



DATA CENTER MIGRATION | FREQUENTLY ASKED QUESTIONS

Skillsoft is migrating the Percipio platform to be hosted by the AWS Cloud. This change is happening in October 2020 and will be transparent to your users. However, it might require a small change by your IT department and the details can be found below.

Question	Answer
Background	
What is Skillsoft doing?	<p>Skillsoft is building new Percipio Infrastructure on Amazon Web Services (AWS). All customer data will be migrated to AWS, and customers will access Percipio in AWS instead of the current Skillsoft data centers.</p> <p>As with our current environment, we will have:</p> <ul style="list-style-type: none"> • European location in Frankfurt, Germany • US location in Virginia, USA.
Why is Skillsoft making this change?	<p>AWS provides a resilient infrastructure with an international footprint. The AWS foundation and security tools enable Skillsoft to automate releases and deployments while ensuring long-term, durable, continuous operation. The move equips Skillsoft products with a modern infrastructure and provides access to numerous technology services through the AWS Marketplace.</p>
Impact, Date, & Duration	
Who will be affected?	<p>All Percipio customers with a URL ending with <i>percipio.com</i> are affected but the change will be transparent to your users and administrators.</p>
When is this happening?	<p>Customers Hosted in the EU The move to AWS for EU-based customers will happen during a maintenance window tentatively scheduled for the weekend of October 3rd, 2020. You will not have access to Percipio during this maintenance window.</p> <p>Customers Hosted in the U.S. The move to AWS for US-based customers will happen during a maintenance window tentatively scheduled for the weekend of October 24th, 2020. You will not have access to Percipio during this maintenance window.</p>
How long will the move last?	<p>This maintenance window will last for the entire weekend. Percipio services will not be available during this time.</p>
Will the URL change?	<p>No. All the URLs will remain the same after the migration to AWS.</p>

Will I lose any of my data?	No. All customer data will be migrated to AWS. All customer data and reports will be available in AWS beginning on the day of the move.
Will my users see any differences?	No. The migration to AWS will not affect the version of the Percipio application your users see after the move.
Do I need to do anything?	<p>We recommend that you:</p> <ul style="list-style-type: none"> notify your users and IT department of the date when the maintenance window will occur so that they can plan accordingly. <p>Your IT department may have implemented certain restrictions on Skillsoft Services, commonly referred to as Safelisting:</p> <ul style="list-style-type: none"> If you safelist using IP addresses, we advise your IT team trust all Percipio IP ranges before the October maintenance window when this change happens. If the IT team has already completed this, then you do not have to do anything, as the information here covers both our primary and secondary US data centers. <p>If your team needs further details on the IP ranges, they can contact support@skillsoft.com.</p>
I have additional questions. Who should I speak to?	You can contact your Skillsoft Account Team or support@skillsoft.com .
Details on Amazon Web Services (AWS)	
What is Amazon Web Services (AWS)?	<p>Amazon Web Services (AWS) is a subsidiary of Amazon that provides on-demand cloud computing platforms and APIs to individuals, companies, and governments.</p> <p>For more information, visit aws.amazon.com</p>
Do we have the same maintenance response time for AWS sites as we do for the current sites?	Yes.
Will we expect delays in maintenance and/or response time?	No.
Will Skillsoft personnel continue to manage the hosted Percipio application in AWS?	Yes, the Skillsoft Cloud Operations team will continue to manage the hosted Percipio SaaS application, including its performance, security, and overall software maintenance.
Are there any Skillsoft hosting services that will be outsourced to AWS?	<p>Yes. Those services include:</p> <ul style="list-style-type: none"> Skillsoft will subscribe to RDS, a service that will manage the Percipio databases and provide redundancy and high availability. Skillsoft will subscribe to EKS, a Kubernetes-as-a-service that will manage the messaging platform used by Percipio to communicate between the various application components.

What is the impact to Data Privacy and GDPR?	No impact. Skillsoft will continue to manage customer data as the Data Processor while the customer will continue to be the Data Controller. AWS services will not access customer data. Skillsoft will protect customer data with the same tools and diligence as in its data centers.
Will the annual third-party security penetration test be conducted against AWS?	Yes. Additionally, Skillsoft implements tools that audit and maintain a secure configuration of the AWS infrastructure.
Security Accreditation	
Have the AWS facilities gone through a FedRAMP accreditation?	Yes. The AWS US facility is FedRAMP-authorized. Percipio will inherit these controls by using the enforced security controls.
What accreditation is available from AWS?	The following link shows all AWS compliance programs: https://aws.amazon.com/compliance/programs/
What is the “AWS Shared Responsibility Model”?	The following white paper describes the Share Responsibility Model: https://aws.amazon.com/compliance/shared-responsibility-model/?ref=wellarchitected
Where can I find more information about AWS privacy?	AWS Data Privacy FAQ AWS Privacy Notice Data Privacy
Is AWS GDPR-compliant?	All AWS services can be used in compliance with the General Data Protection Regulation (GDPR). Visit the GDPR Center for more information.
Where can I find more information on AWS security Posture?	AWS Security Hub AWS Provable Security AWS Security Documentation AWS Cloud Security AWS Data Center