Cliente/Servicio – ***Client/Service*:**	**ES0071/S005**
Referencia - ***Reference*:**	**ES007100502582111**
Fecha de validez – ***Valid until*:**	**Nov/29/2026**

Proveedor de servicio / ***Service provider***

International Business Machines SA

Identificación del servicio calificado/ ***Rated Service identification***

Familia de soluciones IBM Cloud® Databases / *IBM Cloud® Databases family of solutions*

Descripción del servicio calificado / ***Rated service description***

The commercial offering including in this service is the following:

Services	Description	Documentation link
IBM Cloud Databases for MySQL	Fully managed service ensuring predictable performance, on-demand scaling, and robust security.	https://www.ibm.com/products/databases-for-mysql
IBM Cloud Databases for PostgreSQL	Fully managed service for high performance apps with enhanced JSON support and improved query parallelism.	https://www.ibm.com/products/databases-for-postgresql
IBM Cloud Databases for Elasticsearch	IBM Cloud Databases for Elasticsearch is a fully managed Elasticsearch Service offering on IBM Cloud. It combines the flexibility of a semantic search engine with the indexing power of a JSON document database and Vector DB capabilities via a number of built-in features.	https://www.ibm.com/products/database-for-elasticsearch
IBM Cloud Databases for MongoDB	The IBM Cloud® Databases for MongoDB service allows developers to take advantage of the latest MongoDB features: rich JSON documents, powerful query language, multi-document transactions, and authentic APIs.	https://www.ibm.com/products/database-for-mongodb
IBM Cloud Databases for Redis®	Reduce your application response time to milli-seconds using fully managed Database for Redis. Achieve cost-optimized performance, low latency, high throughput, in a highly-available and scalable solution.	https://www.ibm.com/products/database-for-redis
IBM Messages for RabbitMQ	IBM® Messages for RabbitMQ on IBM Cloud® supports multiple messaging protocols as a broker. It lets you route, track and queue messages with customizable persistence levels, delivery settings and publish confirmations. Communicate between your services in a distributed system, written in different programming languages or accepting different protocols using fully managed, low latency message broker.	https://www.ibm.com/products/messages-for-rabbitmq

Alcance / ***Scope***

VPC COMMON INFRASTRUCTURE

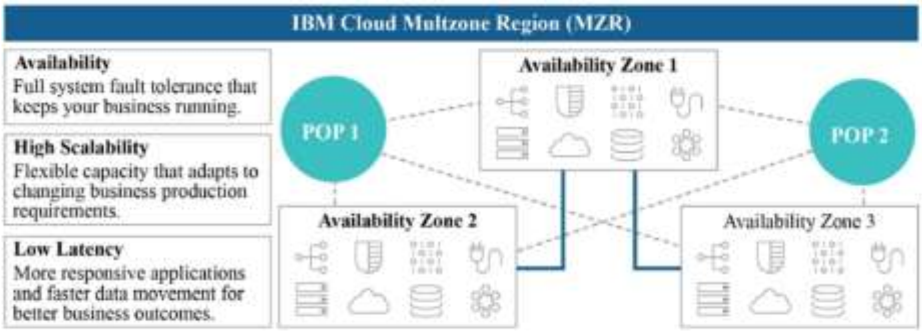
IBM Cloud's heritage began with a focus on deployment of secure and isolated computing, and today our infrastructure services leverage next-generation capabilities built from the ground-up on Kubernetes. Cloud native technologies and global Site

Reliability Engineering (SRE) best practices have been used to create “available at the click of a button” capabilities from infrastructure to platform to software services.

As a provider uniquely oriented toward regulated industry needs, IBM Cloud is focused on continuous compliance, operational excellence, and broad and pervasive data protection. IBM’s clients leverage built-in fail-over at the infrastructure and platform levels to provide resiliency. They leverage data, AI, and analytics capabilities to monitor risk and transform business processes. Security, data protection, performance, resiliency, and availability are primary design considerations, amongst other industry leading features described throughout this document.

The Multi-Zone Region (MZR) model increases system availability through redundancy, while decreasing latency through the proximity of Data Centers (DCs) within the region to meet our customers’ need for High Availability (HA). Each MZR includes multiple DCs to provide geographically redundant services.

IBM Cloud allows users to deploy workloads with the highest level of data protection at rest and in transit with Keep Your Own Key (KYOK), and seamless integration across IaaS and PaaS. In addition, industry-informed controls enable users, to operate securely with sensitive data in the public cloud. IBM Cloud’s industry-informed controls allow our clients to enable the level of transparency and compliance required to modernize and accelerate mission-critical applications.


