

# Clarity PPM SaaS Transition

## Frequently Asked Questions (FAQ)

Clarity PPM SaaS

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## Introduction

Broadcom's Software as a Service, herein referred to as Broadcom SaaS, is migrating Clarity PPM SaaS customers from the current data centers to the Google Cloud Platform™ (GCP). As a world class SaaS provider, Broadcom is undertaking this effort to continue to improve the service that we are providing by leveraging modern SaaS capabilities offered by GCP. This FAQ document is intended to provide you with answers to the most commonly asked questions regarding this migration project.

This document is current as of the publication date indicated on the title page. Broadcom will update this document as we progress through the data center migration project and other relevant questions are raised that should be included. The descriptions listed here were accurate at the date of publication, but are subject to change without notice. This document will in no way modify or be considered to supplement any warranties, service level descriptions or other provisions contained in your agreement with Broadcom relating to Clarity PPM SaaS.

## Glossary

The following are frequently used acronyms in this document:

<b>DR</b>	Disaster Recovery
<b>SA</b>	Service Availability
<b>SFTP</b>	Secure File Transfer Program
<b>SSAE-16</b>	Statement on Standards for Attestation Engagements No. 16
<b>SOC 1 / SOC 2</b>	Service Organization Control, Framework 1 / Framework 2
<b>URL</b>	Uniform Resource Locator (i.e. a http web address)
<b>VPN</b>	Virtual Private Network
<b>GCP</b>	Google Cloud Platform
<b>Colo</b>	SaaS infrastructure in CenturyLink datacenter managed by Broadcom.

## General Questions

### Q1. *What is happening?*

Clarity PPM SaaS is updating its service offering to provide our customers modern SaaS capabilities. In order to do that we are moving our data center to the Google Cloud Platform™, and changing the Clarity database to PostgreSQL. In addition, we will be upgrading the customer to the GA version of Clarity PPM. Broadcom will perform all the backend data conversion and migration activity to have minimum to no impact to the product functionality.

### Q2. *What is PostgreSQL?*

PostgreSQL (pronounced "post-gress-Q-L") is an open source relational database management system (DBMS) developed by a worldwide team of volunteers. PostgreSQL is not controlled by any corporation or other private entity and the source code is available free of charge.

### Q3. *Why is my service being migrated to another data center?*

We are migrating Clarity PPM SaaS customer environments from our current data center located in CenturyLink data center (Colo) to the Google Cloud Platform™ (GCP). This migration is being done to provide more modern SaaS capabilities to our customers. Refer to the benefits section for more information on how this can benefit our customers.

### Q4. *What are the impacts of this migration?*

Our objective is to minimize client impacts and disruptions through detailed migration planning and scheduling. The migration process has been thoroughly tested and documented as part of our operational readiness testing processes. We have successfully completed mock migrations in our environment for sample customer datasets.

As part of the migration the following will change:

- Clarity PPM SaaS service offering

- Certain Clarity PPM functionalities will have new ways to consume data, such as:
  - Accessing logs
  - SFTP location
  - Federated SSO
- Database that hosts Clarity PPM schema will change from Oracle to PostgreSQL.

For more technical information on the migration, please go to section **Migration Questions**.

*Q5. What is the timeline for executing this migration?*

The Clarity PPM SaaS data center migration project is scheduled to begin January 1, 2020 and all customer migrations will be completed by June 30, 2020. Broadcom will define a detailed migration schedule and communicate the schedule to customers well ahead of time to give you enough time to get answers to your questions, address any concerns you may have, and to plan for any preparation that may be necessary in your environment.

*Q6. Will my application URL change after the migration?*

Customers will be able to access Clarity PPM using the same URL as they do prior to the migration. New URLs will be provided for Jaspersoft, OData, and SFTP, in advance.

*Q7. Any functionality deprecated as part of the migration?*

Yes, as part of the migration, the following functionalities are deprecated:

- VPN access for direct database connection.

