



## **ISG Inform™**

### Frequently Asked Questions

**Author:** ISG Inform Team

**Version:** 7.0

**Date:** January 31, 2020

---

© 2020 Information Services Group, Inc. All Rights Reserved.

Proprietary and Confidential. No part of this document may be reproduced in any form or by any electronic or mechanical means, including Information storage and retrieval devices or systems, without prior written permission from Information Services Group, Inc.

---

## Revision History

Date	Description	Contributor
18 11 12	Initial DRAFT	ISG Inform™ team
18 11 25	Edits	Kathy Rudy
19 01 14	Edits	Karen Collyer
19-02-11	Additions and Edits	Kathy Rudy
19-09-10	Additions and Edit	Kathy Rudy
20-01-31	Minor Edits	Kathy Rudy

## Table of Contents

<b>1</b>	<b>GENERAL NAVIGATION .....</b>	<b>1</b>
1.1	How do I log in? .....	1
1.2	What browsers are supported?.....	1
1.3	Is there a mobile client? .....	1
1.4	How often will maintenance be performed on the site? .....	2
<b>2</b>	<b>DATA.....</b>	<b>2</b>
2.1	Where does the peer data come from? .....	2
2.2	How old is the comparison data? .....	2
2.3	How does new data get added to the database?.....	2
2.4	How often will the data in the database be refreshed?.....	2
2.5	Can we create custom reference groups?.....	2
2.6	How is currency conversion applied to the data? .....	3
<b>3</b>	<b>CLIENT DATA.....</b>	<b>3</b>
3.1	What measurement period do I use to answer the questions in Inform™? .....	3
3.2	Can we share scenarios across users at our company? .....	3
3.3	Can we compare scenarios against each other? .....	3
3.4	What are your terms when it comes to ownership of data? How about any metadata I generate while using the application? .....	4
3.5	Is data deleted completely when deleted from the application? .....	4
3.6	How would I use the Tool after I have put my data in the first time? .....	4
<b>4</b>	<b>SECURITY &amp; TECHNICAL SPECIFICATIONS .....</b>	<b>4</b>
4.1	Does ISG have a corporate security policy? .....	4
4.2	Is ISG Inform™ subjected to penetration testing? Is testing performed by internal personnel or outsourced? When was the last penetration test? What were the results?.....	5
4.3	Approximately, how often do you upgrade your application? Will these upgrades impact my use of the application, and if so what time of day and for how long will I be affected? ...	5
4.4	Do you offer API access? .....	5
4.5	How do you secure access to your data facilities where customer data will be stored? .....	5
4.6	How is data encrypted?.....	6
4.7	What level of technical support is included in your standard license agreement? .....	6

# 1 General Navigation

## 1.1 How do I log in?

There are two options for login:

1. Enter the URL <https://isgInform.isg-one.com/#> into your browser to access the ISG Inform™ login page. Enter your User ID and Password to access the home screen, CIO Dashboard.
2. From <https://isg-one.com>, go to **Products** in the navigation bar. Click the down arrow and select **ISG Inform**. That takes you a landing page where you can click on the **Already a Subscriber?** button to access the login page.

## 1.2 What browsers are supported?

ISG Inform™ is certified the following:

Browser	Versions
Mozilla Firefox	Version 60 and above
Google Chrome	Version 69 and above
Safari	Version 5.1.7 and above
Internet Explorer	Version 11 and above
Microsoft Edge	Version 44 and above

## 1.3 Is there a mobile client?

While the ISG Inform™ applications appears to work on a mobile device (tablet, phone), it is not yet certified on those platforms. Mobile certification is planned for an upcoming release.

#### **1.4 How often will maintenance be performed on the site?**

Maintenance will be performed as on a regular basis. We will publish a formal release schedule and make users aware of when it is planned ahead of time.

## **2 Data**

#### **2.1 Where does the peer data come from?**

Market leading benchmark data from ISG clients and market insights. Data from over 6000 tower benchmarks representing nearly 3,000,000 data points. Forty to sixty parameters modeled per comparison. All comparisons modeled from actual costs and prices from in-current clients and provider contracts. The data is updated each quarter. The data covers major delivery regions (NA, EMEA, APAC, LATAM).

#### **2.2 How old is the comparison data?**

The data for comparison is no older than 24 months.

#### **2.3 How does new data get added to the database?**

When clients sign an agreement with ISG to use ISG Inform™ or engage with our team for other benchmarking services, there is a data clause within the contract that pertains to data rights, only clients that have agreed to ISG's reuse of data will have their data saved into the main database. Once data has been validated by both ISG and the client, it is as anonymized as required and is added to the database.

