



# RightNow

# GOVERNMENT CLOUD

## HIGH SECURITY SAAS FOR U.S. GOVERNMENT AGENCIES

### CX IN THE CLOUD

To deliver on the promise of open government, agencies need a customer experience solution that meets their unique needs. RightNow's Government Cloud is a highly secure total customer experience solution for agencies serious about enabling superior interactions across web, social, and contact center touchpoints. Our Government Cloud has been designed to support the needs of U.S. government agencies that require stringent, evolving levels of compliance and security. With a SaaS CX solution agencies:

- See a faster time to benefit
- Have a lower cost of ownership
- Benefit from frequent solution innovation
- Have increased reliability
- And quickly deliver measureable results on open government initiatives

## RightNow is the On Demand Customer Experience Leader in Government

RightNow is a pioneer in bringing the SaaS delivery model to government agencies and has successfully served the U.S. government for more than ten years. Over 170 public sector clients, including nearly every U.S. cabinet level agency, Army, Marines, Air Force, members of the Intelligence Community and DoD, rely on RightNow to deliver real-time information, when and where it's needed.

### High Security Cloud for Government Agencies

RightNow offers U.S. government customers a Federal Information Security Management Act (FISMA) compliant Government Hosting facility. This is a Tier 4 facility that offers the logical separation of tenants and other operational controls to provide the security, high availability, and redundancy equivalent to our commercial offering. The Government Cloud has been designed to satisfy the control requirements for the NIST 800-53 Moderate Baseline. Control implementation and compliance status has been independently verified and documented by a third party.

### Government Cloud Vs. Standard

	STANDARD CLOUD	GOVERNMENT CLOUD
Class IV Data Center	✓	✓
NIST 800-53 Moderate Controls		✓
NIST C&A Package		✓
DoD Cleared Hosting Staff		✓
DISA STIG Hardened OS		✓
Pod Dedicated to Hosting Only Government Customers		✓
Comprehensive Professional Services Available (Cleared Personnel)		✓
SaaS Service Level Credits (99.9% Guarantee)	✓	✓
Logically Isolated Customer Implementations	✓	✓
Cloud Services - Infrastructure, Platform, and Application Mgmt.	✓	✓
Disaster Recovery - Data Redundancy, Backups, and Remote Hotsite	✓	✓
RightNow Cloud Management System (RCMS)	✓	✓
All Systems Monitored 7x24x365 by RightNow NOC	✓	✓
Full-Time CISO and Dedicated Security Team	✓	✓
Cloud Elasticity - Scalability On Demand	✓	✓
Cloud Services Portal	✓	✓

Following are some of the critical controls that have been implemented in the Government Cloud facility in accordance with NIST special publication 800-53.

## Technical Controls

- Customer environments are highly compartmentalized
- Cloud architecture is highly redundant and scalable
- SSL/TLS accelerators are FIPS 140-2 compliant
- Host-based file integrity monitoring system deployed on all servers
- Firewalls and intrusion detection systems are Common Criteria validated
- DISA STIG hardened Linux OS deployed on all servers

## Operational Controls

- Government Cloud is located in world-class Tier 4 data center with robust environmental controls and fire protection systems
- Biometric access required for physical access
- Hosting operations personnel are being submitted for DoD clearances
- Offsite data storage and disaster recovery capability
- A formally documented governance process is used for deployment and configuration/change management
- Internal/external vulnerability assessments are performed daily
- Application security assessments are performed quarterly

## Management Controls

- Certification and Accreditation (C&A) process is built into the product roadmap
- The Government Cloud is documented via NIST 800-18 System Security Plan (SSP)
- Risk assessments are performed annually and as part of change management process
- Application security/ software assurance is integrated into product lifecycle
- Security is addressed via contracts and Service Level Agreements (SLAs)

## Certification & Accreditation (C&A)

With extensive experience in identification and implementation of security controls for both Federal Government (NIST 800 Series) and Department of Defense (DIACAP) environments RightNow is your partner in the C&A process.

Our government-dedicated infrastructure is built from the ground up for enhanced security and regulatory compliance. RightNow's upwardly flexible security infrastructure allows for ease of implementation for custom security requirements above the existing baseline that was built for accreditation at the NIST 800-53 Moderate baseline.

## Core C&A Services

The baseline C&A Package for the Government Cloud Solution fully captures the cloud environment and RightNow application. Baseline C&A Package contents include:

- System Security Plan (SSP)
- Security Assessment Report
- Risk Assessment Report
- Plan of Actions and Milestones (POA&M)

RightNow Professional Services also offers tailored C&A Packages for Professional Service engagements for customer-specific product customizations:

## Security Engineering Support

A Security Engineer is integrated into the Professional Services engagement to ensure customer application security/ software assurance requirements are fully understood and integrated into customizations and/or integrations

## FOR MORE INFORMATION

Please contact your account executive, visit our website at [www.rightnow.com/government](http://www.rightnow.com/government), or give us a call for more information.

“Defense- and Government-Ready: RightNow is the only vendor to launch a defense and government-ready SaaS product set that adheres to the stringent security and compliance requirements as set out by the various U.S. government regulating bodies.”

—Gartner's 2009 Magic Quadrant for E-Service Suites