



## **Computer Methods International Corp.**

System and Organization Controls 3 (SOC 3) report relevant to Security, Availability and Confidentiality for the CMiC Platform as a Service (PaaS) Solution for the period January 1, 2022 to December 31, 2022

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## Section 1 – Independent Service Auditor’s Report

To: CMiC’s management

### Scope

We have been engaged to report on CMiC’s accompanying management statement titled “Statement by Management of CMiC” (“statement”) that the controls within CMiC’s Platform as a Service (PaaS) Solution (“system”) were effective throughout the period January 1, 2022 to December 31, 2022, to provide reasonable assurance that CMiC’s service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability and confidentiality (“applicable trust services criteria”) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, “Trust Services Criteria”).

The accompanying statement and the Description of the Boundaries of CMiC’s Platform as a Service (PaaS) Solution indicate that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at CMiC, to achieve CMiC’s service commitments and system requirements based on the applicable trust services criteria. The Description of the Boundaries of CMiC’s Platform as a Service (PaaS) Solution presents the complementary user entity controls assumed in the design of CMiC’s controls. Our engagement did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such controls.

CMiC uses Oracle Corporation (“Oracle”) and OnX Enterprise Solutions Ltd. (“OnX”) (collectively “subservice organizations” or “cloud service providers”) for cloud infrastructure services. The accompanying management statement and the Description of the Boundaries of CMiC’s Platform as a Service (PaaS) Solution indicate that certain service commitments and system requirements based on the applicable trust services criteria can be met only if certain types of controls that management expects to be implemented at the subservice organizations are suitably designed, implemented and operating effectively. The Description of the Boundaries of CMiC’s Platform as a Service (PaaS) Solution presents the types of complementary subservice organizations controls assumed in the design of CMiC’s controls. Our engagement did not include the services provided by the subservice organizations, and we have not evaluated whether the controls management expects to be implemented at the subservice organizations have been implemented or whether such controls were suitability designed and operating effectively throughout the period January 1, 2022 to December 31, 2022.

### Service Organization's Responsibilities

CMiC is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that CMiC’s service commitments and system requirements were achieved. CMiC has also provided the accompanying statement about the effectiveness of controls within the system. When preparing its statement, CMiC is responsible for selecting, and identifying in its statement, the applicable trust services criteria and for having a reasonable basis for its statement by performing an assessment of the effectiveness of the controls within the system.

### Our Independence and Quality Control

We have complied with the relevant rules of professional conduct / code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Canadian Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### **Service Auditors’ Responsibilities**

Our responsibility, under this engagement, is to express an opinion, based on the evidence we obtained , on whether management’s statement that controls within the system were effective throughout the period to provide reasonable assurance that the service organization’s service commitments and system requirements were achieved based on the applicable trust services criteria.

Our engagement was conducted in accordance with Canadian Standard on Assurance Engagements 3000, *Attestation Engagements Other than Audits or Reviews of Historical Financial Information*, set out in the CPA Canada Handbook – Assurance. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether management’s statement is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our reasonable assurance engagement included:

- Obtaining an understanding of the system and the service organization’s service commitments and system requirements
- Assessing the risks that controls were not effective to achieve CMiC’s service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve CMiC’s, service commitments and system requirements based on the applicable trust services criteria
- Performing such other procedures as we considered necessary in the circumstances.

### **Inherent Limitations**

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization’s service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become ineffective because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

### **Opinion**

In our opinion, management’s statement that the controls within CMiC’s PaaS Solution were effective throughout the period January 1, 2022, to December 31, 2022, if complementary subservice and user entity controls contemplated in the design of CMiC’s controls operated effectively to provide reasonable assurance that CMiC’s service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.



Chartered Professional Accountants  
Toronto, Canada  
March 15, 2023

# Section 2 – Statement by Management of CMiC

We are responsible for designing, implementing, operating, and maintaining effective controls within CMiC related to the Platform as a Service (PaaS) Solution throughout the period January 1, 2022, to December 31, 2022, to provide reasonable assurance that CMiC's service commitments and system requirements relevant to security, availability, and confidentiality were achieved. Our description of the boundaries of the system is presented in Section 3 and identifies the aspects of the system covered by our statement.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period January 1, 2022, to December 31, 2022, to provide reasonable assurance that CMiC's service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, and confidentiality set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria)*. CMiC's objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in Sections 3 and 4s.

