



# City of Boulder Innovation & Technology

This document is an overview of important questions to establish a good baseline understanding of a potential vendor's cybersecurity position, it is not all-inclusive and should only be used to gather preliminary information so we can build a more thorough list of questions based on each situation/vendor.

1. Is this a single-integration/tenant platform or multi-integration/tenant platform?

Flock is a multi-tenant platform, however, data is partitioned by customer cameras at a database level.

2. Does the platform send email using our (customer) domains?
  - a. If yes, please provide support documentation, if available, for DKIM/SPF config

No, the system does not send emails using your domains.

3. What authentication methods are available (SSO, LDAP, internal DB, etc.)?
  - a. Please provide documentation
  - b. If primary validation fails, do you have additional authentication methods available?
    - i. Please provide documentation
  - c. If you support SAML SSO, do you support IDP, SP, or both for initiation?

SAML SSO is on our roadmap, but is not currently available. Authentication is username/password based, with the option to enforce two factor authentication at the organization level.

4. Do you have automatic user provisioning and deprovisioning based on AD or LDAP?
  - a. Please provide documentation

No, provisioning and deprovisioning of user access to Flock Safety's application is manual at this time.

5. Are there RBAC/PIM/delegated permissions constraints available?
  - a. Please provide documentation

Yes, the Flock Safety application allows for granular permission assignments. Please see the attached document titled 'Using Roles to Assign Permissions.'

6. Do you accommodate MFA methodology for specific groups or workflows within your app/platform?
  - a. Please provide documentation

MFA, or two factor authentication is available for Flock Safety and is enforceable at the organization level. Please see the attached PDF titled 'Adding 2FA Flock' which shows the box to check to require MFA.

7. Is there logging for users and their activities? If so, how do we get the report?
  - a. Please provide documentation

Yes, Flock Safety logs all actions within the system. This data is available via the Flock Safety Insights portal, where logs of user activity can be reviewed & downloaded.

8. What encryption is supported for data in transit/at rest?

- a. Please provide documentation (including how data is encrypted and the frequency that ciphers or certificates are updated)
- b. What destruction policies and monitoring are in place?
  - i. Please provide documentation

Please see the attached End To End Data Security document for more information about our encryption standards. All footage is automatically removed after 30 days based on our standard data retention policy.

9. Do you have a SOC report? If available, do you provide automatically or only upon request?
- a. Please provide documentation (and a copy of the SOC report)

No, we have not completed a SOC audit, nor is this on our roadmap.

10. Do you have Cybersecurity policies w/documentation and an incident response plan w/documentation?
- a. Please provide documentation

Flock Safety has an Information Security Policy which includes information about our incident response process. This information is not shared outside of the company.

11. Product security architecture overview if available w/documentation
- a. Please provide documentation

This is not currently available.

12. Integrations to other platforms – what if any are available?
- a. Please provide documentation for all integration and interaction methods (Salesforce App Exchange, sFTP, hosted app, SAAS, IPAAS, etc.)

Flock Safety does not integrate with any other systems or tools.

13. Is there a mobile app available?
- a. Please provide documentation on security and validation methods
  - b. Can the application be installed via an MDM platform (i.e., Intune)?

14. Do you ever subcontract maintenance or code work for your platform?
- a. Please provide documentation of security and screening information related to the selection and validation process?

Yes, Flock Safety does employ contractors for various functions within the company. These individuals do not have access to customer data, and are subject to the same background checks as normal employees.

15. Does your platform provide a development environment (UAT/sandbox), and if so, does it have a dedicated data set for validation that does NOT use production data?
- a. Please provide documentation

Yes, Flock Safety has an entirely separate development environment that does not utilize any production data.

16. What is the update cadence for your platform for maintenance releases?
- a. Please provide documentation and communications timelines

Flock Safety is constantly releasing updates and improvements to its cloud hosted solution. Communication of updates is done via the Flock Safety portal to all impacted customers.

17. Are updates forced or do you allow n-1 during validation periods?
- a. Please provide documentation
  - b. Is there an option to customize/schedule the updates within a certain timeframe?

Flock Safety provides a beta test program via which agencies that are interested can try new features and functionality ahead of release to all customers. Due to Flock Safety's solution being a cloud hosted solution, updates timelines are consistent across all customers.

18. Do you have an intake portal for feature requests for new security/compliance requirements?  
a. Please provide documentation

Yes, Flock Safety has a Help Portal that is accessible here: <https://help.flocksafety.com>

19. If your product is deemed to be business critical, do you have continuity provisions in place?  
a. Please provide documentation

Flock Safety has a commitment to our customers to make them aware of any disruptions to service, including the impact of that disruption. Customers can subscribe to status alerts and notifications of issues via the Flock Safety status page. Updates are provided via the status page and via email.

20. Do you perform any backup or archiving operations on data sets?  
a. Please provide documentation on frequency, method, encryption, retention, and restoration processes

Footage from the Flock Safety cameras has a set time to live (TTL) and is hard deleted based on data retention rules at the 30 day mark.

21. Do you have status alerts/alarm notifications available for anytime the platform is affected for us (customer)?  
a. Please provide documentation on what options you have and how to configure what we want to receive

Yes, customers can subscribe to status alerts and notifications of issues via the Flock Safety status page. Updates are provided via the status page and via email.

22. In the case of externally accessible resources (like a DB server or hosted app) is there public access directly to the resources or does it go through a proxy to allow for security filtering?  
a. Provide documentation of any security controls

Flock Safety's solution is a cloud hosted solution. All access to the Flock Safety solution is controlled by user name, password, and 2FA. All communication with the Flock Safety portal is done via user facing applications over https.