



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](http://www.cloudindustryforum.org)



## The Audit Experience

If CIF decides to perform an audit of the Cloud Service Provider for compliance with the Code, the following will typically happen:

- 1. Notification.** CIF notifies the organization about the audit, and requests confirmation of dates and logistical arrangements for an on-site visit. Where non-conformance is suspected based upon 3rd party claims, the on-site visit must occur within 21 days of notification. In other cases, it must occur within 45 days of notification.
- 2. Offsite Review of Application and Supporting Documentation.** CIF, or its designated auditors (operating under the Terms and Conditions for Right of Audit and Confidentiality) reviews the Application and supporting documentation for compliance with Code requirements.
- 3. Onsite Review.** CIF, or its designated auditors (operating under the Terms and Conditions for Right of Audit and Confidentiality), conducts an on-site review to validate compliance, in particular with respect to (a) adequate disclosure of non-public information in all commercial proposals; and (b) evidence of proper operation of documented management systems required by the Code.
- 4. Report.** CIF, or its designated auditors, prepares a report of findings within seven days from the end of fieldwork.
- 5. Management Response.** The Cloud Service Provider has seven days to provide written management responses to the report.
- 6. CIF Action.** Depending on the results of the audit and the management responses, CIF may at its sole discretion do nothing, or unilaterally take any action it deems appropriate up to and including public rescission of the Certification including the immediate and unilateral withdrawal of permission to use the Certification Mark.

If the result of an audit is a finding that the organization has not complied fully with the Code, the Cloud Service Provider will be liable for the costs of the Audit which shall be £1000, or actual costs, whichever is higher.