CMiC uses Oracle Corporation and OnX Enterprise Solutions Ltd. for cloud infrastructure services. This statement and the Description of the Boundaries of CMiC's Platform as a Service (PaaS) Solution indicate that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls for CMiC, to achieve its service commitments and system requirements related to the delivery of its services as it relates to CMiC's Platform as a Service (PaaS) system based on the applicable trust services criteria. The accompanying Description of the Boundaries of CMiC's Platform as a Service (PaaS) Solution presents the types of complementary subservice organization controls assumed in the design of CMiC's controls. The actual controls at the subservice organization are not disclosed.

This statement and the Description of the Boundaries of CMiC's Platform as a Service (PaaS) Solution indicate that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at CMiC to achieve its service commitments and system requirements related to the delivery of its services as it relates to CMiC's Platform as a Service (PaaS) Solution based on the applicable trust services criteria. The accompanying Description of the Boundaries of CMiC's Platform as a Service (PaaS) Solution presents the complementary user entity controls assumed in the design of CMiC's controls.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We confirm that the controls within the system were effective throughout the period January 1, 2022, to December 31, 2022, to provide reasonable assurance that CMiC's service commitments and system requirements were achieved based on the applicable trust services criteria.

Pat Shah  
Chief Operating Officer  
March 15, 2023

# Section 3 – Description of the Boundaries of CMiC’s Platform as a Service (PaaS) Solution

## 3.1 Company Background

Founded in 1974, CMiC is headquartered in Toronto, Ontario, Canada and delivers the most comprehensive and advanced ERP and field operations solutions, purpose-built for construction and capital projects companies. CMiC’s customers span the spectrum of construction firms, from general and specialty contractors to heavy/highway and project owners. CMiC’s powerful software transforms how firms optimize productivity, minimize risk and drive growth by planning and managing all financials, projects, resources, and content assets – all from a single database platform.

## 3.2 Overview of Products

CMiC has the most complete and flexible software platform for construction firms and project owners. The platform isn’t just accounting or project management software; it’s construction management software, purpose-built and refined for over three decades to fulfill our customer’s unique needs. After deploying CMiC’s intelligent construction platform, our customers can operate their entire business with a full array of unified capabilities – sitting on top of a single database platform – that will serve as their foundation for business execution. Given the flexibility of the CMiC solution, our customers can choose from a robust enterprise-wide platform to a more narrowly focused solution to run their financials or empower their field staff.

CMiC Software can be licensed as a single enterprise-wide software platform, or it can also be deployed as one of two standalone suites of applications (“Application Suite”):

### 1. CMiC Software – ERP & FINANCIALS Suite

CMiC ERP and Financials allows customers to manage financials, project controls, human capital and assets (equipment and inventory) effortlessly. It unifies *Budgeting, Corporate & Project Forecasting, General Ledger, Accounts Receivable and Accounts Payable* in one secure platform and data repository. These core capabilities leverage real-time insights from operational transactions to maximize control over project completion and profitability. CMiC’s risk management capabilities are embedded throughout the platform – within ERP & Financials – and beyond, in several components of the system, such as vendor pre-qualification, workers compensation codes and rates tied to jobs, and cash flow management.

Key modules:

#### CMiC Accounting & Financial Controls

The accounting processes and financial controls specific to construction companies demand attention, as they represent unique challenges when handled through non-specialized tools, such as generic spreadsheets or corporate financial packages. Legacy systems limit individual productivity and increase opportunities for potentially damaging human error to occur.

CMiC Accounting & Financial Controls core functions include:

- General Ledger (GL)
- Corporate Budgeting

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- Accounts Receivable (AR)
- Corporate & Project Forecasting
- Accounts Payable (AP)

Financial teams at construction companies can monitor their cash flow more closely, optimize spending, maximize the ability to win new business and ensure on-time, accurate payments which can boost vendor relationships.

