



The Renewal Experience

The diagram overleaf shows the overall process for renewal of Self-Certification against the Code of Practice for Cloud Service Providers (the 'Code'). It is similar to the original Self-Certification experience, except for the following key differences:

- CIF reminds an organization three months before the anniversary date about the need to perform a renewal Self-Certification.
- A Renewal Pack is provided instead of the Assessment Pack. The contents are similar, but with additional guidance about how to leverage the previous year's work so as to minimize the effort needed.
- A two-week grace period will be granted for late submission of renewal Applications, but thereafter the organization loses the right to use the logo, and will be shown on the CIF website as having an expired Certification.

The processes involved are:

1. **Recognize Value.** An organization should see continuing value in having Certification against the Code.
2. **Remind.** Three months before the period of Certification expires, CIF sends a reminder to the organization that a renewal Self-Certification is required.
3. **Register.** Renewal registration is on-line at the CIF website, and requires payment of a fee together with the acceptance of the Terms and Conditions. (See also separate 'Costs' document IP13.) The organization will then be able to download the Renewal Pack. (The Application must be submitted by the anniversary of Certification.)
4. **Prepare.** (1) A formal project is established for performing the self-assessment and achieving Certification. At a minimum it should include the creation of a clearly defined project charter, project team, project plan, and an electronic filing system for the supporting documentation needed as part of self-assessment. (2) Existing information should be gathered, both relating to transparency (information already published on the organization's web site; and provided in commercial proposals); and relating to capability as demonstrated by documented internal management systems.

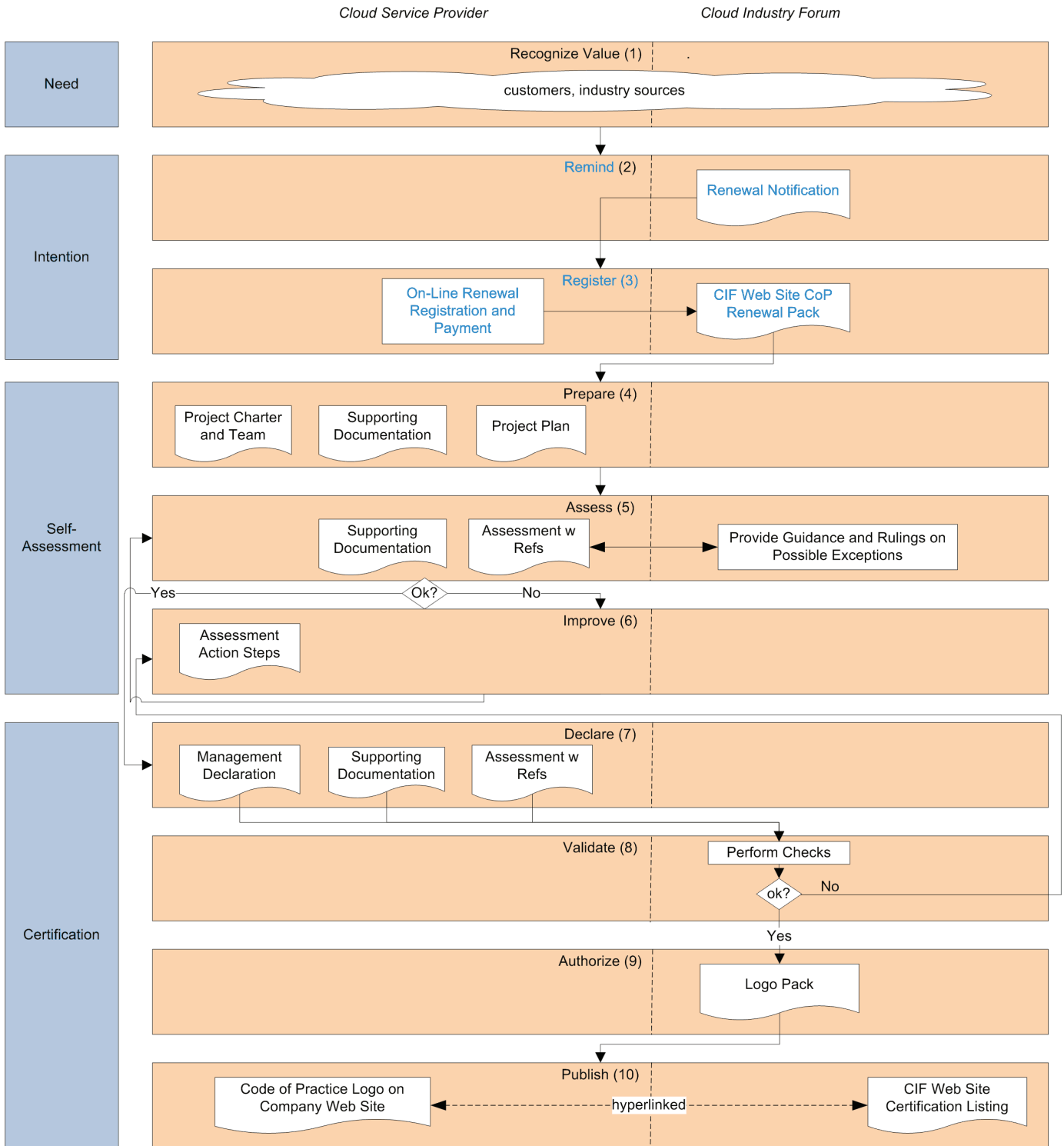
The Cloud Industry Forum (CIF) was established in direct response to the evolving supply models for the delivery of software and IT services. Our aim is to provide much needed clarity for end users when assessing and selecting Cloud Service Providers based upon the clear, consistent and relevant provision of key information about the organization, its capabilities and its operational commitments.

