TERMS OF SERVICE

☐ Does the cloud computing provider have a clear and accessible Terms of Service and Privacy Policy?

☐ What uptime does the vendor guarantee as part of their Service Level Agreement?

☐ Is there an initial setup fee?

☐ Is there a cap or limitation on the cloud provider’s ability of service? (bandwidth caps, storage limits, etc.)

☐ Are there additional usage or bandwidth fees?

☐ Does the cloud provider recognize and agree to abide by the duties of lawyer/client confidentiality?

☐ Does the cloud computing provider explicitly recognize your ownership of any intellectual property?

☐ Does the cloud provider have a contractual obligation to notify you of any demands for client information in time for you to intervene?

REASONABLE SECURITY

☐ Has the cloud provider implemented controls to reasonably prevent unauthorized access or disclosure of information, including penetration testing?

☐ Does the cloud provider offer features to provide user authentication and prevent unauthorized access? (Ex: Two-factor authentication, IP monitoring, strong password requirements, role based access control, etc.)

☐ Does the cloud provider employ encryption at rest and in transit to protect your data?

☐ How often does the cloud provider have their security audited (ad hoc, annually, other)?

☐ Will the provider allow you to obtain copies of any security audits performed?

☐ Does the cloud provider offer support/remedies in the event of data breaches and service availability failures?

TERMINATION OF SERVICES

☐ Are there any additional costs or penalties for terminating the cloud computing service?

☐ Will your information be returned/deleted by the cloud provider upon termination?

☐ Can your data be sanitized from the cloud provider in the event of termination?

ADDITIONAL CONSIDERATIONS

☐ Does the cloud provider integrate with your other office systems?

☐ Have you evaluated the cloud provider’s history, including how long the provider has been in business, and funding and stability?

BACKUP OF DATA/BUSINESS CONTINUITY

☐ Are you able to easily retrieve your data from the cloud computing provider?

☐ Are you able to maintain a local backup of your data?

☐ Is the retrieved data in a usable, non-proprietary format?

☐ Does the cloud provider have documented (and tested) business continuity/disaster recovery procedures?

GEOLOCATION

☐ Where are the cloud provider’s servers located?

☐ Does the cloud provider have multiple storage locations—and if so, how often are they synced?

☐ Does the cloud provider provide you a means to satisfy any data residency requirements (if applicable)?

Have more questions about evaluating cloud solutions for your firm?
Watch our free, on-demand webinar, Does Cloud Technology Belong at Your Law Firm?