*Q8. Is there a cost for this data center migration?*

No. There is no charge for the migration activities performed by Broadcom. Customers, however, are responsible for changes required in their environments and any testing/compliance activities that they choose to perform.

*Q9. How will I be notified of the migration schedule?*

Broadcom has defined a migration schedule and each customer will be notified multiple times at different schedules. The notification will come from Broadcom's SaaS notification and we recommend customers have updated their information for timely delivery.

*Q10. Who do I need to contact for more questions on the migration?*

Please contact your Broadcom account representative who should be able to answer or obtain the necessary information you seek regarding the migration.

## Data Center Questions

*Q11. Where is the data center located; who will manage it?*

Broadcom will be utilizing GCP for hosting its SaaS infrastructure. Infrastructure will be managed by Google, while Broadcom employees will continue to manage the service.

*Q12. Is the new data center facility certified for security compliance?*

Yes. Details on GCP security and compliance can be obtained from the following location:

<https://cloud.google.com/security/compliance/#/>

Refer to security questions section for more details. (such as “customers requesting SOC2 reports for the GCP data center”)

*Q13. How will you validate operational readiness of the Clarity SaaS service in this datacenter?*

Broadcom SaaS operations has performed a comprehensive Operational Readiness Test (ORT) confirming the readiness of the Clarity SaaS service. Declaring service availability (SA) involves obtaining signoff from various stakeholders; including SaaS service management, compliance, engineering, support and senior management.

*Q14. How does this migration impact Disaster Recovery (DR)?*

There is no impact to the current DR objectives as defined in the SaaS Listing.

## Benefits

*Q15. What are the specific benefits of moving to this data center?*

By moving to the GCP data center, customers will be able to take advantage of the following, but not limited to:

- World class security
  - GCP provides a secure-by-design infrastructure, built-in protection, encryption at rest, and a global network used to protect all customer information, identities, applications, & devices.
  - Standard security & compliance certifications are available for the data center itself and the Clarity PPM service.
- Scalability & performance
  - Leveraging GCP's global network, customers can expect faster, consistent, & scalable performance.
  - Improved service and reduced maintenance windows.
- Automated updates
  - Customer environments are automatically upgraded and patched in accordance with the [SaaS Upgrade and Release policy](#).
  - New capabilities are released to customers automatically.
  - Eliminate administrative overhead associated with obtaining new releases.

## Security & Compliance Questions

*Q16. When will a SOC report for the GCP based Clarity PPM Service be available?*

The Clarity PPM service is planned to be included in the current SOC audit reporting period. A report that includes the GCP-based Clarity PPM service is scheduled to be available January 2020.

Summary copies of the Clarity PPM service SOC audit report will be made available [here](#). Detailed copies of the report may be requested from your Broadcom or partner account representative.

If a customer would like to obtain a copy of a Clarity PPM SaaS service SOC 1 and SOC 2 report then please contact your account representative or open a Broadcom support ticket.

*Q17. What are the compliance standards and certifications for the GCP data centers?*

The GCP data centers regularly undergo independent audits and certification processes to verify security, privacy, and compliance controls are maintained against established industry standards as well as applicable, global laws and regulations. Below is a list of selected compliance standards and operational certifications maintained for the GCP data center.

Additional details and a complete list of all the certifications and compliance standards GCP satisfies can be obtained at:

<https://cloud.google.com/security/compliance/#/>

These certifications and compliance standards (noted below) are applicable only for GCP data center operations and not the Clarity PPM service. See the Clarity PPM SOC reports for the compliance standards applicable to the Clarity PPM service.



ISO 27001



ISO 27017



ISO 27018



SOC 1/2/3



PCI DSS



CSA STAR

If a customer would like to obtain a copy of GCP SOC 1 and SOC 2 report (For Clarity PPM), please contact your account representative or open a Broadcom support ticket.

**Note:** SOC reports for the Victoria data center (in Australia) will be separate from the GCP SOC reports and can be obtained by opening a support ticket. You can also retrieve the Azure SOC summary from the [Microsoft Trust Center](#).