IBM Cloud Multzone Region (MZR)
Availability
Full system fault tolerance that keeps your business running.
High Scalability
Flexible capacity that adapts to changing business production requirements.
Low Latency
More responsive applications and faster data movement for better business outcomes.
POP 1
Availability Zone 1
POP 2
Availability Zone 2
Availability Zone 3

IBM Cloud is built on a hyperscale commercial cloud platform with IaaS, PaaS, and SaaS designed to provide enterprises with secure, open, high performance cloud capabilities. IBM Cloud offers a robust Red Hat OpenShift (Kubernetes) cloud platform, allowing customers to seamlessly develop, deploy, manage, and operate their workloads in IBM Cloud with full interoperability.

IBM Cloud Secure Virtualization together with IBM Cloud Virtual Private Cloud (VPC) provides logical separation, which is critical for regulated industry customers.

VPC DATA CENTERS WITHIN BOUNDARY AND SCOPE

IBM Cloud PaaS and VPC IaaS services are housed in IBM data centers that have implemented all necessary security measures to satisfy the ENS High controls described in this document. Data center operations create and manage physical infrastructure resources.

IBM Cloud services in scope for ENS High are available in multiple zones across one or more IBM Cloud regions. These are linked using multiple telecom service providers for backbone connectivity and multiple co-location management providers for data center facility management.

Application providers with bare metal, virtual, or hybrid environments can access the servers remotely (electronically) from anywhere in the world. Certain facilities house both co-location servers and IaaS related servers. Co-location customers do not have logical or physical access to the infrastructure system. As such, co-location cages housing customers' servers are not included within the boundaries of the system.

Locations and Vendors

Refer to the table below for a list of specific data centers and the associated vendors that provide facility management services in the IBM Cloud facilities within the boundaries of the system.

Facility	Physical Location	Facility Manager
FRA02*	Frankfurt, DE Leonhard - Heisswolf Str 4.Frankfurt am Main, 65936 DE, Germany	Cyrus One
FRA04	Frankfurt, DE Eschborner Landstrasse 100, Frankfurt, Germany	NTT Data
FRA05	Frankfurt, DE Weissmullerstrasse 40 Frankfurt, Germany	Digital Realty
MAD02*	Madrid, ES Av. de la Industria, 15, 28108 Alcobendas, Madrid, Spain	Data4
MAD04	Madrid, ES C. Aquisgrán, 2, 28232 Las Rozas de Madrid, Madrid, Spain	NTT Data
MAD05	Madrid, ES C. de Alfonso Gómez, 6, 28037 Madrid, Spain	Digital Realty
PAR01	Paris, FR 7-9 rue Petit - 92582 Clichy, France	Global Switch
PAR04	Paris, FR 7-9 rue Petit, 92582 Clichy, France	Global Switch
AMS03	Amsterdam, AMS Rondebeltweg 62, Almere, 1329BG, The Netherlands	NorthC Datacenters Almere
MIL01	Milan, MIL Via Monzoro 101-105 20010 Cornaredo (MI), Italy	Data4

(*) Two data centers that have been included in the audit sample.

Databases

In cloud native applications, it is typical to store application data in a database that is operated as a Database-as-a-Service by a cloud provider (although users can deploy their own databases on IBM Cloud, if they prefer). IBM offers a number of database technologies as a service, for example, Cloudant, which use native database encryption to provide encryption by default using an HSM-stored randomly generated key. These encrypt at the table level, and can be configured to use customer provided keys via KYOK or BYOK. IBM Cloud Databases use a similar replication model to IBM COS where databases are triple replicated across user specified region(s).

IBM recognizes that customer data resides in multiple places and in multiple forms in IBM Cloud. As such, IBM provides consistent key management and protection of data in all forms and locations, and while in motion as summarized in table below.

Data Location	IBM Approach
Memory	With IBM Cloud Kubernetes Service and Red Hat OpenShift clusters, customer can use Trusted Execution Environments (TEE) to isolate sensitive data in a protected CPU enclave during processing, allowing users to run their application code and data only in trusted areas of memory, invisible to the Host OS (or hypervisor in a VM). - When the instance is deleted or the VM is powered down, the data is securely

	wiped in a manner compliant with the DoD 5220.22- M Wiping Standard.
Disk (virtual/physical)	All Objects stored in Cloud Object Store are encrypted by default using AES-256 GCM. - All block volumes are encrypted via LUKS. - Physical drives are secured via TCG OPAL 2.0 full drive encryption, where the drive locks when there is a power loss and cannot be decrypted without the key, which is stored in an IBM secure vault. This provides a second layer of security, as block volumes and objects stored on disc are encrypted. - All storage methods support both BYOK and KYOK key management which significantly reduces the potential for insider threats.
Network Communication	End-to-end data-in-transit encryption with TLS (at least v1.2, 1.3 in some services) or IPSec. - QoS and segmentation to protect the control plane.

