



## 2. Letter of Certification

July 19, 2019

SoftLayer Technologies, Inc., an IBM Company  
14001 Dallas Pkwy Suite M100  
Dallas, TX 75240

Based on the results of a HITRUST® CSF Validated Assessment performed by an Authorized External Assessor and documented in a HITRUST CSF® Assessment Report ("Report"), the following system, locations, and supporting infrastructure of the Organization ("Scope") are supported by an information protection program that is consistent with the objectives specified in the NIST Cybersecurity Framework v1.0:

SoftLayer Technologies, Inc., an IBM Company: Internal Management System (IMS), global data center locations, and supporting infrastructure.

More specifically, HITRUST determined that:

- The HITRUST CSF controls specified by the Entity's organizational, system and regulatory risk factors provide a fair representation of its Target Profile, and
- The maturity of the Entity's implemented HITRUST CSF controls, as validated by an Authorized External Assessor and reflected in the HITRUST Scorecard for the NIST Cybersecurity Framework, provide a fair representation of its Current Profile, and
- The aggregated maturity scores for each of the Core Categories meet HITRUST's criteria for certification of the Scope addressed by the assessment.

This certification is valid for as long as the Entity's associated HITRUST CSF Certification remains valid but shall not exceed a period of two (2) years from the date of this letter.

A full copy of the HITRUST CSF Validated Assessment Report has been issued to the Organization listed above. The full report contains detailed information relating to the effectiveness of information protection controls as defined by the scoping factors selected by management. It also includes further details on the scope of the assessment, a representation letter from management, testing results, a benchmark report comparing the Organization's results to industry results, details on CAPs required for HITRUST CSF Certification if applicable, and the completed questionnaire. Such detailed information can best be leveraged by individuals/organizations who are familiar with and understand the services provided by the Organization listed above. If interested in obtaining a copy of the full report, you will need to contact the Organization directly. If there are questions on interpreting the detailed contents found in the full report, please refer to the document [Leveraging HITRUST CSF Assessment](#)



[Reports: A Guide for New Users](#) or contact HITRUST customer support at [support@hitrustalliance.net](mailto:support@hitrustalliance.net).

Additional information on the HITRUST CSF Certification Program used to support HITRUST's certification of the NIST Cybersecurity Framework can be found on the HITRUST website: <https://hitrustalliance.net>.



HITRUST