*Q18. What infrastructure security designs, procedures, and controls will be in place at the new GCP data centers?*

The GCP data centers will maintain equivalent or enhanced infrastructure designs, procedures, standards, and policies compared to those that are currently in place at the legacy data centers where the Clarity PPM service is currently delivered from. A detailed description can be found [here](#).

*Q19. Will there be a security verification test of the new GCP based service before it is placed in service?*

As part of the operational readiness testing process, the Clarity PPM SaaS service will be subject to a security review including system vulnerability scans and independent third party penetration tests to ensure vulnerabilities were not introduced. Any identified vulnerabilities will be remediated as per Broadcom's security policies. Summary penetration test results will be made available upon a ticketed support request.

*Q20. What information can I can share with my infosec team?*

In general, your information security group will want to review some or all of the following documents to evaluate the GCP-based service. Any required documents without a link can be requested from your Broadcom or partner account representative or opening a Broadcom support ticket.

- Clarity PPM SOC reports. Summary reports available [here](#) when published January 2020
- GCP data center SOC reports
- Penetration test results
- [GCP Infrastructure Security Design Overview](#)

*Q21. Are any compliance policies that exist in Colo going to be removed or degraded in GCP?*

No, the same or enhanced compliance standards currently in place will be established for the GCP-based service.

*Q22. Where will the data centers be located?*

Starting January 2020, your Clarity PPM software will be hosted in Google Cloud Platform server. Specifically we will be hosting in the following locations:

- United States:
  - Production: N. Virginia
  - DR: Oregon
- EMEA
  - Production: Frankfurt
  - DR: London
- Australia
  - Production: Sydney
  - DR: Victoria (MS Azure)

**Note:** SOC reports for the Victoria data center will be separate from the GCP SOC reports and can be obtained by opening a support ticket. You can also retrieve the Azure SOC summary from the [Microsoft Trust Center](#).

*Q23. Who owns the hardware?*

Physical Hardware is owned by Google, except in the case of the (Australian) Victoria data center, which is owned by Microsoft. .

*Q24. Who has access to the data?*

Access to customer data will be controlled by Broadcom SaaS Operations during the course of the transition activities.

*Q25. How do we secure our system?*

HTTPS, TLS v1.2 on transport.

*Q26. Will the data be encrypted in GCP?*

Yes, all data is encrypted at the storage layer, including encryption at rest at the DB layer. Data is encrypted using AES256. Customers will now have the added benefit of an 'encryption at rest' service as part of the standard service.

*Q27. Will this move impact GDPR?*

This transition will not impact Broadcom's ability to provide GDPR compliance.

*Q28. How do we handle incidents?*

Vulnerability response team addresses sensitive issues reported by third party. Functional incidents are handled through support.

*Q29. How do we log and monitor all access?*

SaaS Ops team monitors using standard apps like UIM.