Proceso de calificación

El proceso de calificación consta de cuatro etapas:

- Elaboración de la memoria justificativa por parte del proveedor del servicio o realización de auditoría de tercero independiente conforme a la norma internacional ISAE 3402
- Pre-evaluación documental de la memoria justificativa (o del informe de auditoría) y solicitud, en caso de que sea necesario, de subsanación de errores y/o aclaraciones
- Evaluación *in situ* de una muestra de controles incluidos en la memoria justificativa (solo en caso de que no se haya realizado auditoría previa)
- Elaboración de informe final y emisión del sello con la calificación obtenida

Una vez obtenido el sello, se ponen en funcionamiento los mecanismos de supervisión del esquema:

- Canal de incidencias
- Monitorización en fuentes abiertas
- Auditorías aleatorias

Este nivel de calificación se obtiene sobre la base de las respuestas indicadas por el proveedor de servicios en cuanto a la aplicabilidad y, en su caso, existencia de los controles incluidos en la metodología de calificación en su versión 3.2.1 y las evidencias aportadas por el mismo u obtenidas por el equipo de la agencia durante la revisión *in situ* en las instalaciones del proveedor del servicio.

Rating process

Rating and certification process have four steps:

- *Preparation of a memory by the service provider or conducting an audit by an independent third party according to ISAE 3402.*
- *Documentary pre-assessment based on previous memory (or audit report) and require, if needed, correction or errors and/or clarifications.*
- *In situ assessment based on a sample of controls included in the memory.*
- *Preparation of final report and issue of the label and certification with the rating level obtained.*

Once the label has been issued, supervision mechanisms come into place:

- *Incident channel*
- *Cybersecurity online monitoring*
- *Random exhaustive audits*

This report corresponds to the third step of the rating process and it shapes the final assessment of service rating, based on the answers that the service provider has included in the memory about applicability and *implementation of controls included in rating methodology version 3.2.1 and evidences provided by the provider or obtained by the agency team during the onsite visit in service provider facilities.*

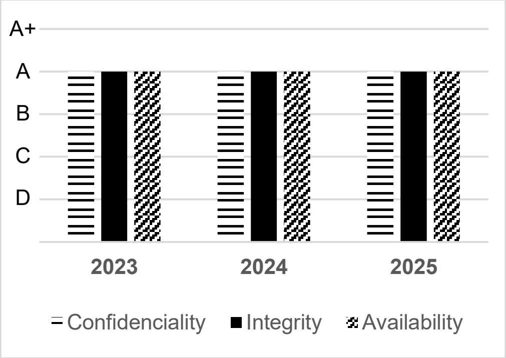
Calificación

El nivel de calificación obtenido por el servicio una vez realizado el proceso de calificación mencionado y su evolución respecto a años anteriores se muestran en los gráficos siguientes:

Rating

The rating level obtained by the service and the comparison with previous years according to the qualification level after the aforementioned rating process has been carried out are the following:

A+ --A-- B C D	A+ --A-- B C D	A+ --A-- B C D
Confidencialidad ***Confidentiality***	**Integridad** ***Integrity***	**Disponibilidad** ***Availability***



Los criterios para asignar la calificación global, según se establece en la versión 3 de la metodología son, implantar:

- El 100% de las medidas generales y para la dimensión correspondiente de prioridad '1'.
- Al menos, el 85% de las medidas generales y para la dimensión correspondiente de prioridad '2'.
- Al menos, el 50% de las medidas generales y para la dimensión correspondiente de prioridad '3'.

La evaluación de las secciones individuales que se resumen en el gráfico adjunto considera el 100% de los controles (con independencia de su prioridad). La calificación cuantitativa es una suma ponderada (base mil) de los niveles en los que han sido evaluadas las secciones (con más peso de aquellas que más contribuyen a una seguridad más ágil).

The criteria for assigning the global rating, as established in version 3 of the methodology are:

- *100% of the general measures and for the corresponding dimension of priority '1'.*
- *At least 85% of the general measures and for the corresponding dimension of priority '2'.*
- *At least 50% of the general measures and for the corresponding dimension of priority '3'.*

The evaluation of individual sections considers 100% of the controls (regardless of their priority) and it is showed in the following diagram. Quantitative rating is a weighted sum (base thousand) of levels achieved by sections (with a higher weight of those with a closer relation to agile security).

