Cloud Privilege Broker Frequently Asked Questions

What Hosting Regions Are Available for the Solution?

- United States (East). Hosts the Amazon Web Services (AWS) back end.
- United States (Central). Hosts the Microsoft Azure front end.

What Cloud Provider is Leveraged to Deliver the Cloud Privilege Broker Solution?

The infrastructure for the Cloud Privilege Broker (CPB) is composed of the following:

- A single tenant BeyondInsight Management Console front end hosted in Microsoft Azure.
- A multi-tenant CPB Services back end hosted in AWS.

This environment is audited under the requirements for SOC 2 Type 2 and ISO 27001.

Upgrades, Uptime, and Downtime

What is BeyondTrust's Service Level Agreement (SLA) for Solution Availability?

BeyondTrust's Availability SLA shall be ninety-nine and nine-tenths percent (99.9%) during a calendar month.

> *For more information, please see the "Availability Service Level" section of the Cloud Service Guide at https://www.beyondtrust.com/cloud-service-level.*

Are Upgrades or System Changes Installed During Off-Peak Hours or in a Manner That Will Not Impact Business Operations?

Yes, you can reference the BeyondTrust Cloud Service Guide for more detailed information.

> *For more information, please see the Cloud Service Guide at https://www.beyondtrust.com/cloud-service-level.*

Vulnerability and Penetration Testing

Does the Solution Undergo Frequent Vulnerability and Penetration Testing?

Yes, BeyondTrust performs regular, internal vulnerability scanning and penetration testing on all product solutions. Also, BeyondTrust contracts with third-party vendors to perform periodic penetration tests on the platform to identify risks and remediation that help secure

the solution.

> *For more information, please see the "Penetration Tests" section of the Cloud Service Guide at https://www.beyondtrust.com/cloud-service-level.*

Can I Perform My Own Penetration Testing Against the Solution?

Yes, you must notify BeyondTrust in advance of any test by submitting a request using the BeyondTrust Online Support Portal and completing a penetration testing agreement. This activity can be performed only once per calendar year.

> *For more information, please see the "Penetration Tests" section of the Cloud Service Guide at https://www.beyondtrust.com/cloud-service-level.*

Data and Access

Does the Solution Support Role-Based Access for End Users and System Administrators?

Yes, this is a core component of the solution that can be configured and managed.

Who Can Access My Data?

Access to cloud services by BeyondTrust employees is protected by authentication and authorization mechanisms, and BeyondTrust has implemented an access control authentication approach based on need to know and separation of duties.

> *For more information, please see the "Technical Security Measures" section of the Cloud Service Guide at https://www.beyondtrust.com/cloud-service-level.*