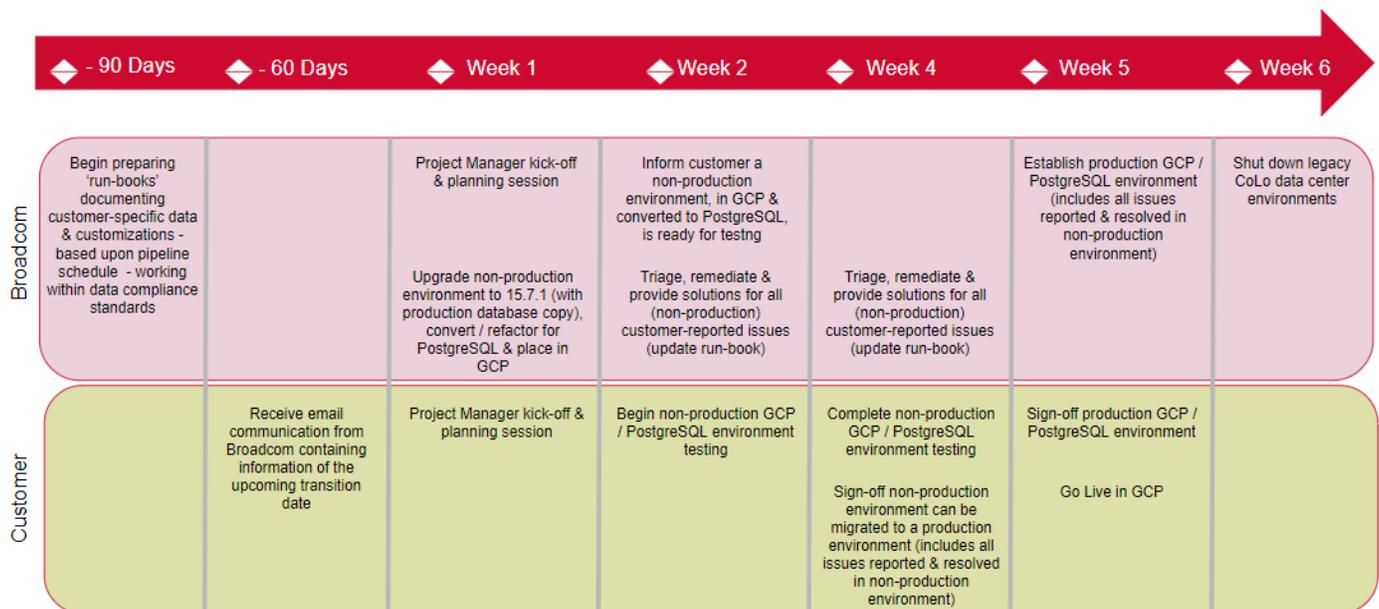


## Migration Questions

Q30. Can you provide what is involved in the data center migration program?

Migration of the data center from Colo to GCP has been defined into three categories. These categories are broken as follows:

1. Pre-migration activity
2. Migration activity
3. Post migration activity



### Pre-migration activity

- Broadcom SaaS will notify all SaaS customers about the overall migration program to get the customer to start planning. This notification will include FAQ to answer common questions.
  - Customers can contact their account representative for getting information on specific dates when their environment will be migrated.
- Customer will need to validate external integrations to work with PostgreSQL database.
- A project manager will be assigned to work with the customer to ensure a smooth transition.
- Customers will need to plan for testing during and post migration activity.
- Subsequent notification is sent at least 60 days prior to the scheduled migration period with detailed information on the migration schedule for all instances.
- Third notification is sent 30 days prior to your scheduled migration period

- By this time, you should have already completed any changes as detailed in technical section below

## Migration activity

The following is a list of the steps Clarity PPM SaaS will follow to perform the migration:

- a) Typical migration steps are as follows:
  - At the scheduled start time, the instance being migrated is taken offline,
  - All data and configuration files for migration are backed up,
  - **Clarity PPM instance will be upgraded to the GA version,**
  - **Clarity PPM data will be migrated from Oracle to PostgreSQL, which includes**
    - Customer data
    - Customer's configuration such as
      - NSQL lookups
      - NSQL based portlets
      - GEL Scripts with sql
      - Jaspersoft content
        - Studio reports
        - Input queries
  - Apply latest version of the add-ins.
  - All data and configuration files are transferred to GCP using a secure channel,
  - The migrated data will be restored to the new instance,
  - Customer's URL will be pointed to the new GCP instance.
  - Clarity PPM SaaS performs a high level verification and then notifies you of the instance's availability,
  - The customer should inform Broadcom support of any migration-related issues by opening a support ticket,
  - If there are no issues, the customer's migrated environment is now live for use and the support ticket will be closed,
  - The instance in the previous datacenter is deleted.

## Post migration activity

After the migration of an environment SaaS will do environment testing, such as ensuring the environment is accessible, process engine is operational, and out of the box jobs and reports are executing. The customer is responsible for functional and data testing which includes but not limited to:

- Integrations using the new URL
- Customer that use SFTP for their integration should test the new solution.
- Test any customizations such as
  - Reports
  - Lookups
  - Portlets

- Gel scripts
- Product functional behavior.
- Work with Broadcom to update the deep link integration between customers IdP and Clarity PPM for federated SSO integration.