### **CMiC Project Controls**

A project manager who has access to accurate and up-to-date reports can manage more effectively than one who must learn from sporadic updates. Furthermore, a team with automation features to assist with everything from bid management to the project schedule can be more productive than one relying too heavily on manual operations.

*CMiC Project Controls* gives project managers full visibility into their projects. Construction firms continuously monitor project budgets, including time, expenses, suppliers and costs. With seamless access to every version of every document, users stay on top of project changes – and their full impact. Project teams manage subcontractors from start to finish by integrating subcontractor activity into their workflows. *Project Controls* facilitates the management of data, information and communications related to the bid process, from estimates to buyout, eliminating unnecessary steps and allowing users to drill down into details and make better procurement decisions.

### **CMiC Asset Management**

Construction companies rely heavily on physical assets to run their field operations. As such, their ability to manage their assets efficiently, accurately and on a real-time basis is vital. Furthermore, automating the material requisition and ordering process will help control material costs and optimize equipment spend. Rigorous asset management processes – enabled by the right tools – can make a material difference in the profitability of projects and the overall health of the business.

*CMiC Asset Management* empowers construction firms to manage fixed assets and equipment more effectively by providing real-time access to information on inventory, maintenance and repair status. With *CMiC Asset Management*, construction teams take control of material costs, accelerate the procurement process, optimize inventory management and boost operational performance.

### **CMiC Enterprise Planning**

*CMiC Enterprise Planning* delivers an enterprise view, a project view, and a sub-activity view of everything that must happen now, and where it’s going tomorrow, making this capability essential for forecasting. With CMiC’s graphical interface, construction teams easily administer – from an enterprise perspective – both equipment and human soft and hard allocation planning. *CMiC Resource Planning* helps match individual resources to a project’s requirements by finding team members according to their skills and availability and pulls the information for each project together into a simple, user-friendly interface. With *Opportunity Management*, construction firms automate their sales force by streamlining bid process tracking and optimizing contact management by storing contacts – whether project related or otherwise – on a single database. *Financial Forecasting* is a high-performance financial budgeting, planning and reporting application that provides flexible, ‘what-if’ financial modeling capabilities to help construction firms meet their budgeting and ongoing forecasting needs. *CMiC Scheduling* enables the systematic retrieval of structured and unstructured resource-related data residing on CMiC’s single database.

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### **CMiC Human Capital Management & Payroll**

The construction industry has a multitude of unique labor management requirements – such as strict worker safety compliance and certifications, as well as numerous challenges – such as rapidly fluctuating labor costs driven by intermittent periods of labor shortages. Always knowing where resources are situated, what projects they are working on and what certifications and training programs they have completed is essential for running a profitable construction operation. In addition, employees – especially those in the field – can greatly benefit from self-service tools to organize and access personal data – including their personal profiles, payroll details, vacation and time off requests, performance reviews and other HR-related information.

*CMiC Human Capital Management (HCM)* is designed to manage the entire employee lifecycle and meet the unique labor force requirements of the construction industry. *CMiC HCM* is ready out-of-the-box with regulatory reports to make safety compliance and certifications easy. The broad spectrum of capabilities to support operational and administrative staff include talent acquisition, human resource management, payroll, mobile timesheets and employee self-service.

### **CMiC Enterprise Content Management**

The content that builds up during the lifecycle of a construction project, let alone during running a business over several years, can overwhelm any company.

*CMiC Enterprise Content Management (ECM)* allows users to move content – with simple drag and drop actions – from emails and storage devices into the CMiC platform for easy access and future retrieval. Construction firms enhance organizational effectiveness with *CMiC Workflow*, proactively manage information assets with *Document Control* and easily search through content using *Enterprise Search*. The *Analytics* tool is an embedded dashboard built directly into the CMiC platform to visualize key metrics.

In addition to offering native ECM capabilities, CMiC has built-in integrations with Kofax, DocuSign, BlueBeam, AutoDesk, Oracle/Textura and a plethora of other third-party applications.

## **2. Construct PM (Project Management), previously known as CMiC FIELD**

CMiC FIELD has been rebranded as Construct PM and retains and expands all its functionality and capabilities.

