaster Recovery Plan is in place for the Ellucian Cloud Solutions offerings. Through the use of traditional secure backup technologies, data replication and failover facilities, Ellucian helps to provide quick recovery, data integrity and availability in the event of a recovery incident.

CUSTOMER ENVIRONMENT PROTECTION

Segregated Customer Environments

Through the use of secure architecture and advanced secure multi-tenancy technology, Ellucian Cloud Solutions is designed to deliver a secure customer environment. Providing customers with a dedicated, secure and powerful application experience.

Customer Authentication Protection

Ellucian Cloud Solutions provide customers several secure authentication methods, including multi-factor authentication. Industry standard protection technology is used to confirm the authentication process in the Ellucian Cloud Solutions offerings is reliable and secure.

Encryption Technology

Strong industry standard encryption is implemented in the Ellucian Cloud Solutions offerings. These standards are regularly evaluated to address and quickly remediate changes to their effectiveness or security in the environments.

Advanced application data encryption is also an option for customers for many Ellucian Cloud Solutions offerings. Ellucian's encryption options allow customers to choose to encrypt sensitive application data on storage media, completely transparent to the application. This addresses encryption requirements associated with privacy concerns and security regulations.

Data Privacy

Ellucian is committed to maintaining customer confidence and trust, and accordingly maintains a comprehensive Privacy Policy to protect the personal information that customers provide to us.

The Privacy Policy can be accessed here:
<http://www.ellucian.com/privacy/>

INCIDENT RESPONSE AND FORENSICS

Ellucian Cloud Solutions Security maintains an in-house 24 x 7 x 365 Security Operations Center (SOC) with incident response and forensics capabilities. Responders are trained by the US Computer Emergency Readiness Team (US CERT), the U.S. Department of Justice or other law enforcement sectors. Members of the Security Team provide incident response and forensics services to many higher education institutions throughout the United States. In the unlikely event of a security incident within Ellucian Cloud Services, the Security Team provides the same level of response.

SECURITY STANDARDS

Ellucian Cloud Solutions Security is based on the widely recognized industry security standards of ISO 27001 and the SANS 20 Critical Security Controls. Together these standards provide guidance for Ellucian Cloud Solutions - from R&D to implementation. By adhering to these industry standard security frameworks, we are able to meet the strict guidelines of the Cloud Security Alliance controls as well.

SANS 20 Critical Security Controls

Ellucian utilizes a SANS 20 Critical Security Controls based security framework designed to provide guidance for implementing information security within the organization. The controls identified in SANS 20 help drive the state of information security at Ellucian and Ellucian Cloud Solutions as well as help Ellucian plan for future enhancements.

By implementing these standards, Ellucian lowers the overall information security risk to Client/Customer environments. These controls also reduce the likelihood of incidents occurring, lessen the time required to recover from a security incident, and minimize the impact caused if one should occur.

Cloud Security Alliance

The Cloud Security Alliance (CSA) promotes the use of best practices for providing security assurance within cloud computing and provides education on the uses of cloud computing to help secure all other forms of computing. Ellucian Cloud Solutions aligns itself with the CSA operationally and utilizes the CSA's guidance for its Cloud Solutions initiatives.

SSAE 16

Ellucian Cloud Solutions and our platform providers undergo an annual SSAE 16 audit to validate operational controls. The SSAE 16 reports can be provided for prospective customers' review.

CONTACT US

For more information about Ellucian Cloud Solutions,

visit <http://www.ellucian.com/Cloud/>

or call **+1 (800) 223-7036**

to speak to an Ellucian representative.