



**SECURITY AND COMPLIANCE
IN COMPLIANT CLOUD**

TABLE OF CONTENTS

INTRODUCTION	2
<u>SECURITY AND COMPLIANCE IN COMPLIANT CLOUD</u>	4
CITY NETWORK'S SECURITY CULTURE	4
EMPLOYEE SCREENING	4
SECURITY TRAINING FOR ALL EMPLOYEES	5
OUR DEDICATED SECURITY TEAM	5
TOP GRADE PHYSICAL SECURITY	5
WE CUSTOMIZE AGREEMENTS	6
LIMITED SUBCONTRACTORS	6
INTENSE CONTINUITY PLANNING	7
TRANSPARENCY	7
ONE LEGAL AUTHORITY	7
STABLE OWNERS WITH LONG TERM STRATEGIES	8
GOOD BUSINESS	8
CSR	8
OUR CERTIFICATIONS	9

INTRODUCTION

The traditional reasons of why an organization turns to the public cloud is cost savings or to augment their private cloud capacity. Although these reasons are still valid, a more important reason is on the rise, namely security. Organizations are coming to realize that providers can invest and specialize far more in people and processes to deliver a secure infrastructure. At City Network we have an expressed goal and business strategy to deliver better security than traditional on-premises solutions.

But security in itself is not good enough. Highly regulated industries and organizations are hesitant to step into a public cloud because of all the regulatory demands they are facing these days. Basel, Solvency and GDPR to name a few. This is the main reason why City Network has created a specific service targeted towards regulated organizations. It is our goal to provide our customers with all the benefits from a public cloud while at the same time ensuring that they can meet all the regulatory demands. We firmly believe that this is a sought after service in short supply. This is why security and compliance are our primary focus areas and this reflects in everything within our organization. Making sure that customer data is both secure and compliant is our primary design criteria. It impregnates everything from how we build our data centers and design our hardware to our extensive training and hiring priorities. It shapes our daily operations and disaster planning and how we address threats and assess risks. We want to offer our customers a simple business model in a very regulatory and complex world.

This paper outlines the way we ensure that our customers can have top grade security and meet all their regulatory demands at the same time.



SECURITY AND COMPLIANCE IN COMPLIANT CLOUD

CITY NETWORK'S SECURITY CULTURE

As a strict IaaS provider our reason for being is to ensure information availability to our customers in a secure manner. Cloud security is not part of our business, cloud security is our business. Meeting regulatory demands is often associated with bureaucracy and slow processes but we are living proof that you can be quick, agile, secure and compliant at the same time. Solving modern demands for security and compliance is both creative and inspirational. Working with security at City Network is fun.

EMPLOYEE SCREENING

Each employee goes through a rigorous background check before being hired. The check includes criminal records and financial information such as current debt. Before an employee is promoted to work with our Compliant Cloud customers the background check is extended to include the employee's family and business associates. Only employees with the best competence and outmost professionalism are nominated to work within the team for Compliant Cloud. Perhaps most importantly, to be selected to have access to our Compliant Cloud you have to have proven a great loyalty to City Network and have the full trust of the senior management staff as well as the security team.

SECURITY TRAINING FOR ALL EMPLOYEES

All staff at City Network have weekly training sessions in information security. These trainings range from practical exercises in locking computers and appliances to security awareness and information classifications. All staff take regular diagnostic tests to ensure that the training has the desired effect.

As an annual tradition we hold security hardening parties where we enjoy each others company, eat good food and make a complete overhaul of our personal security measures. For instance we change and strengthen our passwords and make sure that all our discs are encrypted. Anyone who wants to join us in celebrating new and innovative security solutions are welcome to join in.

City Network houses one of the nations foremost authorities on social hacking and our staff is specially trained to withstand social hacking.

OUR DEDICATED SECURITY TEAM

The security team at City Network consists of people with extensive experience in information security with backgrounds ranging from white hat hackers, military intelligence and military special forces.

TOP GRADE PHYSICAL SECURITY

Your data is stored in top grade infrastructure in state of the art facilities. We follow all recommendations from the Civil Contingencies Agency, even the optional recommendations. In many cases we exceed the recommendations¹.