With Construct PM, project managers and site supervisors control every aspect of project planning, execution and tracking from their laptops, tablets and smartphones. Key modules:

### **Construct PM**

Construct PM is a comprehensive suite of project management and collaboration capabilities. Construct PM enables construction firms to manage project-related communications and subcontractor activity – and gain instant access to information captured from every job site. Construction firms can manage RFIs, drawings & specifications, submittals, meeting minutes, documents & progress photos, daily journals and checklists, punch lists, subcontracts and change orders. Users receive proactive alerts and make better-informed decisions backed by accurate and timely data. *Collaboration Management* helps firms to proactively manage and guide communications with vendors during the bid process. With *Site Management*, users enter critical information from the job site in real-time, ensuring that project executives always have access to up-to-date project status information as well as insights about where the project is heading. *Document Management* gives users complete control of the design execution process by facilitating the exchange of plans, documents and communications throughout the design and approval process.

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### *Construct PM – for iOS and Android*

Construction companies’ teams are always split between multiple locations, with some construction professionals on the job site and others in the office. When both groups of employees have access to the same information in real-time, contractor firms can save time and money, with every department and individual on the same page, guiding the job to completion.

With anytime, anywhere real-time access, an intuitive interface, and the power of CMiC’s ERP and Construct PM solutions, CMiC’s mobile apps streamline data collection, workflow management and analytical reporting for a construction firm’s entire field team. Compatible with iOS and Android devices, CMiC’s mobile apps allow users to review, create and edit actionable project data both on and offline.

## 3.3 Scope of this Report

The scope of this report addresses the security, confidentiality and availability criteria related to CMiC’s PaaS Solution.

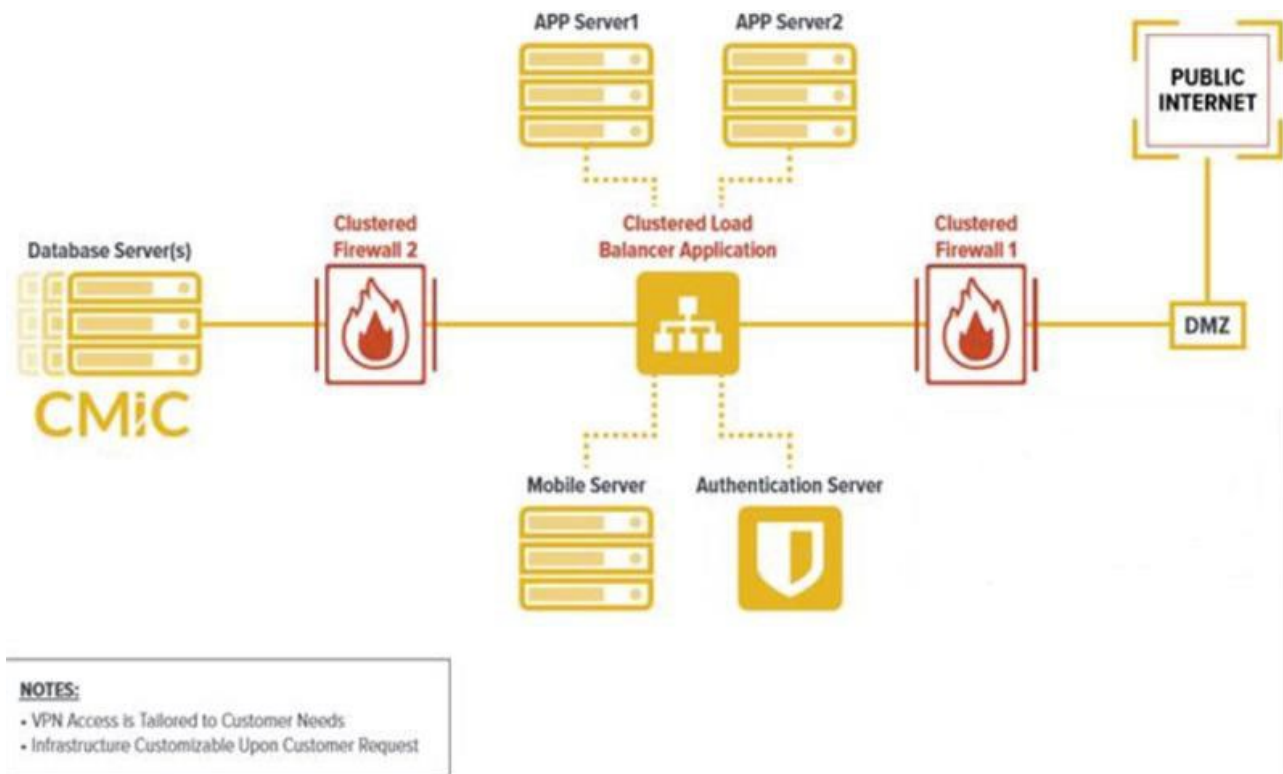
This report is intended to provide information sufficient to understand the relevant aspects of CMiC’s control environment for delivery of services to user entities for the period January 1, 2022 through to December 31, 2022, specifically as it relates to the security, availability and confidentiality criteria.

