

## **The Innovative Move to Amazon Web Services: FAQs**

### **Why did Innovative select AWS as their Cloud services provider?**

Innovative has been using AWS services out of the Asia-Pacific region over the last two years to meet hosting requirements for customers. With that proven experience, Innovative expanded their evaluation of AWS across regions in comparison to other Cloud providers. The final decision was to choose AWS, which meets or exceeds various features provided in hosting services to global customers.

In addition, AWS continues to lead Infrastructure as a Service and is recognized as a leader by Gartner making it a wise choice in line with Innovative's vision to provide an Open Library experience for all its customers.

### **How will AWS help Innovative evolve the Cloud services?**

By leveraging AWS Cloud, Innovative is able to extend their global infrastructure platform instantaneously from three locations to 14 locations and continues to expand as AWS adds more locations across the globe.

With Innovative Open Library Services delivered using various features from AWS like RDS, Auto-scaling etc. This decision to expand further with AWS Cloud will allow us to innovate even faster as we take advantage of built-in AWS Cloud services, like elasticity, beanstalk, RDS and search functionalities.

### **How will customers benefit from the move to AWS?**

As Innovative leverages AWS services, customers will benefit from:

- Elevated security with AWS provisioning
- Enhanced compliance with AWS provisioning
- Faster provisioning services shrinking GO LIVE schedules
- Enhanced Monitoring to proactively address solution performance issues

In addition to Innovative's recent ISO 27001 certification of their Hosting services, Innovative is able to pass on the benefits of enhanced data privacy and compliance by leveraging various certifications that AWS services comply with - viz., SOC1/SOC 2/ISO 27001/FedRAMP/PCI

## **How will Innovative keep your data safe in an AWS Cloud?**

Customer data is of the upmost importance. That's why Innovative leverages built-in encryption in transit, virtual private networks and enterprise level backups within the AWS cloud to keep your data isolated, safe and secure. Per Amazon's data privacy policy, Amazon may not access Innovative customer data. And, per Innovative's Information Security Management System (ISMS), we grant access to data only as needed and to authorized personnel.

## **How does Innovative meet compliance requirements?**

Innovative's Cloud and Hosting infrastructure is ISO 27001:2013 certified. This is in combination with the dozens of certifications, laws, regulations and alignment frameworks that AWS currently holds. Innovative is in a great position to meet or exceed most customer compliance needs.

## **How will Innovative address geographical requirements of its customers in the AWS?**

Innovative implements its AWS hosting solution in multiple locations worldwide. Innovative leverages the different AWS regions to meet the geographical and data privacy requirements of its customers. For example, European customers whose governance requires that all relevant data reside within the EU will have their requirements met. Similarly for Americas, the data will reside in the Americas region only.

## **How does Innovative handle network security in the AWS Cloud?**

AWS provides several security capabilities and services to increase privacy and control network access. Innovative leverages these services (such as their Network firewalls) to control access to customer instances and applications, encryption in transit with TLS across all services, as well as connectivity options that enable private, or dedicated, connections to and from the cloud.

## **How does Innovative address monitoring and logging in the AWS Cloud?**

The AWS Cloud provides tools and features that enable Innovative to see exactly what's happening in the AWS environment. There are log aggregation options, streamlining investigations and compliance reporting all with alert notifications. These tools and features give Innovative the visibility we need to spot issues before they impact the business.

## **How will Innovative address access management to the AWS Cloud?**

Innovative will leverage built-in AWS services in conjunction with its Information Security Management System to implore "least privileged" and "need to know" principles to ensure only authorized access occurs in the cloud.

## **How will Innovative address physical security in the cloud?**

Since AWS is responsible for managing the security of the global infrastructure in the cloud, Innovative will monitor and track the necessary certifications (such as SOC1, SOC2 and ISO27001:2013) that AWS holds to ensure physical security is upheld in the cloud.

## **When will my hosted solution be migrated to AWS?**

Migrations will be scheduled in close consultation and discussion with those impacted customers. Innovative is making all efforts to minimize downtime. Please reach out to your Account Managers or Library Relationship Managers for more details.

## **What will happen to our SLAs?**

Customers can expect to experience the same level of SLAs that they have experienced in Innovative data centers.

## **What other certifications, laws and regulations, and alignment frameworks does AWS currently hold?**

To name a few, AWS has the following certifications: EU-US Privacy Shield, FedRAMP, FERPA, FIPS, FISC, FISMA, IRAP [Australia], ISO 27001, ISO 27017, ISO 27018, ISO 9001, MLPS Level 3 [China], MTCS [Singapore], My Number Act [Japan], NIST, PCI DSS Level 1, PDPA - 2010 [Malaysia], PDPA - 2012 [Singapore], PIPEDA [Canada], Privacy Act [Australia], SOC 1, SOC 2, SOC 3. For a full list (because there's many more) please click [here](#).