The following areas are important for the Customer to be aware of, when using Cloud Solutions:
- **Accountable!**
- Qualify direct supplier(s)/Cloud Service Provider's in context of solution.
- Business and process risk determination.
- IT quality, data integrity and security risk determination.
- Quantify organization's level of maturity and skills.
- Adopt a risk-based validation strategy.
- Plan and execute such validation – ongoing

**Design and Validation of a solution:**
- Supplier(s)/Cloud Service Providers must design and validate [their pieces of the] solution based on good engineering practices.
- The accountable Cloud Service Customer must validate the entire solution for its intended use.
- A risk-based approach should be used throughout the lifecycle – right along the supply chain.

**The initial validation ensures that the solution is fit for intended use (and “inspection ready”)**

Both the Cloud Service Customer and the supplier(s)/Cloud Service Providers must **validate** this fitness for use and inspection readiness.

The ongoing operation and maintenance of a cloud solution requires that:
- Documentation is always up to date, include Data Integrity
- Roles and responsibilities maintained.
- Agreements with supplier/providers maintained – down the supply chain.
- Operational controls are maintained by parties in the supply chain – around:
  - Incident and problem management.
  - Change management and change control.
  - IT quality risk management.
  - Security management.
  - Business continuity.
  - Disaster and recovery management.
  - Configuration management and related configuration review.
  - Document management.
  - Supplier/Service Cloud Provider due-diligence.