The scope of this report does not include:

- Processes and controls of other operations performed by CMiC;
- External processes and controls that are performed by user entities of the system; and
- Controls at various organizations that CMiC has made arrangements with to facilitate the delivery of services to its user entities, such as Oracle and OnX.

## 3.4 Components of the PaaS Solution Used to Provide the Services

### 3.4.1 Infrastructure, Software and Data



The infrastructure consists of servers, storage, and networking, with cloud-based security including but not limited to Distributed Denial of Service (DDOS) protection, web application firewall (WAF), and host-based threat protection.

**Description of CMiC IT Services for the PaaS Environment**

The following describes the IT services for the PaaS Solution:

1. Support of network infrastructure, virtual servers, and operating systems.
2. Support of cloud-based firewall for secure access to CMiC Application Suite.
3. Server storage and maintenance such as:
  - a. Table space creation and storage settings adjustment.
  - b. Allocating space for temporary segments.
  - c. Rollback segment management.
4. Backup and restore of customer environment.
5. Space management for Oracle related operating system disks and logical level.

**Application and Database Support Services Provided for the PaaS Environment**

Although not in scope for this report, CMiC customers also contract CMiC Database Administrators to provide the following application and database support:

1. Install patches and updates to the CMiC Application Suite

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2. Database start-up and shut down and response to database errors.
3. Database management such as: database roll backs, restoration, and log management
4. Database parameter management.
5. Database optimization.

### **Description of Security Services**

CMiC uses a multi-layered security model to protect our customer’s data. These security services (some of which are not in-scope for this report) consist of the following:

1. Data in transit is encrypted using multiple methods including but not limited to Hypertext Transfer Protocol Secure (HTTPS), Secure Shell (SSH) and Transport Layer Security (TLS).
2. Data at rest is encrypted by means of Oracle Enterprise Edition database.
3. The infrastructure employs various network-level threat protection mechanisms, such as a cloud-based web application firewall, host-based antivirus (AV), distributed denial of services protection, and ingress and egress traffic filtering.
4. Periodic code reviews on the application are performed during development and prior to releasing into production.
5. Using third party penetration testing and other techniques, the production applications and infrastructure are regularly reviewed for vulnerabilities.

CMiC protects its corporate infrastructure by implementing the following controls:

1. Senior Management of CMiC demonstrated their support to cyber security by executing the appropriate oversight function. For example, CMiC has an InfoSec and Privacy Governance Committee that meets monthly to provide management governance and oversight for matters related information, including cyber security, and privacy.
2. Perimeter boundary enforcement through:
  - a. Use of a next-generation firewall with policies that control ingress and egress traffic.
  - b. Use of Virtual Private Network (VPN) for staff access to support the remote work environment.
3. Implementation of a secure password policy and secure password management tool for appropriate authentication of users.
4. Implementation of user administration processes for granting, modifying and revoking access.
5. A formal risk management framework is used to monitor and manage risks identified.
6. A formal change management process has been implemented to manage changes to the environments.
7. A formal incident management process has been implemented to manage security and IT system incidents.

### **Description of Confidentiality Service**

In addition to the controls implemented to meet the security criteria, CMiC further enforces secure recycling or disposal of physical assets that may contain confidential customer information.

