# Cloud Concierge General FAQs

\*If you are a first-time user please take the time to review the “Cloud Concierge Overview” document on the Support page. \*

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Cloud Concierge Support Team

## Q: What is Cloud Concierge?

Cloud Concierge is a service for IBMers and Business Partner sales teams that enables users to easily find and provision demonstration assets for business analytics solutions.

## Q: Can I provision an instance for a customer/prospect to use?

Customers cannot have direct access to Cloud Concierge. This offering is currently only available to Business Partners and internal Analytics Sellers. Analytics Sellers may provision an instance and share the credentials with their customer, as long as it is covered by “non-production use”, i.e. demo, evaluation, or testing, and they must maintain control and ownership over any provisioned image.

## Q: Where can I see a list of all IBM datacenters located worldwide?

Each image in Cloud Concierge has a list of datacentres which an instance can be provisioned from. If you would like to see a list of all IBM datacentres located worldwide, please click on the following link: <https:www.ibm.com/cloud-computing/bluemix/data-centers>.

## Q: Does Cloud Concierge provide support to product/feature related questions?

Unfortunately, we do not support product/feature related questions. These inquiries should be posted to their respective communities, or to the related Slack channel for the specific product.

## Q: Does Cloud Concierge provide support to server configurations?

The Cloud Concierge team does not perform server configurations. It is entirely up to you, the end user, to configure your Cloud Concierge running instance.

## Q: Does Cloud Concierge make decisions regarding new image releases or upgrades?

The decision to release upgrades to the images comes from the collaboration of our sales and product teams, and is not dictated by the Cloud Concierge team. Generally, if there is a consensus that the sales teams that are using our systems have demand for new feature releases to demo to clients, management decisions will dictate how fast an upgraded image is released to Cloud Concierge. We recommend speaking with your IBM liaison about the possibility of seeing a new release.

## Q: What should I do if my customer has left sensitive data files on Cloud Concierge?

We do not recommend customers using sensitive data files on Cloud Concierge due to security and liability concerns. However, there are three things that you need to do if the customer has provided sensitive data files.

1. Provision your instance on Private network or disable public network on existing instance.
2. Fill out a Reputation Risk Assessment as part of the POC Cycle: <https://w3connections.ibm.com/communities/service/html/communityview?communityUuid=a5d9bc73-244d-4831-8d5b76fc7a373f2c#fullpageWidgetId=W3d1fb08ba76b_4eb6_93e6_d299efedb4ee&folder=24f9ba16-8730-4c24-8774-5158c9c6b299>
3. Consult the Legal site for guidance and pose questions as needed:

<https://w3-connections.ibm.com/wikis/home?lang=en-us#!/wiki/W0f580f93821d_43be_a6c0_ae12f8edc333/page/Guide Sheet>

## Q: What kinds of security practices are implemented on Cloud Concierge?

The following is a list of security practices implemented on Cloud Concierge:

* The Instances that Cloud Concierge users provision are:
  + Scanned by SoftLayer security and network testing prior to being published.
  + The Cloud Concierge team manages IBM product and operating system updates, using strong passwords, etc.
  + SoftLayer actively monitors network traffic for suspicious and malicious activity.
* We offer the SoftLayer VPN option so that the Instances can be encrypted over the public internet.
* We occasionally receive inquiries asking if instances can have confidential or customer-centric data. Cloud Concierge users can include such data, provided it conforms to the Terms and Conditions that the user agreed to during the initial account creation. **For all sensitive or confidential data, we strongly recommend the use of the VPN option when creating your Instance.**