



transforming audit and risk

ACL Services Ltd.'s Information Technology General Control System for the
ACL GRC Service

Service Organization Control (SOC) 1 Report on the Suitability of the Design
and Operating Effectiveness of Controls

Prepared in accordance with AICPA SSAE No. 16

For the period from November 1, 2012 to November 30, 2013

Table of Contents

ACL Services Ltd. Company Overview.....	iii
Section I: Independent Service Auditor's Report	1
Section II: ACL Services Ltd. Management Assertion	4
Section III: Description of ACL Services Ltd.'s Information Technology General Control System for the ACL GRC Service.....	6
ACL GRC Overview	6
Overview of Entity-Level Controls	8
Control Environment	8
Risk Assessment	10
Monitoring	10
Information and Communication	10
Control Activities	11
Information Technology (IT) General Controls	12
Change Management.....	12
Logical Access	13
Data Security	13
Backup and Recovery.....	14
Problem Management.....	14
Known Risks	15
Complementary User Entity Control Considerations	15
Section IV: Control Objectives and Controls Specified by ACL, Testing Procedures, and Results of Tests.....	17
Testing performed and results of Entity-Level Controls.....	17
Information Technology General Controls Objectives and Controls	18
Change Management.....	18
Logical Access	21
Data Security	23
Backup and Recovery.....	25
Problem Management.....	27

ACL Services Ltd. Company Overview

ACL Services Ltd. (the Company or ACL) delivers technology and consulting solutions that are transforming audit and risk management. Through a combination of software and expert content, ACL enables powerful internal controls that identify and mitigate risk, protect profits, and accelerate performance.

We develop and advocate technology that strengthens results, simplifies adoption, and improves usability. ACL's integrated family of products—including our cloud-based governance, risk management, and compliance (GRC) solution and flagship risk and control data analytics products—are used seamlessly at all levels of the organization, from the C-suite to front line audit, risk, finance, and compliance professionals and the business managers they interface with. Enhanced reporting and dashboards provide transparency and business context that allows organizations to focus on what matters.

With 25 years of experience and our consultative approach, ACL ensures fast, effective implementation, so customers realize concrete business results fast at low risk. Our international customer base includes 89 percent of the Fortune 500 companies and over two-thirds of the Global 500, the Big Four public accounting firms, and hundreds of national, state, and local governments. ACL software solutions are delivered in multiple languages in more than 150 countries to more than 14,700 organizations through a global network of ACL offices and channel distribution partners.