

3rd Party Application - Vendor Questionnaire

IBM Cloud Delivery Services

3rd Party Application Vendor Questionnaire

Version 1.0

Document Author(s): IBM Cloud Delivery Services

Document Owner(s): IBM Cloud Delivery Services

3rd Party Application Vendor Questionnaire 1.0

This questionnaire is required to be filled out by the vendor and provided back to IBM Cloud Delivery Services. These responses will be used during the approval process for all new 3rd party applications in the IBM SaaS environment. Submission of this questionnaire does not guarantee application approval. This questionnaire **should not** be filled out by the customer on behalf of the vendor.

General Vendor Information

Full product name	
Vendor company name	
Vendor contact name	
Vendor contact details, including email address	

System Requirements

What system resources (CPU, Memory, Disk Space) are required to support the Application?	
How many concurrent users can the default requirements support?	
Do the system requirements scale with user load (more resources required for more users)?	
What Operating Systems are supported for your application. If Linux is not supported, please explain why, and if your development roadmap includes support for Linux.	

Installation / Configuration

Does the product require any configuration changes to the base Operating System? (new userids, new installation directory, etc). Please explain.	
If this product requires installation to the filesystem, does it require 'root' or 'administrator' privileges to install?	
Does the product require any configuration changes to Middleware configuration (IBM HTTP Server, WebSphere, Database Server, etc)?	
Please attach any supporting installation and configuration documentation	

Security

Does the product contain any open source software? If yes, please list all.	
Are there any vulnerability scans, application scans, or penetration tests performed before the application is released? Please explain.	
Does the vendor agree and understand that all 3rd party applications will be subject to Security Scans within IBM SaaS? (including but not limited to; Vulnerability Scanning, Penetration Testing, AppScans, etc)	
<p>If vulnerabilities within your product are discovered, the vendor will be held responsible for remediating these vulnerabilities. Does the vendor agree to remediate all vulnerabilities within a timely manner based on the severity of the vulnerability?</p> <div style="border: 1px solid orange; padding: 10px; margin: 10px 0;"> <p>Failure to fix vulnerabilities will result in this application being shut down, and/or removed from the IBM SaaS environment</p> </div>	
Does the vendor post information on APARs or CVEs (Common Vulnerabilities and Exposures)? If so, please provide information on how to subscribe to these alerts.	
Does this application store or access Personally Identifiable Information (PII), or Sensitive Personal Information (SPI) within the database? If so, please explain.	
Please outline the communication requirements and protocols used by the application to connect to Maximo/TRIRIGA or external sources. Are there supporting firewall changes required?	
Does the application require inbound HTTPS communication, or other?	

Support

Does the Vendor provide support for this application?	
Please confirm that you understand all support interactions should be initiated by the customer directly with the vendor.	