Our data centers and every installed appliance is fully compliant with Uptime Institutes definition of a Tier IV data center. ²

Our datacenters are certified to be compliant with all demands from PCI-DSS, HIPAA, ISO 27001, ISO 27015 and ISO 27018.

WE CUSTOMIZE AGREEMENTS

We do not use standard agreements other than as templates. We shape legal agreements that ensures compliance if they are scrutinized by our customers control agencies like the Financial Supervisory Authority, the Data Protection Agencies, the Data Inspection Board and the Civil Contingencies Agency.

LIMITED SUBCONTRACTORS

Our aim is to keep the number of subcontractors to a minimum and no subcontractor has remote access to customer information. All physical storage is completely owned and managed by City Network. Data ownership is secured and can be contractually guaranteed even in case of a bankruptcy. We are vendor independent in all aspects of our business and have backup vendors prepared for emergencies. We work in accordance with ISO 22301 and have defined a backup plan for each of our subcontractors.

² <https://uptimeinstitute.com/research-publications/asset/tier-standard-topology>

INTENSE CONTINUITY PLANNING

Our Compliant Cloud service is ISO 22301 certified and we have extensive plans to ensure that we do not have any single points of failure. This includes both technical, personnel and business perspectives. Our continuity policy is available upon request.

TRANSPARENCY

A smart security implementation does not require a lot of secrecy to be secure. We welcome audits to verify that we live the way we preach. We have an annual audit event for our customers to come and visit and review our processes and facilities. We are also open to, and welcome all audits from regulatory authorities. We go through great lengths to shape our policies so that they can be reviewed by external parties without requiring a NDA. Our aim is to publicly publish all reports from certification bodies as complete as we can without breaking confidentiality. If your company would like to invest in sending an auditor from an accredited organ to review us, you would make us really happy.

ONE LEGAL AUTHORITY

City Network is 100% owned by Swedish citizens. We are a Swedish company and all our administrators are employed in Sweden. This effectively means that our customers only have to account for Swedish contract law when signing an agreement with City Network. As a member nation in EU all EU regulations is also valid in Swedish agreements.

STABLE OWNERS WITH LONG TERM STRATEGIES

City Network is a privately held company that continues to be profitable and grows organically. Our owners have a long term strategy and see City Network as the European leader in compliant cloud infrastructure.

GOOD BUSINESS

We have an extensive quality control system to ensure that our customers will be met with the outmost professionalism and enjoy the very best services we have to offer. City Network is ISO 9001 certified and focus heavily on constantly improving the level of quality in all aspects of the business. Please have a look at our sample from our employee handbook that illuminated how we work with our management processes.

CSR

At City Network we strive to be a great role model for our community. We are very proud of our ISO 14001 certification and take great pride in our efforts to ensure a sustainable world for our future generations. One of our focus areas is to help with getting girls and young women interested in IT. IT is far to important area to be left to men alone and we really need to work hard for gender equality within the industry.

