



IHS Markit processing infrastructure migration

Customer questions & answers June 2020

Overview

With the rapid increase in the velocity and volume of data delivery requirements, it is important that our processing infrastructure provides scalability, agility and resilience with a standardized security posture.

A comprehensive cloud-based storage and processing platform across our vast range of data is an important next step in our digital transformation journey. We have identified two offerings that should ensure a secure and seamless migration to a cloud infrastructure: AWS native cloud and VMware cloud (VMC). VMC is an offering jointly developed by VMware and AWS. Both routes provide a physically secure environment that enables IHS Markit to encrypt and manage retention of our data in line with local regulations and customer requirements.

What this means for our Customers

Why is IHS Markit migrating its infrastructure?

We are migrating most of our products and services to Amazon Web Services (AWS) to transform our technology capabilities. We have partnered with AWS and VMware to make this a success.

What is the timeline?

We expect the full migration to take five years, but we will look at every opportunity to accelerate as we go.

What do I need to do during the migration?

For most of our products and services, there will be no access changes required by our customers. For those that will have impacts, you will receive step-by-step support from our dedicated CTO office to ensure your access to any relevant applications remains intact. We will inform you of any IP or domain name system (DNS) changes where relevant, and work with you to resolve any technical problems and accommodate your needs.

Who will be my point of contact throughout the project?

Your existing Account Manager will remain as a point of contact throughout the project. We may invite colleagues from our Technology and Information Security teams to join in the conversations and answer questions as required.

Customer Benefits

What is the benefit to me?

Migrating to the cloud will bring you significant benefits, including:

- Accelerated innovation - you will be able to more easily identify unique insights
- Increased user productivity – less time spent finding, downloading and importing data.
- Improved resiliency, scalability and elasticity of our infrastructure to add agility to the business, reduce risk and simplify our operations.
- Data and software can be published anytime so you always have the latest and greatest information for better informed decision making.

Security

Data security remains one of our highest priorities. We have been working for a year to identify AWS and VMware as the right partners to meet and exceed our security and compliance requirements.

How are you ensuring a seamless move for the products and services?

We have two routes to ensure we securely and seamlessly migrate our products and services. For those products that are not ready to refactor on the AWS native cloud, we have an option to migrate to VMware cloud (VMC), which is another offering jointly developed by VMware and AWS.

VMC essentially gives us a way to exit our data centers and have a managed solution on AWS infrastructure. The products migrated to VMC will still have the support of our global IT team - the same as they do today in our on-premise data centers.

How can you ensure security?

Our solution is a privately hosted managed cloud. Essentially, we are building a managed solution on the AWS secure physical global infrastructure, with physical and logical data separation. IHS Markit owns the data, including the ability to encrypt it, move it, and manage retention. The AWS infrastructure allows us to scale and innovate, while maintaining a secure environment.

Where can I find information about AWS security?

AWS has been subject to a wide range of external third-party industry level and internationally recognised audits and certifications including comprehensive SOC reports and ISO Certification. IHS Markit has carefully reviewed and assessed these documents prior to the selection of AWS. To find out more, please check the [AWS Risk and Compliance White Paper](#).

How is customer data protected in VMC?

VMC on AWS is designed with multiple layers of protection. The service inherits all of the physical and network protections of the AWS infrastructure and adds dedicated compute and storage along with security capabilities. All data can be encrypted in transit and is encrypted at rest. VMC on AWS infrastructure is monitored and regularly tested for security vulnerabilities and hardened to enhance security.

How will you manage security testing of your applications once the migration is completed?

We will continue to uphold the highest standards of security for data management. We will continue to conduct our annual Vendor Review, SOC Report renewal, Network Penetration Test, Application Penetration Tests and Code Scans (where applicable).

Data Access

Who can access the data?

Only authorized personnel will have access to where data is stored and this will be managed in line with regulation and compliance. The highest standards of data security will continue in the same way that our on-premise data centers are managed.

How will you ensure compliance with local regulation on data security and access?

IHS Markit maintains the full support of our product and operations internally. We maintain strict operational controls with respect to the security of customer data that strives to meet, or exceed, local regulation.

Additional Questions

Please contact your dedicated account or product manager for specific question. Alternatively you can also e-mail MK-ClientResponseGroup@IHSmakit.com.