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For confidential information stored in OCI, CMiC leverages the controls implemented by the service provider for the secure disposal of their physical assets.

### **Description of Availability Service**

To ensure overall system availability targets are met, CMiC has implemented additional controls for monitoring performance and capacity in order to manage availability of critical system components.

### **3.4.2 People**

The following members of the Senior Management are involved in providing oversight and governance to the Cyber Security Program:

1. President and Chief Executive Officer (CEO)
2. Chief Operating Officer (COO)
3. Chief Technology Officer (CTO)
4. Legal Counsel
5. Representatives from the Board
6. Virtual Chief Information Security Officer (vCISO)
7. Manager, Information Security

The following roles are involved in the support of the Corporate and PaaS infrastructure:

1. Director of IT and Cloud Infrastructure
2. IT Analysts

The following roles are involved in the maintenance and support of the CMiC Application Suite:

1. Vice President, Application Development
2. Director of QA & Documentation
3. Database Administrators (additional contracted service)
4. Hosting & Infrastructure Support Team

To enforce segregation of duties, the Development Team (except the CTO and the Vice President, Application Development) does not normally have access to make change in CMiC’s Production Environment. Any temporary access to the production environment must be approved by the CTO or the Vice President, Application Development, and access will be revoked by IT when access is no longer required.

### **3.4.3 Processes and Procedures**

The automated and manual procedures involved in system operations are described in formal documents including but not limited to:

1. Risk Management Framework
2. Change Management Manual

3. Secure Development Manual
4. Systems Security Manual
5. Security Incident Management Manual

### 3.5 Complementary Control Considerations

The following section outlines complementary user entity and subservice control considerations that would be relevant as they relate to the design of controls at CMiC. These control considerations were not subject to evaluation by the Service Auditor.

#### 3.5.1 Complementary Subservice Organization Controls (CSOCs)

The following trust services criteria are intended to be met by controls at the cloud service providers, either alone, or in combination with controls at CMiC. Refer to the applicable trust services criteria in Section 4 for CMiC’s controls.

**Oracle Corporation** – Oracle provides cloud infrastructure services.

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##### Controls expected to be implemented by Oracle

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CC5.2, CC5.3 and C1.2 – Access to network devices, servers supporting the services and multi-tenanted hosts required multi-factor authentication and traversing three separate levels of access control. The user must authenticate to OCNA using multi-factor authentication, the appropriate bastion server, and the individual devices.

CC5.2 – Logical access controls restrict access to customer block storage volumes.

CC5.2 – Upon termination, OCNA access is revoked.

CC5.4 – Upon termination, OCNA access is revoked.

CC5.4 – Logical access controls restrict access to customer block storage volumes.

CC6.2 – Oracle Operations Command Centers are staffed 24x7

CC6.2 – Security Incidents are assigned a severity, follow the incident handling process, and are tracked through resolution

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**OnX Enterprise Solutions Ltd.** – OnX provides managed hosting and 24x7x365 Help Desk Support.

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##### Controls expected to be implemented by OnX

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A smoke detection system is installed in the data centers to detect and alert data center personnel to the presence of a fire at its early stages. The Toronto data center features VESDA system (Very Early Smoke Detection).

The facilities are equipped with fire suppression systems, including:

- Wet pipe sprinklers in office areas
- Dry pipe sprinklers in data centers.

Inspections of fire detection and suppression systems are performed annually to ensure proper operation of equipment

The data centers are equipped with dedicated HVAC systems used to control temperature and humidity.

The data centers were equipped with backup HVAC systems should a failure occur to primary units.

Certain portions of the data centers have been configured with hot and cold aisles to maximize cooler airflow to the front of systems.

Preventative maintenance inspections are performed periodically on HVAC systems.

Uninterruptible Power Supply (UPS) systems are in place to provide alternate power in the event of a momentary interruption in commercial power.

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### Controls expected to be implemented by OnX

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Tests and inspections are performed and documented on the UPS systems on a periodic basis to ensure proper operation. Generators are in place to provide power to data center systems in the event of an extended power outage. The generators are regularly maintained, inspected, and tested to ensure proper operation. The data centers were equipped with water detection devices to prevent water damage in the event of a flood or water leak. Environmental systems in the data centers are monitored continuously with alerts sent to administrators when previously defined thresholds are exceeded.

