

# SSAE 16 FAQs

SoftLayer® Technologies

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## ■ What is SSAE 16?

SSAE 16 (Statement on Standards for Attestation Engagements) has replaced the Statement on Auditing Standards No. 70 (SAS 70) as the primary standard for reporting on controls at service organizations. It is an attestation standard issued by the American Institute of Certified Public Accountants (AICPA). Specifically, SSAE 16 addresses engagements conducted by service auditors on service organizations for purposes of reporting on the design of controls and their operating effectiveness.

Before 2011, SAS 70 was the standard used for reviewing service organization control processes for nearly two decades. SoftLayer® has received SAS 70 Type II assessments since 2008.

## ■ Is SoftLayer SSAE 16 certified?

SSAE 16 is an attestation, not an audit. So rather than being “certified,” a service organization becomes “compliant” with the standard that auditors who conduct engagements use for reporting on controls. Control procedures and compliance for SoftLayer’s data centers have been verified in a Service Organization Control Report (SOC 1), by independent auditing firm Weaver.

## ■ What is a SOC 1 report?

A SOC 1 report is one of the most thorough and comprehensive surveys for monitoring service organizations that support information technology companies. This report includes an outline of the design of our controls and detailed testing of their implementation. This report definitively assures our customers of our reliability and provides a set of standardized reports without the need for additional assessments.

## ■ What does the report look at?

Weaver performed an independent audit and extensive testing of control activities and effectiveness at all SoftLayer data centers, with a full assessment of:

- Oversight by executive management
- Operations and customer service
- Development and information technology organization
- Human resources policies and procedures
- Risk assessment monitoring

## ■ What are the benefits of being SSAE 16 compliant?

SoftLayer provides its customers with superior assurance and confidence in its operations across all facilities and for all services. Being SSAE 16 compliant demonstrates that the service organization (SoftLayer) has ensured that it has implemented effective control objectives and activities. Standard report compliance aids the user organization (the SoftLayer customer) in completing its own financial audits.

## ■ How can I receive proof?

The SOC 1 was prepared using the “inclusive method” that incorporated reviews of relevant SoftLayer service partners, mitigating the need for SoftLayer customers to collect additional compliance verifications. Since the inclusive method was used, SoftLayer streamlined the process and created an easy-to-use tool in their Customer Portal so customers can e-sign the SSAE 16 non-disclosure agreement and immediately access the verification they need.

For more information, please visit [aicpa.org](http://aicpa.org).