

## Rating executive summary

Client/Service: ES0039/S001  
Reference: ES003900104405807  
Valid until: January 31, 2022

<b>Service provider rated</b>	<b>Service rated identification</b>
SAPIM, S.A.	Application support and maintenance through virtual environments
<b>Service rated Description</b>	Applications maintenance on client's environments.
<b>Scope</b>	SAP support and maintenance with remote access on customer environments, user management, and the related security provided by clients.

### 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.

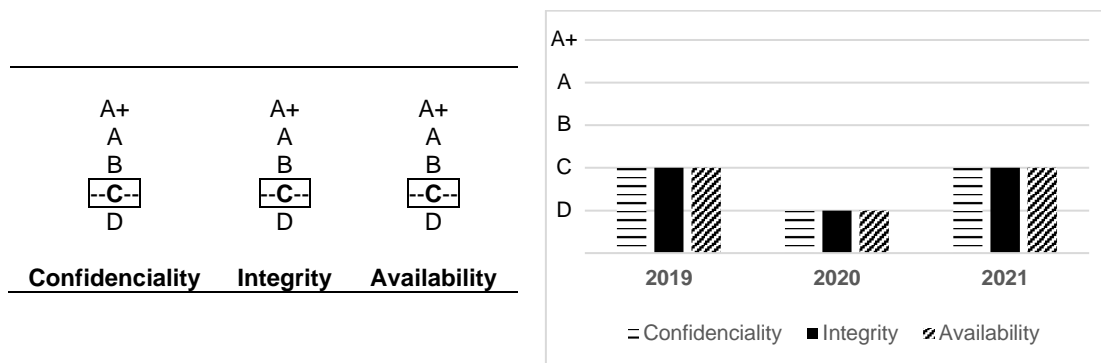
Once the label has been issued, supervision mechanisms come into place:

- 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 2.3 and evidences provided by the provider or obtained by the agency team during the onsite visit in service provider facilities.

### 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:



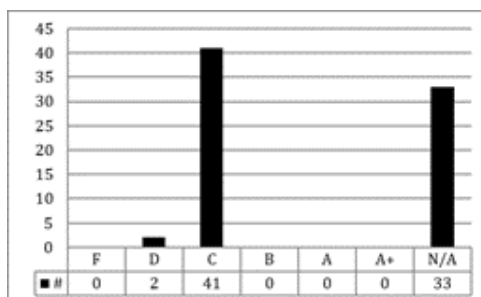
The criteria for assigning the global rating, as established in version 2 of the methodology are:

- 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:

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