

Oracle Marketing AppCloud Certification  
Initial Questionnaire

Version 1.1, last updated June 16, 2015

# Purpose

This questionnaire is to be used as a) a checklist for Oracle Marketing AppCloud Partners to ensure they have developed an integrated solution (or “app”) that adheres to the rules and best practices laid out by the Oracle Marketing AppCloud team from both a security and user experience perspective, and b) an acceptance and agreement from the AppCloud Partner that they have done so.

# Scope

This questionnaire must be filled out and submitted by any AppCloud Partner who wishes to publish their app to the Oracle Marketing AppCloud. This questionnaire must be submitting alongside the Oracle Marketing AppCloud Certification Use Case Document and is the first step in the app certification and publishing process.

If the questions in this document are not answered to the satisfaction of the reviewing Oracle Marketing AppCloud team, you may be asked to provide clarification. If there are deviations from the rules and best practices laid out by this document, you may be required to remediate your app to comply with these rules and best practices before progressing to the next stage in the app certification and publishing process.

# Support

If you have any questions about this document, please contact Chris Jones at [christopher.a.jones@oracle.com](mailto:christopher.a.jones@oracle.com).

# General Information

Please fill out the following form with the requested information (all fields are required):

|  |  |
| --- | --- |
| Date Submitted |  |
| **Partner Company Information** |  |
| Company Name |  |
| Full Mailing Address |  |
| **Submitter Information** |  |
| Submitter Name |  |
| Submitter Title |  |
| Submitter Email Address |  |
| Submitter Phone Number |  |
| **App Information** |  |
| App Name |  |
| App Description |  |
| In which Eloqua instance is this app registered (what instance did you use to develop it)? You can find the instance name in the top right corner of the UI when you are logged in. |  |
| App Installation URL (this can be found at the bottom of the app definition page in the AppCloud Developer area of your development instance) |  |
| Do you as a service provider charge the Eloqua customer an additional fee to use the app? If so, please outline your pricing structure. |  |

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| **Support Information** | Providing a support process/POC is **required** for certification. |
| Please outline the support process you are providing for users of this app and for Oracle Marketing Cloud resources (including support and partner relationship managers).  Detail email addresses, phone numbers, hours of operation, and any other important details as required. |  |

# Security Questions

Please fill out the following form with the requested information (all fields are required unless otherwise indicated):

|  |  |
| --- | --- |
| Do you store locally and/or transit to/from Eloqua any Personally Identifiable Information?  This includes full name, email address, telephone number, home address, IP address, state/provincial/federal identification number, credit card information, date of birth, birthplace, or any sort of login or screen names (including social networks). |  |
| **Personally Identifiable Information (PII)** | Fill out this section if you answered YES to the above question. |
| Please outline the specific pieces of PII that you are storing and/or transmitting. |  |
| Does your company have written formal security policies in place? |  |
| Is handling PII covered by your security policies? |  |
| Do you offer your users direct access to PII from Eloqua within your application(s)?  I.e. From outside of Eloqua, can users log into a system that you manage and see PII that has been transferred from Eloqua? |  |
| If yes, please outline the security policy you have implemented for accessing the application(s) in question. |  |
| Do you have a policy/process in place to delete PII when it is no longer needed by the app? |  |
| Do contractors (non-employees) under your employment have access to PII?  If yes, have they signed a non-disclosure agreement? |  |
| Do you ever relinquish control of PII originating in Eloqua to your downstream vendors?  If yes, please describe the reason for this as well as how you manage downstream vendor security. |  |
| Do you intend on retrieving credit card information from Eloqua and/or storing it locally on your infrastructure?  If yes, are you compliant with the PCI Data Security Standards as outlined at <https://www.pcisecuritystandards.org/security_standards/index.php>? |  |
| Do you intend on retrieving medical information from Eloqua and/or storing it locally on your infrastructure?  If yes, are you compliant with whichever laws exist around medial data in the geographies you offer service in (HIPAA for the US, HIPA/PIPEDA for Canada, etc.)? |  |
| **Infrastructure Security** |  |
| Are all servers connecting to the Eloqua API (either Eloqua-inbound calls for API usage or Elqoau-outbound calls for AppCloud Service Endpoints) hosted on infrastructure that you solely own and control?  If no, please detail whose servers these endpoints are running on. Also detail the security controls/policies around the externally-hosted servers. |  |
| Are all Eloqua-inbound and Eloqua-outbound connections secured using SSL/TLS? |  |
| If you are using the AppCloud Menu service, are you using cookies to maintain state? If so, please outline exactly what information is stored in the cookies. |  |
| **Eloqua Development Framework** | Fill out only if you are using the new Eloqua AppCloud Developer Framework |
| Are all AppCloud Service endpoints hosted on infrastructure that you own and control?  If no, please detail whose servers these endpoints are running on. Also detail the security controls/policies around the externally-hosted servers. |  |
| Are all AppCloud Service endpoints secured by SSL/TLS? |  |
| If you are using the AppCloud Menu service, are you using cookies to maintain state? If so, please outline exactly what information is stored in the cookies. |  |

# Application Questions

Please fill out the following form with the requested information (all fields are required unless otherwise indicated):

|  |  |
| --- | --- |
| **Reliability** |  |
| Does the production environment for this app have a backup process in place that has been tested in the last 6 months? |  |
| If yes, how long are backups retained for, and how are they encrypted? |  |
| Does the production environment for this app have high-availability/failover infrastructure in place that has been tested in the last 6 months?  I.e. if one of your production application or web servers goes down, what happens? |  |
| Does the production environment for this app have a disaster recovery plan that has been tested in the last 6 months?  I.e. if one of your production application or web servers is physically destroyed, what happens? |  |
| **Infrastructure** |  |
| Do you have a policy in place to prevent unauthorized changes to the production environment for this app? |  |
| If yes, does your company have a change management process to enforce this policy? |  |
| Do you log changes to your production environment? |  |

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| **API Usage** |  |
| Is your app using the Eloqua SOAP API for any reason? If yes, please describe. |  |
| Is your app using the Eloqua REST Application API version 2.0 for any reason? If yes, please describe. |  |
| Is your app using the Eloqua REST Bulk API version 1.0 for any reason? If yes, please describe. |  |
| **Auditing/Logging** |  |
| Do you log user access to this app? |  |
| If yes, what data points are you logging?  How long do you retain these logs for? |  |