Target Operating Model (TOM) Summary Checklist

Governance & Ownership

- Product, platform, and security ownership defined
- Clear accountability and escalation paths
- Risk and vendor oversight managed centrally

People & Access

- Role-based access control enforced
- SSO with MFA supported
- Least-privilege access applied
- Joiner / mover / leaver process in place
- Annual security awareness training

Processes

- Documented SDLC and change management
- Incident response and breach notification procedures
- Periodic access reviews
- Sub-processor oversight and disclosure
- Defined data retention and deletion processes

Technology & Architecture

- Multi-tenant SaaS architecture
- Secure cloud hosting environment
- Encryption in transit and at rest
- Centralized logging and monitoring
- Regular backups and recovery testing

Data & Information Management

- Data types clearly defined and minimized
- Logical tenant segregation enforced
- Secure data export and deletion supported
- Default data retention: 12 months (configurable)

AI & Automated Processing

- Intended use of AI documented
- AI used for research simulation only
- No fully autonomous decision-making
- Human review of outputs supported
- Inputs and outputs logged and auditable
- External AI providers disclosed
- No customer data used for model training

Security & Compliance

- SOC 2 Type II controls implemented
- Information security and privacy policies maintained
- Audit logging enabled
- Vulnerability and dependency monitoring in place
- ISO 27001: Not claimed

Monitoring & Incident Management

- Availability and security events monitored
- Incident response metrics tracked
- Customer notification processes defined

Documentation & Review

- Policies and procedures centrally maintained

- Customer-facing security and legal documentation available
- Evidence retained for audits and vendor reviews
- TOM reviewed as part of SOC 2 lifecycle

This Target Operating Model is aligned to our SOC 2 Type II control environment and is reviewed regularly to ensure ongoing security, reliability, and compliance

Last updated 23 June 2025