



Critical Qualities to Look for in Your Government Cloud Service Provider

Every day, the threat of cyberattacks, hacks, and data breaches continues to grow at an exponential rate, while the budgetary funds required to combat them tightens nationwide. As regulations and standards shift and change throughout the industry, the importance of compliance has never been more critical – and competition among government cloud service providers is at its peak.



When searching for a government-oriented, FISMA-compliant and FedRAMP certified cloud hosting company, agencies must seek out prospects that stand out among the crowd. Providers make a real difference with the following essential attributes:

1 Accelerated A&A Path

Customers attempting to achieve an expedited Assessment & Authorization (A&A) path, and subsequent Authority to Operate (ATO), are too often faced with overly complicated and frustrating processes and paperwork.

A qualified Cloud Service Provider (CSP) will prepare full documentation for initial agency Assessment & Authorization packages, guaranteeing full compliance with individual agency requirements, as well as FISMA, NIST, FedRAMP, and DoD RMF requirements. Additionally, an ideal CSP will simultaneously provide overall systems hardening, vulnerability scanning, management, and IT operations, allowing customers to focus solely on mission objectives.

2 Lower Implementation Risk

All customer support personnel – from security compliance to technical support teams – should be explicitly trained in the implementation of government systems and reduce risk by leveraging optimized processes and lessons learned from previous deployments.

Engagement with customers should be managed by a PMI certified project manager experienced in deploying FISMA compliant and FedRAMP-certified solutions, while technical account leads should ensure quality and proper delivery of a customer's hardened cloud infrastructure.

Support personnel should be located in the United States and undergo rigorous criminal background checks, while those responsible for handling sensitive data should take part in a government-sponsored background investigation.

3 Infrastructure Availability Service Level Agreement (SLA)

A Service Level Agreement (SLA) is a pact between agency and cloud service provider, defining and documenting the expected level of service to be provided. Any performance guarantees should extend to all system components under managed care support, ensuring that customers receive the optimal level of performance required by mission critical Government systems.

4 Responsive High Priority Support

Government projects and mission critical systems demand a CSP's utmost technical expertise, responsiveness, and commitment to unparalleled customer satisfaction. Exemplary CSPs will place emphasis on resolving all support issues immediately or will escalate to senior management for review and resolution.

5 Portfolio of FISMA Compliant Federal Customers

An active roster of Federal agencies with both FISMA NIST and DoD RMF ATOs provides significant reassurance that systems will be implemented on time, within budget, and with minimal risk.

6 Cost Optimized Solutions

Cost-effective cloud support bundles mirror the unique fixed price nature of government projects, themselves. One setup fee initiates service, while predictable fixed monthly payments keep your all-inclusive hosting packages operational.

7 Ability to Deploy Hardware Appliances

Many government agencies have mission-specific requirements utilizing special purpose hardware appliances (e.g. a search appliance, data analytics appliance) that cannot be deployed in the traditional virtual server cloud due to limitations placed by CSPs. If requested, a Government oriented CSP will always allow at least a limited amount of customer's purpose-specific hardware appliances to be deployed in their cloud infrastructure.

8 Provide Access for Security Assessment Auditors

Although FedRAMP provides a basic CSP provisional authorization for government agency use, each agency is still responsible for their CSP evaluation and issuance of individual ATOs for their systems. Many non-government oriented CSPs either significantly limit or do not allow agency auditors to perform an assessment of their controls for the purposes of issuing an ATO, thus posting an ATO risk. A government oriented CSP will always allow agency assessment team visits and ensure full cooperation with assessment artifact collection requests.

9 All-Inclusive Cloud Support Bundles

Government agencies are increasingly looking to accomplish more with less. By bundling the requisite cloud infrastructure, security compliance, disaster recovery and technical services together, agencies can benefit from increased efficiency, quality and responsiveness of their cloud services while reducing cost.

GovDataHosting Makes All the Difference

GovDataHosting is a fully-managed FISMA compliant, FedRAMP certified cloud hosting provider exclusively serving Federal, state and local government agencies and government contractors. No other Cloud Service Provider (CSP) in the government cloud industry is uniquely familiar with over 420 FISMA/FedRAMP security controls we have implemented for our cloud infrastructure as well as on behalf of our government cloud customers.

Our full-service cloud support bundles check all the right boxes.

Key Differentiator/Unique Value Factor	GovDataHosting	Other Providers
Redundant Datacenter Infrastructure Design		
Specialized Fully Managed FISMA Hosting Service Provider		
NIST and DOD RMF Compliant Turn-Key Solutions		
Accelerated FISMA A&A Path		
Lower Implementation Risk		
Reduced FISMA A&A and Operating Costs		
PMI Certified Implementation Management Team		
100% Infrastructure Availability SLA		
Responsive SLA-based High Priority Support		
Global Secure FISMA Hosting Delivery Capabilities		
Active Portfolio of FISMA Compliant Federal Customers		
Authorization To Operate (ATO) Guarantee		
Convenient And Predictable All-Inclusive Fixed Price Model		

To date, we remain one of the select few cloud platforms nationwide to be awarded a Provisional Authority to Operate from the FedRAMP Joint Authorization Board (JAB-ATO) to provide cloud services for all federal agencies.

Additionally, GovDataHosting continues to offer the industry's ONLY 100% infrastructure availability Service Level Agreement (SLA), which ensures absolute simplicity and guaranteed results for our government customers.

Our unique government cloud support bundles include the following:



Government Certified Cloud (IaaS) provides high performance mission-critical cloud infrastructure for the most demanding government requirements.



Technical Support Service guarantees that operating system and other system components are managed and patched through the latest vendor patch releases.



Security Compliance Service ensures a streamlined hardening and compliance documentation path through the Assessment and Authorization (A&A) process.



Disaster Recovery Service options ensure that government data and applications are available and operational even in worst case scenarios.



Continuous Monitoring Service verifies that documented security control protections are implemented in accordance with government requirements.



Cloud Migration Service ensures the use of application migration best practices and lessons learned from prior projects to ensure cloud migration success.



Our tools and thorough repetitive processes eliminate compliance requirement confusion, while reducing most A&A cycles by as much as 40%. U.S. based support, engineering, and security compliance teams ensure A&A cycles are placed on the fast track and government mission critical systems are continuously monitored to maintain the ATOs.



We offer government decision-makers complete peace of mind via 24/7 mission critical support; customizable and cost-effective disaster recovery options; and comprehensive managed services for custom applications, database, and middleware, as well as software support options for Microsoft, Oracle, Red Hat, Apache, and Drupal.

Call 410-884-1004 today to discover the difference of GovDataHosting



Created to exclusively serve the demanding cloud hosting needs of Federal, state and local government agencies, GovDataHosting serves as a unique FISMA community and private cloud provider that delivers government compliant hosting, security compliance and hosting industry's best practices at a cost-effective price.

GovDataHosting is a division of IT-CNP, Inc., a national provider of government-oriented IT infrastructure operations, FISMA compliant cloud hosting, cyber security and IT logistics services.

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