

Information Security Shared Responsibility Model for the AIMMS Cloud Platform

Introduction

As AIMMS we aim for high standards of Information Security and Compliance for the AIMMS Cloud Platform as we know that is essential for our customers.

Ideally, we would like to take complete care of that without you having any involvement. After all, our ambition is to make the AIMMS Cloud Platform 'the simplest and easiest way to get apps to your users'.

However, you will understand that some information security and compliance aspects of the AIMMS Cloud Platform can only be controlled by our customers, e.g. user management and the bespoke apps that our customer develop or have developed.

As a result of that, and to certain extent, Information Security and Compliance is a shared responsibility between you and us. This document provides clarity on the allocation of our respective responsibilities. We trust this will contribute to your enjoyment of your applications. This document aims to provide clarity on the division of these responsibilities.

AIMMS' Responsibilities

AIMMS takes responsibility for:

1. Physical and environmental security of the data centers (delegated to the cloud provider).
2. Information security including business continuity of hardware, networking and all software components required for running AIMMS PRO and optional Application Database (partially delegated to the cloud provider).
3. Design and implementation of user-group permissions for all AIMMS-supplied apps.

Customer's Responsibilities

The customer is responsible for:

1. AIMMS PRO user management, including permission management for app publishing rights.
2. Application Database (optional service) user management.
3. Information security and compliance for any AIMMS apps they develop or have developed for them, including the extension and/or modification of SC Navigator apps.

In many cases customers will involve 3rd parties for app development and maintenance and therefore these parties impact the customer's information security and compliance.

Of course, AIMMS User Support is happy to support customers in handling these responsibilities.