



Security Solution Overview

Government agencies are becoming more reliant on the convergence of information and technology to reach performance goals.

A commitment to information security is more important now than ever before to provide secure, streamlined processes and help enable the experiences customers expect.

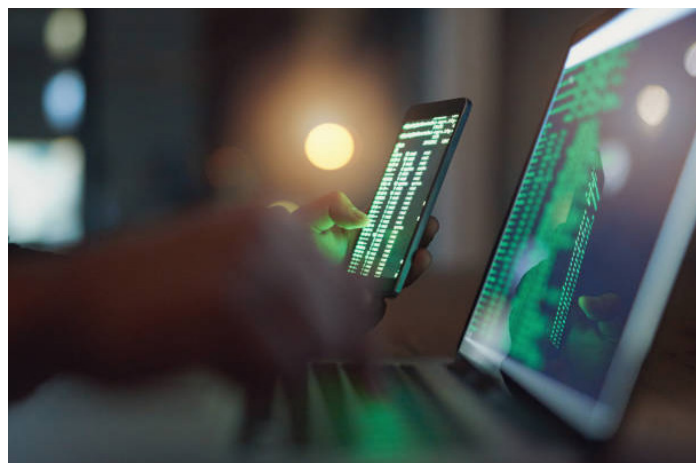
At Accela we view security as a joint effort between ourselves and customers, ensuring that together, we can create and implement technologies, policies, and operational procedures that provide the highest degrees of security.

Security Controls

Accela maintains a broad set of controls and strict policies across the areas of people, process, and technology. These include:

- > Application security
- > Data security
- > Secure software and delivery lifecycle

- > Audit and accountability
- > Business continuity
- > Change and configuration management
- > Data Center and Infrastructure as a Service (IaaS) security
- > Encryption in transit and at rest
- > Threat, vulnerability, and risk management
- > Identity and access management
- > Mobile security
- > Endpoint management
- > Incident management and response



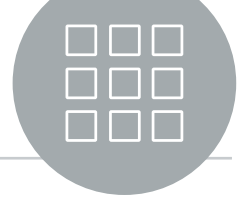
Software Development

Our security starts with adherence to software development lifecycle with security at its core. It begins with requirements, design, and coding, and ends with robust testing, deployment, and support.

This process is infused with operations such as code reviews, functional testing, penetration testing, through to incident response plans to ensure we have considered every aspect of security for our customers, from the creation of our software through to implementation and usage of our solutions.

Partner Certifications

Partners are critically important to the development and implementation of Accela software. We ensure our partners have the highest levels of security and compliance to maximize value to our customers.



Our SaaS offerings are provisioned using the Microsoft Azure cloud infrastructure. This strategic partnership provides significant benefits for our customers, including multi-layered security that extends to physical datacenters, infrastructure, and operations. Our Azure cloud infrastructure also provides high levels of security certifications, which are shown at right.

Conclusion

At Accela, security and compliance are what we call our brilliant basics, meaning a core aspect of how we operate and function. It is where we invest heavily, in people and other resources, and ensure it is always strong, consistent, and providing value to our customers.

These brilliant basics support Accela's mature security and compliance program designed to engage with and meet the requirements of the security programs of our customers.

For more information, please speak to your sales representative or reach out directly to Security@Accela.com.

Certifications and Compliance

Accela maintains key security certifications within our products, including:

SSAE 18 SOC 2 TYPE 2

- > Audited at least annually against the SOC reporting framework by independent third-party auditors
- > Audit controls for data security, availability, and confidentiality as applicable to in-scope trust principles for each service

HIPAA / HITECH Type 1

- > Audited annually against the national standards passed by the Health Insurance Portability and Accountability Act (HIPAA)

PCI-DSS V3.2.1 SAQ-D SERVICE PROVIDER

- > 3rd-party assessed annually for SAQ A-EP as an e-commerce merchant for its payment adapter integrations for Civic Platform

CALIFORNIA CONSUMER PRIVACY ACT

- > The California Consumer Privacy Act (CCPA), enacted in 2018, creates new consumer rights relating to the access to, deletion of, and sharing of personal information that is collected by businesses.

Security certifications within Azure Cloud infrastructure



About Accela

Accela provides a market-leading platform of SaaS solutions that empower state and local governments to build thriving communities, attract and grow businesses, and deliver citizen services.

From planning, to building, to service request management and more, Accela's fast-to-implement Civic Applications, built on its robust and extensible Civic Platform, help agencies address specific needs today, while ensuring they are prepared for any emerging or complex challenges in the future.

Learn More

Visit www.accela.com or call us at (888) 722-2352