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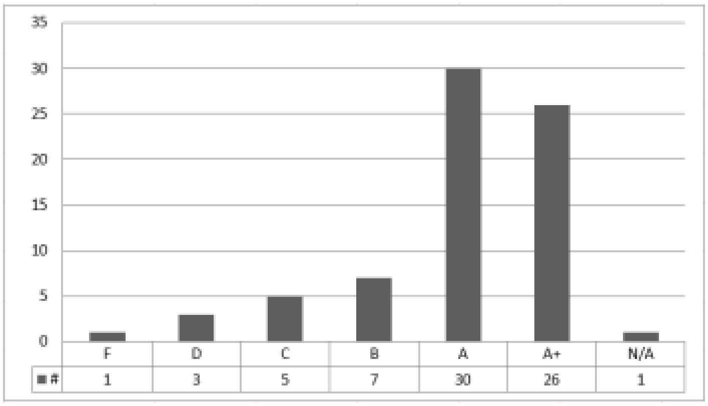
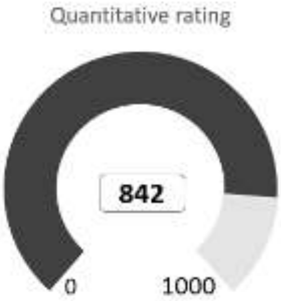




Madrid, November 11th, 2025

Firmado digitalmente por COLADO NUEVO, OSCAR (FIRMA)

Mr. Óscar Colado

Rating Evaluation Team – Operations Direction

Chief Auditor: Patricia López

Firmado digitalmente por LOPEZ CASADO, PATRICIA (FIRMA)

ANEXO / *ANNEX*

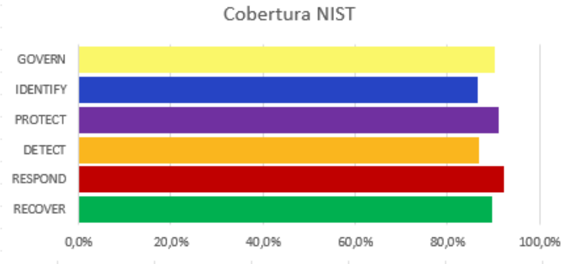
COBERTURA RESPECTO A ESTÁNDARES INTERNACIONALES
INTERNATIONAL STANDARDS COVERAGE

Cobertura respecto a NIST

Este gráfico muestra el porcentaje de implementación de las prácticas aplicables en el servicio, para el nivel objetivo evaluado (barra decolorada) y con respecto al nivel máximo (barra de color intenso), por cada una de las cinco etapas del marco de ciberseguridad del National Institute of Standards and Technology (NIST)[1].

NIST coverage

This chart shows the implementation porcentaje of practices aplicable in the service, for the goal level reviewed (discolored bar) and for the máximum level (intense bar) in each of the five steps of NIST Cybersecuerity Framework.



Cobertura respecto a CIS

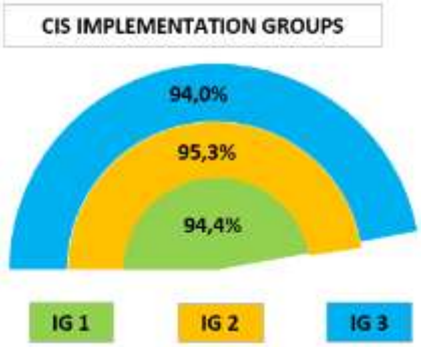
El Center for Internet Security (CIS) recoge y publica las prácticas de defensa frente a los ataques más comunes, conocidas como CIS Controls.

Los 20 controles de su versión 7[2] están divididos en tres grupos: *Basic, Foundational y Organizational*, que a su vez de se clasifican en tres grupos de implementación: IG 1, IG 2 e IG 3, según el nivel de exigencia en seguridad que se marque la propia organización. El siguiente diagrama muestra su grado de implementación en el servicio evaluado.

CIS coverage

Center for Internet Security (CIS) collects and publishes the defense practices for most common attacks, known as CIS Controls.

The 20 controls of versión 7 are divided in three groups: Basic, Foundational and Organizational, that are also classified in three implementaton groups: IG1, IG2 and IG3 in growing order of demand. Following chart shows the implementation grade in the service in scope.



[1] https://www.nist.gov/cyberframework

[2] https://www.cisecurity.org/controls/v7

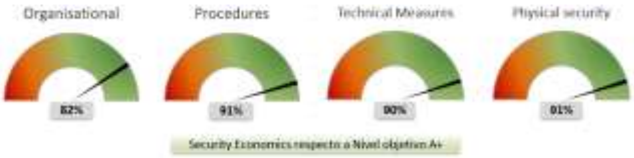
INFORMACIÓN ANALÍTICA DE SU EVALUACIÓN
ANALYTIC INFORMATION OF YOUR RATING

Resultado por áreas

Los controles han sido clasificados según los principios de *security economics* lo que permite obtener los gráficos siguientes con el porcentaje de implementados por cada tipo respecto al nivel evaluado como objetivo.

Results by areas

Controls have been classified according to security economics principles which allows getting the attached diagram showing the percentage of practices implemented in relation to those required by your goal level.


Organisational
Procedures
Technical Measures
Physical security
Security Economics respecto a Nivel objetivo A+