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### 3.5.2 Complementary User Entity Controls

CMiC’s PaaS Solution was designed with assumption that certain controls would be implemented by user entities. These controls should be in operation at user entities to complement CMiC’s controls. The user entity controls presented below should not be regarded as a comprehensive list of all controls that should be employed by user entities.

For PaaS Platform users, CMiC provides a secure OS environment in the cloud and performs installation of the application software in the OCI environment. The user has administrative privileges for its own platform environment and as such will be responsible for access control and user management; application software patch management; confirmation of input data; validation of process results; patch management of the application software and any other third-party software or modules that they install in their Platform.

Customers that require read-only access to their database are responsible for maintaining confidentiality of their data, which includes restricting access to authorized individuals through the customer's internal processes.

For those PaaS customers who requested and received accounts with elevated privileges to their application servers or database, they will own all responsibility for the secure operation of their environment.

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#### # Complementary User Entity Control

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- 1 End User Entity is responsible for all common criteria related to organization and management.
  - 2 End User Entity is responsible for all common criteria related to communications.
  - 3 End User Entity is responsible for advising CMiC of any suspected, or confirmed, security, availability and confidentiality incidents encompassing logical; and physical security breaches, failures and identified vulnerabilities.
  - 4 Logical access to information assets (application systems, hardware, software, data, mobile devices, and others) are restricted in accordance with End User Entity’s access control policy.
  - 5 Prior to issuing system credentials and granting system access, the End User Entity registers and authorizes new internal and external users whose access is administered by the End User Entity. For those users whose access is administered by the End User Entity, user system credentials are removed when user access is no longer authorized.
  - 6 The End User Entity authorizes, modifies, or removes access to data, software, functions, and other protected information assets based on roles, responsibilities, or the system design and changes, considering the concepts of least privilege and segregation of duties, to meet the entity’s objectives.
  - 7 The End User Entity implements logical access security measures to protect against threats from sources outside its system boundaries.
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## # Complementary User Entity Control

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- 8 The End User Entity restricts the transmission, movement, and removal of information to authorized internal and external users and processes, and protects it during transmission, movement, or removal to meet the entity’s objectives.

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- 9 The End User Entity implements controls to prevent or detect and act upon the introduction of unauthorized or malicious software to meet the entity’s objectives.

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- 10 The End User Entity identifies vulnerabilities and remediates through the development and execution of remediation activities.

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- 11 The End User Entity with elevated privilege accounts to the App Servers retains the responsibility of managing changes implemented by its users with such elevated privilege.

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- 12 For End User Entities requiring read-only access to their database, the End User Entity implements policies and procedures to ensure the confidentiality of information made available through means other than the CMiC application (i.e., programmatic (API) or direct database (e.g., ODBC) access).

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# Section 4 – Principal Service Commitments and System Requirements

CMiC provides the infrastructure (network, virtual servers, and operating systems) in the Oracle Cloud Infrastructure (“OCI”) with a dedicated CMiC Application Suite and database for each customer. While out of scope for this report, CMiC customers also have the option to contract CMiC’s database administration (“DBA”) services to provide additional database support.

CMiC’s PaaS systems are monitored 24/7 for infrastructure failures, application errors and performance. Redundancy and diversity principles are built into the components where possible to ensure the highest level of availability and uptime. CMiC provides the following in support of its customer’s PaaS environments:

1. Monitoring service – CMiC provides 7x24 monitoring of the PaaS infrastructure (network, virtual servers and operating systems). CMiC staff are alerted to any major outages and will initiate remediation activities as soon as possible.
2. Availability – CMiC strives to provide a highly available service to our customers. For the PaaS environment, which resides in OCI, terraform scripts are used to allow CMiC to restore the operating environment quickly. Daily backup is performed to safeguard against data lost and annual restoration tests are performed.
3. Support and maintenance – Support for CMiC’s PaaS physical infrastructure is provided by OCI and maintenance is carried out without interruption.