*Q31. When will a customer know when their environment will be migrated?*

Refer to the pre-migration activity section in the question [above](#).

*Q32. If a major issue is encountered after migration, how do I roll back the migration?*

Migration roll-back procedure - Typical steps to be performed are:

- **NOTE: This will not be possible after the data is permanently deleted from CoLo, which is minimum 30 days after the production migration.**
- If a roll-back is required, then the newly created instance in GCP is taken offline;
- The instance's URL will be reconfigured to point back to the original instance;
- The original instance will be brought online and you will be notified of its availability;
- The issues causing the rollback will be reviewed by Broadcom and the customer;
- The migration is rescheduled, after reviewing with the customer, to a later date and time.

*Q33. What do customers have to do as part of the migration?*

Customer is responsible for the following:

- Reviewing the migration timeline.
  - Notify Broadcom account rep. if a certain time migration time would not work. A written justification is needed for Broadcom to review. Broadcom reserves the right to deny the change of schedule.
- Review the FAQ and technical readiness plan.
- Complete all the pre-migration activity
- Have resources available for migration and post migration activities.

*Q34. What is converted from Oracle to PostgreSQL, as part of the migration?*

Refer to the migration activity section in the question [above](#).

*Q35. What changes are necessary for us to perform in our environment?*

The following provides an overview of the customer preparation required for a successful migration:

- All development activities including creating or enhancing custom components such as reports, GEL scripts and any other custom code will need to be completed at least two weeks prior to the scheduled beginning of the migration process:
  - This includes testing any new development and migrating them to production;
- Customers will need to update their environments, as applicable, with the following new information that will be furnished prior to the scheduled migration:
  - If there exists IP address filtering on the customer firewall, the customer will need to update the firewall settings to allow inbound traffic from the external facing IP addresses of the service in GCP:
    - To ensure that you have the ability to reach GCP datacenter from your business network, perform the following test:
      - Link will be shared that represent your geographical location. Access that link with the browsers supported by your organization.
      - Work with your integration team to initiate an HTTPS call to the above URL for your region to ensure that inbound integrations to the service are also able to reach the service.
      - If these tests are successful, then no changes are required to your networks firewall settings;
      - If any of these tests are unsuccessful, then IP address filtering is likely in use. Please engage the network administrator for your organization to update the firewall rules to white list the range for your region
  - Although the primary Clarity SaaS URL will not be changing, some shared service URLs will be changing. Broadcom will provide the following information as part of their migration notification:
    - Jaspersoft Advanced Reporting
    - SFTP Host name and passwords
    - ODATA URL
    - SSO information
  - All credentials will remain the same as the previous environment with the exception of SFTP credentials.

- If you are leveraging key exchange for SFTP authentication, existing keys will be migrated by Broadcom to the new SFTP service.
- The following client tools will need to be updated with the new information provided.
  - Jaspersoft Studio Client connection information
  - BI tools leveraging the ODATA service
  - SFTP Clients and integrations

*Q36. How will you manage my data during the migration?*

All data and configuration files will be migrated via a secure channel, via an IPSEC VPN tunnel between source and target data centers.

*Q37. Will integrations or custom components be impacted?*

It depends on the specific custom component and integrations. Any customization that leverage Clarity PPM apis, will continue to work after the migration, however any customization that involve specific queries will need to be reviewed and possibly updated to run on PostgreSQL.

*Q38. Will an upgrade be offered as part of the migration?*

Yes. As part of the migration, all Clarity PPM customer environments will be upgraded to the GA Clarity PPM release.

*Q39. We are in the midst of an upgrade; how will it be impacted?*

Any upgrades in progress need to be completed prior to the scheduled migration. Also, all instances (production and non-production) must be on the same version prior to migration.