We achieve this through a process of self-certification of vendors to a Cloud Service Provider Code of Practice requiring executive commitment and operational actions to ensure the provision of critical information through the contracting process. This Code of Practice, and the use of the related Certification Mark on participants' websites, is intended to promote trust to businesses and individuals wishing to leverage the commercial, financial and agile operations capabilities that Cloud-based and hosted solutions can provide.

For further information about the Cloud Industry Forum, please refer to www.cloudindustryforum.org



5. **Assess.** The Assessment Form is completed, including cross-references to supporting documentation. This may be done directly using the on-line Assessment Form. Alternatively, the Excel version of the Assessment Form may be used for initial assessment work, to provide a control schedule for needed improvements in the next step. If there are any questions about whether a requirement is met, or if a requirement is not relevant for the organization (under the 'comply or explain' principle), then reference is made to CIF, who will provide guidance or issue a numbered exemption if appropriate. Any requests should be sent to the administration for self certification (AdminSC@cloudindustryforum.org). Note that the on-line Assessment Form ultimately needs to be completed, which does not allow any comments – all requirements must be met, or have an authorized exemption number.
6. **Improve.** If any non-conformances are noted in the assessment step, then improvement actions are undertaken, after which the assessment step is repeated to the extent required to ensure that all non-conformances have been corrected.
7. **Declare.** The organization completes the on-line Assessment Form, transferring information from the Excel spreadsheet version of the Assessment Form if used. The organization also prepares, digitally signs and uploads its supporting documentation to CIF.
8. **Validate.** CIF (1) validates the completeness of the Self-Certification Application, (2) validates the digital signatures on the supporting documentation; (3) validates that the publicly declared information is actually available; and (4) confirms the professional reference. The possibility exists that further information could be requested, up to a full audit, although this will not be the normal expectation.
9. **Authorize.** If successfully validated, CIF formally recognizes the Self-Certification of the organization, and sends it the current Logo Pack with Certification Mark and detailed instructions for use.
10. **Publish.** The organization displays the Code Certification Mark on its website, together with hyperlinks to the CIF website. CIF lists the organization on its own website.



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 NOTICE: This document is intended to provide general information in relation to the Cloud Industry Forum's Code of Practice journey for Certification. It is not intended to be comprehensive and should not be acted or relied upon as being so. Professional advice appropriate to specific circumstances should always be obtained.