

**City of Westminster – Information Technology  
Cloud Solution Vendor Questions**

1. Maintenance Window
  - a. How does the vendor handle updates and patches?
  - b. Does the customer have control over when updates or patches are made?
  - c. Is there specific maintenance windows for this activity?
2. Security Measures
  - a. Is data encrypted in transit and at rest?
  - b. Is the data in country, in North America?
  - c. If the data is PII, HIPAA, or confidential, what steps are taken to protect the data from breaches?
  - d. If a breach occurs, when and how do you contact customers?
3. Data
  - a. Who has ownership over the data in the cloud?
  - b. Who has access to customer data?
  - c. Is customer data segregated?
4. Browser Compatibility
  - a. What browsers are compatible with the application?
  - b. Are there any downloaded apps or components that interact with the solution?
5. Connections
  - a. What methods are available to connect to the customer's Active Directory, if any?
  - b. What methods for integration are available if the need to integrate to other data sources is necessary?
6. Exit Strategy
  - a. What tools are available for the customer to retrieve its data, if the customer chooses to move to another vendor?
  - b. What steps are taken to purge customer data from the cloud solution once the customer terminates use?