Data Center Move Frequently Asked Questions

Click for answers to specific questions regarding:

- Background
- Impact, date and duration

- Details on Aurora, CO facility
- Details on Iron Mountain

Question	Answer
Background	
Why is Skillsoft making this change?	SunGard, our Data Center vendor, decided it will shut down its Boston facility in July 2017.
What is Skillsoft actually doing?	Skillsoft will temporarily move all its customers to its alternate fully-operational data center in Aurora, Colorado. After the new data center in Northborough, MA has been equipped, fully-tested, and validated we will move our customers to the new location.
Impact, Date, & Duration	
Will I be affected?	You will be impacted if your Skillport site has a URL ending in: *.skillport.com *.skillwsa.com *.books24x7.com *.skillsoftcompliance.com *.gotrain.net On Saturday, March 4, 2017, if you attempt to access Skillsoft services on any sites above, you will see a message that Skillsoft is performing special maintenance on its systems and you will not have access.
When is this happening?	Skillsoft will perform an extended maintenance window on Saturday March 4, 2017.
How long will it last?	This maintenance window will last for approximately 12 hours. During this time the Skillsoft services will not be available.
How long will we be operating without an alternate/hot backup site?	1.5 – 2.5 weeks

Will the URL change?	No, all of the URLs will remain the same.
Will my users see any differences?	No, this move will not affect the version of the applications or the configuration.
Do I need to do anything?	We recommend that you notify your users and your IT department. The notification is to make sure that we can answer any additional questions they may have. Your IT department may have implemented certain restrictions on Skillsoft Services, commonly referred to as White Listing. If a customer has to white list using IP addresses we advise the IT team to trust the full range of IP addresses. If the team did this then you are set, as the information here covers both our primary and secondary US data centers. If not, your IT team will need to make the necessary changes before Saturday, March 4, 2017. If your team need further details on the IP ranges they can contact support@skillsoft.com.
I have additional questions who do I speak to?	You can contact your Skillsoft Account Team or support@skillsoft.com.
Details on Aurora, CO facility	
What is the Aurora data center and how is it equipped now?	Currently the Aurora facility is used to serve content to our customers and as a disaster recovery facility for Boston. The Aurora data center has the same classifications and security controls as the data center in Boston, Massachusetts. Skillsoft has a duplicate footprint in this facility.
Do we have the same maintenance response time for the Aurora site as we do for the Boston site?	Yes.
Will we increase the spare equipment at the Aurora site to offset any delays in maintenance response time?	The move to the Aurora site will not cause any delays in maintenance response time.
Do we have Skillsoft hosting personnel in the Aurora area to respond to any network/system issues? If not, what is the	Skillsoft does not have personnel in Aurora, and we do not have personnel in Boston. These activities are done remotely

expected response time of our hosting personnel?	due to virtualization. Both locations have remote hands if needed.
Are there any network hardware changes that need to be made in Aurora to ensure the same level of performance as Boston? What are the planned HW upgrades, if any?	Aurora has the adequate configuration to support both Skillport and Percipio.
Will the annual 3rd party Pentest be conducted against the Aurora site versus the Boston site?	Pentest is done against Boston's site. Since the configuration is the same there are no differences between the sites.
Details on Iron Mountain	
Will Skillsoft update their FedRAMP package to include the new Iron Mountain Data Center?	Yes, Skillsoft will work with FedRAMP and our 3PAO to update our FedRAMP package to address this change.
Will the Iron Mountain security certifications/accreditations documentation (SSAE, SOC, FISMA, ISO 27001) be available?	The documents will be available upon request via your account representative or by contacting Skillsoft Tech Support.
What level of certification does Iron Mountain's Northborough, MA facility have?	The Uptime Institute has certified Iron Mountain's Northborough, MA facility as a Tier III facility. The facility has a long list of additional industry certifications including: • SSAE16 SOC 1, SOC2 (Statement Standards for Attestation Engagement) • ISO27001 (Information Security Management Standard) • FISMA (Federal Information Security Management Act) • HIPAA (Health Insurance Portability and Accountability Act) • PCI DSS (Payment Card Industry Data Security Standard)

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