*Q40. What will happen to the old instances and our data?*

Customer data and configuration files in the old data center, as well as backups, will be deleted, minimum 30 days, after the successful completion of the production environment migration.

*Q41. What if a customer's subscription includes additional sandbox environments?*

If a customer's subscription includes additional sandbox environments, these will be cloned within the GCP data center using data from an environment having already been converted to PostgreSQL.

*Q42. What will happen to all the files in the SFTP folder?*

SFTP folder is provided as a temporary folder for our customers to be leveraged for migration or integration. Any data in SFTP folder will not be migrated and it is up to the customer to backup any content located in the SFTP folder prior to the migration. All SFTP content will be deleted after a successful migration.

*Q43. Will SaaS Portal still be available in GCP?*

No, Portal will not be available in GCP. Customers using Portal for Federated SSO should work with Broadcom to update the deep link integration between customer's IdP and Clarity PPM.

*Q44. Will the current Clarity PPM Add-ins be available in the GCP data center?*

No, not all of the existing Add-ins will be available in the GCP data center. The following (3) add-ins will be supported in the new GCP data center and will be converted to support PostgreSQL:

- Agile Add-in to integrate Clarity PPM with Rally (AGL)
- Application and Portfolio Management (APM)
- PMO Accelerator (PMO)

The following (4) Add-ins will not be supported in the GCP data center and will not be converted to support PostgreSQL. These Add-ins are planned for end-of-life (EOL) and go into maintenance mode effective Jan-1-2020:

- New Product Development (NPD)
- Accelerator for PRINCE2 (PRINCE2)
- Accelerator for the Project Management Body of Knowledge (PMBOK)
- Earned Value Manager (EVM)

*Q45. Will the NPD, PRINCE2, PMBOK or EVM Add-ins be offered as a solution for NEW customers implementing in the GCP data center?*

No, the NPD, PRINCE2, PMBOK and EVM Add-ins will not be offered as a solution with the release of Clarity PPM 15.7.1.

- Should an Administrator attempt to install either of these Add-ins in 15.7.1, the system will display messaging indicating the Add-ins are EOL and cannot be installed.
- Broadcom will not support these Add-ins in a Postgres environment.

*Q46. Will the NPD, PRINCE2, PMBOK or EVM Add-ins be offered as a solution for NEW customers implementing on-premise using either an Oracle or MS SQL Server DB environment?*

No, the NPD, PRINCE2, PMBOK and EVM Add-ins will not be offered as a solution with the release of Clarity PPM 15.7.1.

- Should an Administrator attempt to install either of these Add-ins in 15.7.1, the system will display messaging indicating the Add-in are EOL and cannot be installed.
- Broadcom will not support these Add-ins in an Oracle or MS SQL Server environment.

*Q47. Will the NPD, PRINCE2, PMBOK or EVM Add-ins be available for SaaS customers transitioning from the current data center to the GCP data center?*

No, any Add-in specific Portlets / Reports / NSQL-based look-ups relying on (legacy) SQLServer/Oracle-based queries will produce errors when attempting to use the Add-ins in a Postgres/GCPenvironment.

- Existing data will remain in the system.
- Broadcom is not removing any Add-in content.
- Broadcom will not support these Add-ins a Postgres/GCP environment.
- These Add-ins cannot be uninstalled.
- These Add-ins will be EOL and cannot be upgraded.
- These Add-ins are planned for end-of-life (EOL) and go into maintenance mode effective Jan-1-2020.

*Q48. Will the NPD, PRINCE2, PMBOK or EVM Add-ins be available for on-premise customers upgrading from a prior Clarity PPM release (using MS SQLServer/Oracle DB) to a new Clarity PPM release (15.7.1 and higher) using MS SQLServer/Oracle DB?*

Customers that have these add-ins installed in their environment prior to upgrade can continue to use these add-ins "AS-IS". Broadcom will not be upgrading these add-ins to newer version of Clarity PPM, and support for these add-ins will end by January 1st 2020..