#### **2.4 How often will the data in the database be refreshed?**

We will deliver a bi-annual refresh of the data. Users will be alerted prior to the data refresh.

#### **2.5 Can we create custom reference groups?**

Yes, ISG will work with you to create custom reference groups for any of the dashboards you subscribe to. Custom reference groups are often part of your

license agreement. If they are not, please reach out to ISG via support or your ISG Account Executive for more information.

Custom reference groups will provide high-level attributes of the datasets such as number of peers included, density by industry, number of peers by revenue size, etc.

## **2.6 How is currency conversion applied to the data?**

Exchange rates are calculated by using the exchange rates published by the US Federal Reserve Board.

We then view all these costs as equivalent (just as £1 is approximately equivalent to \$1.30 at the time this document was published). The exchange rates between any two of these currencies is just the ratio of these two costs.

For example: 1 GBP becomes 1.30 USD (we have the rate of 0.77 USD to GBP stored) and 1.30 USD becomes 1.14 Euro (we have the rate of 0.87 USD to GBP)

## **3 Client Data**

### **3.1 What measurement period do I use to answer the questions in Inform™?**

While it depends on the question (sometimes a measurement period is specified), ISG generally recommends that clients use an average across the most recent quarter.

### **3.2 Can we share scenarios across users at our company?**

Not yet. This is a planned feature for the next release.

### **3.3 Can we compare scenarios against each other?**

Yes, this functionality has been built into version 2.0, released September 16, 2019.

### **3.4 What are your terms when it comes to ownership of data? How about any metadata I generate while using the application?**

ISG agrees data ownership in each client's signed Statement of Work (SOW) with ISG. Please refer to your SOW owner to understand ISG's data agreement with your company.

### **3.5 Is data deleted completely when deleted from the application?**

Yes.

### **3.6 How would I use the Tool after I have put my data in the first time?**

You may want to put in data to see the impact of future budgets, views on mergers or acquisitions or transformations. Our data will be updated bi-annually so they can also see where the market is moving. We'll be continually adding new functionality, Dashboards and other information.

## **4 Security & Technical Specifications**

### **4.1 Does ISG have a corporate security policy?**

Yes. ISG is certified as operating an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013, Certificate Number IS 655052.

ISO 27001 is the global standard for Information Security compliance, demonstrating that we have identified the risks, assessed the implications and put in place systemized controls to limit any damage to assets within our control.

As part of our ISMS, we have a dedicated Information Security team, an Information Security Policy, and Incident Response policy. All ISG Staff must undertake annual Information Security Awareness training.

#### **4.2 Is ISG Inform™ subjected to penetration testing? Is testing performed by internal personnel or outsourced? When was the last penetration test? What were the results?**

ISG performs an annual security evaluation and Penetration Test of the Inform™ application, user role, and OWASP Application Security Verification Standard.

- Penetration testing and dynamic analysis
- Reverse engineering and binary analysis
- Secure code review and static analysis
- Architectural risk and design analysis
- Documentation and specification analysis

In addition, we perform regular vulnerability scans.

#### **4.3 Approximately, how often do you upgrade your application? Will these upgrades impact my use of the application, and if so what time of day and for how long will I be affected?**

ISG will provide advanced notice of all planned application upgrades and patches with specified time windows. We will time the upgrades to have as little impact as possible to our active client base. We anticipate the upgrades to take no more than 15-30 minutes.

Platform Maintenance will occur the last Sunday of the month between 2-4 IST on the production environment. During this maintenance activity ISG will recycle (i.e., stopped/restarted and cleaned up) of the Production environment.

#### **4.4 Do you offer API access?**

An API is planned for the next release.

#### **4.5 How do you secure access to your data facilities where customer data will be stored?**

ISG Inform™ is hosted with Microsoft Azure in their North Europe (Ireland) data center. By using Azure, we can leverage their infrastructure and expertise in protecting the global infrastructure that runs in their environment. For more



Information about Azure's extensive security controls, see their [Security Overview](#).

#### **4.6 How is data encrypted?**

Data is encrypted in transit, at rest and on all backups.

Access to ISG Inform™ is available only through secure HTTPS, which encrypts data in transit using TLS.

All data at disk level is encrypted at rest through 256-bit AES Encryption, one of the strongest block ciphers available.

Data is backed up to Azure Recovery Services vault and is encrypted.

#### **4.7 What level of technical support is included in your standard license agreement?**

Please refer to the agreement you signed with ISG for specific details. All users can send support request to [ISGInform@isg-one.com](mailto:ISGInform@isg-one.com). This mailbox will be monitored and your queries will be responded to within eight (8) business hours.