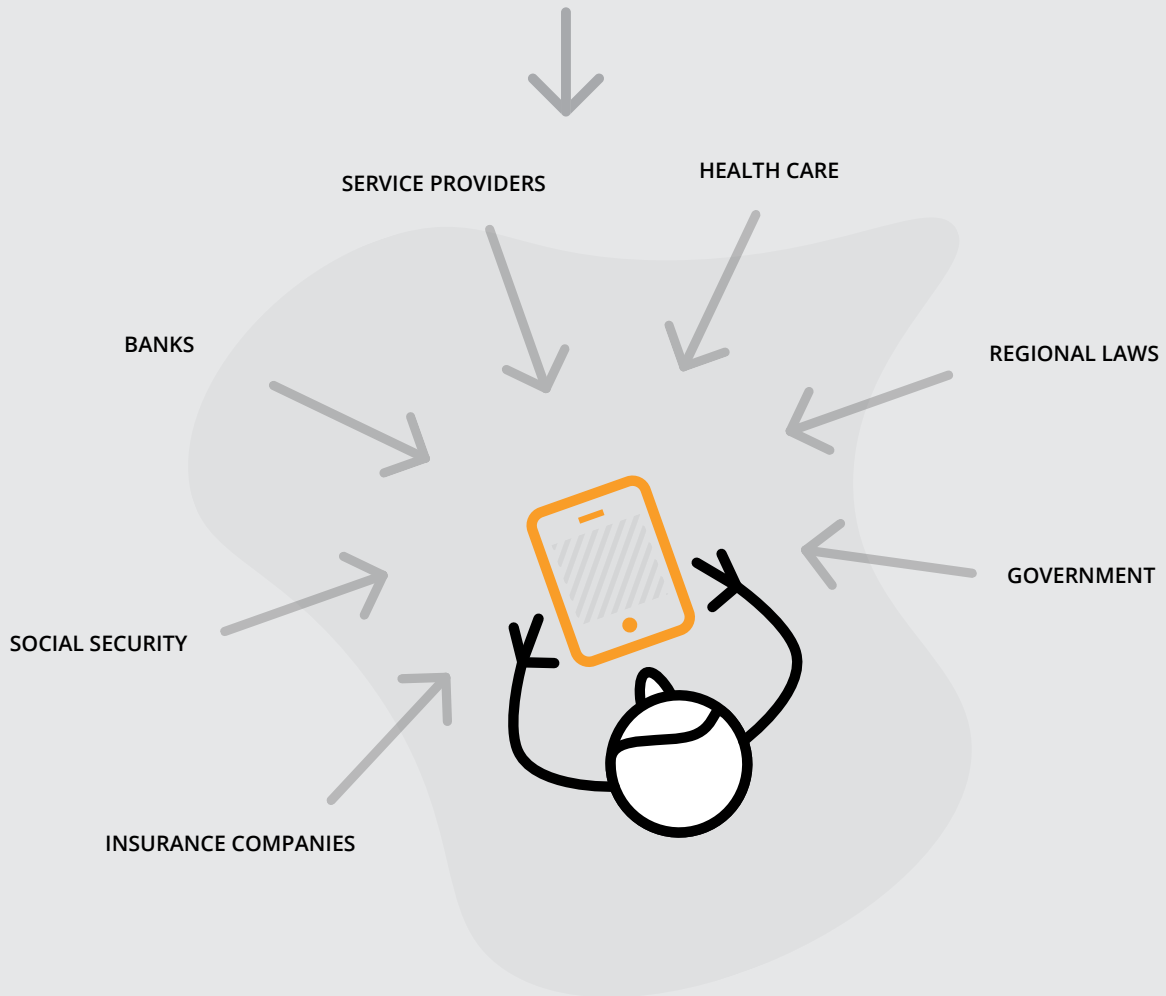
OUR CERTIFICATIONS

ISO 9001	✓
ISO 14001	✓
ISO 22301	Q3 2016
ISO 27001	✓
ISO 27015	✓
ISO 27018	✓

SOC 3	✓
PCI-DSS	✓
HIPAA	Q3 2016
Cobit 5	✓

It is a fairly straight forward task to become regulatory compliant and to us it was a natural step to take. The real challenge lies in making sure that our customers are regulatory compliant when they use our services. This is precisely why we go through great lengths to ensure and show that our customers are fully compliant when using our services.

MSB FI DI PTS GDPR EU



MSB THE SWEDISH CIVIL CONTINGENCIES AGENCY
FI THE SWEDISH FINANCIAL SUPERVISORY AUTHORITY
DI THE SWEDISH DATA PROTECTION AUTHORITY
PTS THE SWEDISH POST AND TELECOM AUTHORITY
GDPR GENERAL DATA PROTECTION LAW
EU EU DATA DIRECTIVES

ABOUT CITY NETWORK

City Network is a leading provider of infrastructure services in Europe with over 30 000 customers and data centers in 27 locations around the world.

We provide public, private and hybrid cloud solutions based on OpenStack and are certified according to ISO 9001, 14001 and 27001 – internationally recognized standards for quality, information security and sustainability.

Through our industry specific IaaS we can ensure that our customers can comply with demands originating from specific laws and regulations concerning auditing, reputability, data handling and data security such as Basel and Solvency.

SALES@CITYNETWORK.SE
+46 8 4000 9000
WWW.CITYNETWORK.SE

CITY NETWORK HOSTING AB
BORGMASTAREGATAN 18
371 34 KARLSKRONA



WWW.FACEBOOK.COM/CITYNETWORK



WWW.TWITTER.COM/CITYNETWORK



WWW.YOUTUBE.COM/CITYNETWORKHOSTING