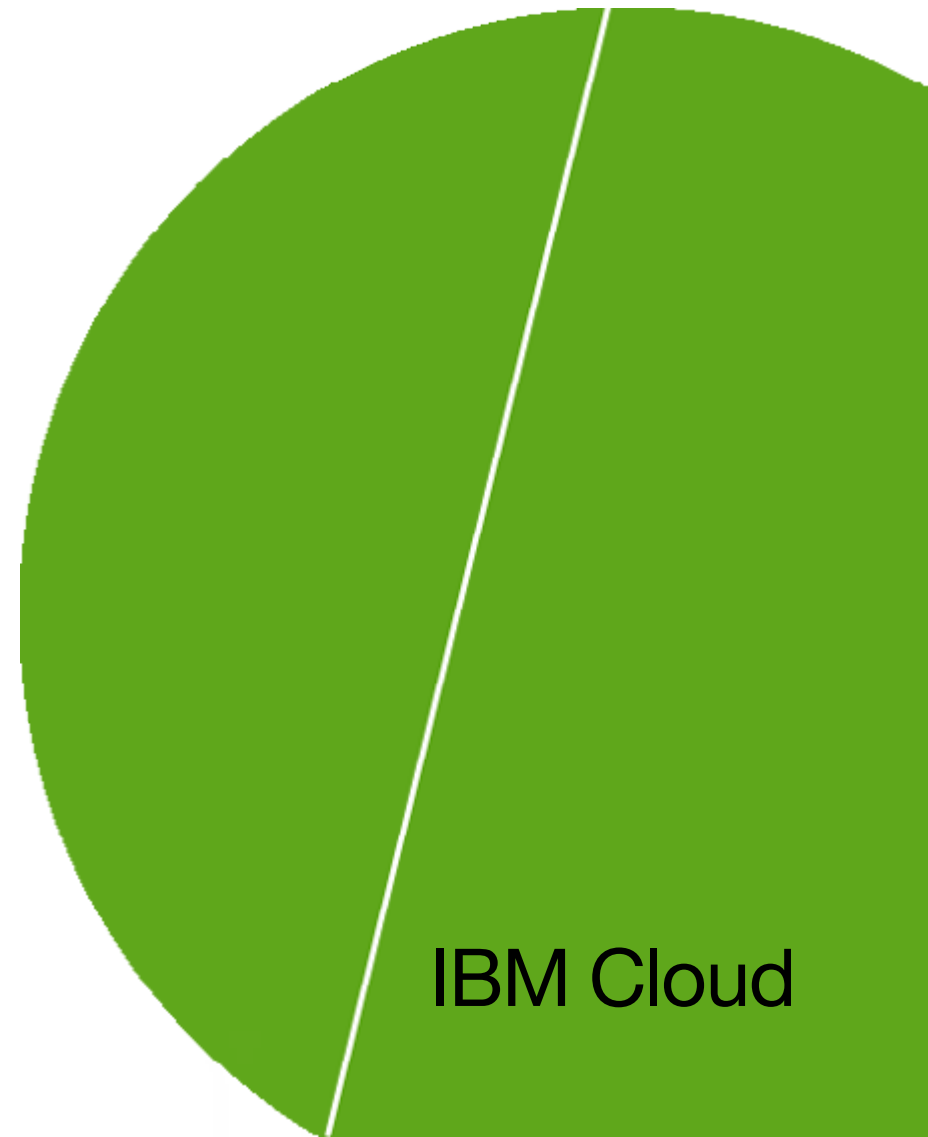IBM

Compliance Standards and Certifications

for IBM Cloud Managed Services

IBM Cloud

IBM

Helping you establish and maintain compliance across a wide range of standards

Click on the items to read a detailed explanation of each compliance standard and link to certifications

ISO 22301	Globally accepted standards for establishing and maintaining a business continuity management system
ISO 27001	A risk management approach to people, processes and IT systems
ISO 27018	Controls, objectives, and guidelines needed to protect personal information in a public cloud
SOC 1 (SSAE 16)	Design and operating effectiveness of service provider controls in reference to client's financial reporting
SOC 2	Standards important to the security, availability, integrity, confidentiality and privacy of information
SOC 3	Report on the results of a SOC 2 audit, including controls performance and a description of the system environment
ISO 9001	Criteria for a successful quality management system
Learn more	Talk to an expert, view videos and case studies, download additional PDFs

ISO 22301

The International Organization for Standardization (ISO) 22301 is a business continuity management standard. Certification demonstrates compliance with globally accepted requirements for setting up and managing an effective business continuity management system (BCMS), with the objective of assuring that operations continue in the event of a disruption.

BCMS for IBM Cloud Managed Services includes the infrastructure and environment and an optional disaster recovery service for client virtual machines/operating systems. The ISO 22301 certification for Cloud Managed Services is global for the offering, and applies to all data centers. It is a three-year certification with surveillance audits occurring annually to verify continued compliance.

Cloud Managed Services has obtained accredited certification against this standard through a review by an external audit firm.

ISO 27001

ISO 27001 is the specification for an information security management system (ISMS) standard. An ISMS is a systematic approach to managing sensitive information securely. It applies a risk management approach to people, processes and IT systems.

IBM Cloud Managed Services® has obtained accredited certification against this standard through a review by an external audit firm.

ISO 27018

ISO 27018 is an internationally accepted standard for protecting personally identifiable information (PII) in a public cloud. ISO 27018 specifies public cloud controls, objectives, and guidelines in accordance with privacy principles.

Cloud Managed Services has obtained accredited certification against this standard through a review by an external audit firm.

SOC 1 (SSAE 16)

SOC (Service Organization Controls) 1 reports on the controls at a service provider organization which are relevant to a customer's internal controls over financial reporting. The controls are found in the Statement on Standards for Attestation Engagements (SSAE) number 16 which is maintained by the American Institute of Certified Public Accountants (AICPA).

IBM Cloud Managed Services has engaged a CPA firm to perform an examination of its controls, resulting in a successful, unqualified report on the design and operating effectiveness of the controls.

SOC 2

SOC 2 reports on controls at a service provider organization unrelated to financial reporting. The focus is on standards important to the security, availability, integrity, confidentiality and privacy of information processed. The controls are found in the Trust Services Principles and Criteria (TSP) Section 100 which is maintained by the American Institute of Certified Public Accountants (AICPA).

Cloud Managed Services has engaged a CPA firm to perform an examination of these controls, resulting in a successful, unqualified report on their design and operating effectiveness.

SOC 3

The SOC 3 report is created by the CPA firm that performs the SOC 2 audit. It contains two portions of the SOC 2 audit report, 1) the auditor's opinion of the performance of the controls tested and 2) a description of the system environment. Cloud service providers share the SOC 3 report publicly with clients and prospective clients.

Cloud Managed Services has obtained a successful and unqualified SOC 3 report.

ISO 9001

ISO 9001 sets out the criteria for a quality management system including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement.

IBM® has obtained accredited certification against this standard through a review by an external audit firm.

Learn more

For more information about what IBM Cloud Managed Services solutions can do for your business, contact your IBM representative or IBM Business Partner. If you don't have a representative or Business Partner, you can click on the "Talk to an expert" link on our website.

To view case studies and videos, download PDFs on additional topics and see what's new at a glance, be sure to visit the Cloud Managed Services website at

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