Thank you for your interest in the Oracle CX Apps platform. To assess fit, and to learn more about your developed app, please review the following FAQs and then complete the questionnaire that follows.

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**Please send your completed questionnaire to cxapps\_rsys\_ww\_grp@oracle.com**

**FAQs**

* Why am I providing this information?

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

* Who needs to provide this information?

The requested information must be provided by any external Oracle CX Apps partner who has developed an app on the Oracle CX Apps platform and wishes to publish their app for specific CX Marketing Customer or on Oracle Cloud Marketplace.

* Where do I need to send this?

Please send the completed document to cxapps\_rsys\_ww\_grp@oracle.com

* What comes next?

After submitting the completed information, the Oracle CX Apps Team will review and follow up with next steps.

* What if I have questions?

If you have any questions about this document, please contact the Oracle CX Apps Team at cxapps\_rsys\_ww\_grp@oracle.com

# General Information

Please fill in the below information accurately and to the best of your knowledge. All questions are mandatory unless otherwise indicated.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  | | --- | --- | | **Submission date** |  | | **App & Developer Information** | | | **Company name** |  | | App Name |  | | Use case |  | | For which CX Marketing product? | **Responsys** | | **Team size** | ***<Development team, Testing team etc.>*** | | **Dev completion date** |  | | **How long did you take to develop this app?** |  | | **Where is the app hosted?** |  | | **Who maintains the app?** |  | | Who did you develop this app for? | **Generic app to complement CX Marketing products**  **For specific CX Marketing customer**  **Customer name(s):** | | In case of a generic app, have you initiated the process of publishing the app on Oracle Marketplace? | Yes  No  NA | | **Contact Information** | | | **Primary contact name** |  | | **Primary contact e-mail** |  | | **Technical contact name** |  | | **Technical contact e-mail** |  | |  |

# Testing & Performance Information

|  |  |
| --- | --- |
| **Testing Information** | |
| Please list down the high-level tests that ensure the functionality validity of the app? |  |
| **Performance & Volumes** *(Please fill this ONLY if you developed a custom app for a specific CX Marketing customer)* | |
| Capture the performance of app for the following set of records:   * 1 million * 5 million * 10 million | *< Capture throughput (millions/hour) and no. of threads used. If you have done the testing with lower volumes, please mention the volumes and capture the results>*  1 million:  5 million:  10 million: |
| No. of parallel threads used during performance testing |  |
| Did you encounter any issues during performance testing? |  |
| How does your platform scale for multiple customers and interaction with the app in given time period? Provide your infrastructure details |  |

# Privacy Information

|  |  |
| --- | --- |
| **Personal Identifiable Information (PII)** | |
| Do you store locally and/or transit to/from the CX Marketing product (Responsys) 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 login or screen names (including social networks). | Yes  No |
| Please fill out the below questions, if you have answered the above question as YES | |
| Please outline the specific pieces of PII that you are storing and/or transmitting. |  |
| Does your company have written formal security policies in place? | Yes  No |
| Is handling PII covered by your security policies? | Yes  No |
| Do you offer your users direct access to PII from Oracle CX Marketing products (Responsys) within your application(s)?  I.e. From outside of Oracle CX Marketing product, can users log into a system that you manage and see PII that has been transferred from the Oracle CX Marketing product? | Yes  No |
| 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? | Yes  No |
| Do contractors (non-employees) under your employment have access to PII?  If yes, have they signed a non-disclosure agreement? | Yes  No  Yes  No |
| Do you ever relinquish control of PII originating in Oracle CX Marketing products to your downstream vendors?  If yes, please describe the reason for this as well as how you manage downstream vendor security. | Yes  No |
| Do you intend on retrieving credit card information from Oracle CX Marketing 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>? | Yes  No  Details: |
| Do you intend on retrieving medical information from Oracle CX Marketing products and/or storing it locally on your infrastructure?  If yes, are you compliant with the laws exist around medical data in the geographies you offer service in (HIPAA for US, HIPA/PIPEDA for Canada, etc.)? | Yes  No  Yes  No |

# Security Information

|  |  |
| --- | --- |
| **Infrastructure Security** | |
| Are all servers connecting to the Oracle CX Marketing product API (either Oracle CX Marketing product-inbound calls for API usage or Oracle CX Marketing product-outbound calls for App 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. | Yes  No |
| Are all Oracle CX Marketing product-inbound and outbound connections secured using SSL/TLS? | Yes  No |
| Which App service types is your app using? | Action service  Template service |

# Infrastructure & Reliability Information

|  |  |
| --- | --- |
| **Reliability** | |
| Does the production environment for this app have a backup process in place that has been tested in the last 6 months? | Yes  No |
| 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? | Yes  No |
| 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? | Yes  No |
| **Infrastructure** | |
| Do you have a policy in place to prevent unauthorized changes to the production environment for this app? | Yes  No |
| If yes, does your company have a change management process to enforce this policy? | Yes  No |
| Do you log changes to production environment? | Yes  No |
| **API usage** | |
| Is your app using the Responsys REST APIs? If yes, please list the APIs. | Yes  No  APIs: |
| **Auditing/Logging** | |
| Do you log user access to this app? | Yes  No |
| If yes, what data points are you logging?  How long do you retain these logs for? |  |

# App Support Information

|  |  |
| --- | --- |
| **Support Information** | |
| Please outline the support process you provide 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. |  |

**Are there any knows issues/blockers that you would want to highlight to us?**

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**Any additional details**