ConMas i-Reporter
Cloud Service
Infrastructures and Security
(Microsoft Azure)

IaaS for ConMas i-Reporter Cloud Service

ConMas i-Reporter cloud service uses the virtual machine provided by "Azure service" which is provided by Microsoft Japan Co., Ltd. to IaaS portion.

Microsoft Azure is a collection of currently rapidly growing cloud services that integrate analytics, computing, databases, mobiles, networks, storages, and the Webs, etc. More than 66% of Fortune 500 companies use Microsoft Azure. Microsoft Azure provides enterprise grade SLAs and technical support all year round and monitors service health on a 24-hour basis.

Compute · Data storage · Network services · App services

Global physical infrastructure
servers/ networks/ datacenters

- Stores over 10 trillion objects
- Handles on average 127,000 requests/second
- Peak of 880,000 requests/second

Data Center Security

Items		Implementation contents
Platforms	Company name/product name of IaaS in use	We use the virtual machine provided by "Azure service" which is provided by Microsoft Japan Co., Ltd.
Facilities	Presence or absence of public certification of data center	Meets international and industry specific key compliance standards uch as ISO/IEC 27001 and ISO/IEC 27018, FedRAMP, SOC1 and SOC 2.
Locations	Data center location	Among the data centers provided by Microsoft Azure, we use the domestic region.
Availabilities	SLA	SLA is set individually for the service functions provided by Microsoft Azure. For details, check the following. https://azure.microsoft.com/en-us/support/legal/sla/summary/

Microsoft's commitments on compliance(Excerpt from https://www.microsoft.com/en-us/trustcenter/compliance/compliance-overview)

· First, a team of Microsoft experts tracks existing standards and regulations in cooperation with external regulatory agencies as well as internal engineering and operation teams, and develops hundreds of controls which a product team incorporates into a cloud service.
· Second, as standards and regulations are constantly evolving, compliance experts anticipate future changes to ensure ongoing compliance, investigate regulatory drafts, assess the likelihood of new requirements, and develop corresponding controls.

In order to demonstrate that users can implement reliable compliance with those controls, Microsoft enterprise cloud service has been independently verified by certification, authentication and third-party audits. Applied services of Microsoft Cloud conform to international and industry-specific key compliance standards such as ISO/IEC 27001 and ISO/IEC 27018, FedRAMP, SOC1 and SOC2. It also meets the standards and contractual responsibilities specific to each region and each country such as EU model contract provision, UK G - Cloud, Singapore MTCS, Australia CCSL (IRAP) , etc. In addition, strict third party audits, such as the British Standards Institution and Deloitte, verify that whether the cloud services comply with stringent requirements as required by these standards.

Finally, it is the customer responsibility to decide whether Microsoft services are compliant with certain laws and regulations that apply to your business. In order to support that evaluation, Microsoft provides detailed information on security and compliance programs such as audit reports and compliance packages. A customer can also verify the implementation of controls by requesting detailed audit results through third parties who have certified or Microsoft customer service.

Operation and Support by CIMTOPS CORPORATION

Operations

1. **Data backup**
   - ・ Back up databases for each customer once a day.
2. **Operational structures**
   - ・ Implementation of periodic change of administrator password and contact system, etc. at the time of failure are established and operated appropriately.

Acquisitions of privacy mark and third party certification regarding information security such as ISO/IEC 27001 are planned in future.

Supports

- ■ **Reception hours and methods**
   - ・ Reception hours : From 9:30 to 18:00 on weekdays at Japan time （ Exclude our holidays ）
   - ・ Accept from the form of support WEB（ Please see below ）

※Because of replying in inquiry order, it may take several days to answer. Depending on the contents, we may contact you by phone.

- ■ **Support contents**
   1. **Provision of Support WEB**
      - ・ Provide ConMas i-Reporter Support Web that can log in by customer user ID and PW.
      - ・ The latest information such as operation manual, document and update software download are available.
   2. **Implementation of technical support by a reception form of Support Web**
      - ・ We'll respond to inquiries about products and unknown points on operation by a reception form of Support WEB.
      - ・ We'll also accept requests for improvements in operability, functionality improvement, and demands.

Please refer to "Service Usage Agreement of ConMas i-Reporter Cloud Service" for service provision conditions, etc. other than this document description. A customer can confirm "Usage Agreement" from the support web, and we'll send it by e-mail if we receive an inquiry.

Data Backup

Our company regularly back up data saved in the ConMas i-Reporter cloud service by a customer, but we do not guarantee complete restoration. Below we will show you how to perform data backup by customerself.

■ Forms
- Possible to download in XML file format from Designer.

  【Related documents】"ConMas Designer creation of Forms and Operation Manual"

■ Custom master
- Possible to download in CSV file format from Manager.

  【Related documents】"ConMas Manager management function of custom master and Operation Manual" .

■ Created input document data
- Possible to download in each file format of PDF/Excel (when a form is Excel)/CSV from ConMas Manager.

  【Related documents】"ConMas Manager management of input documents".

- By using the Web sharing folder (WebDav), a customer can access a folder that is outputting input documents on the cloud server like a folder on a normal computer.

  【 For setting method, etc. please refer to the e-mail of "Cloud environment preparation completion guide" sent at service start. 】