

# The Quality Imperative: SAS Institute's Commitment to Quality

A corporate statement of SAS' commitment to product quality,  
service quality, and customer satisfaction



# Cloud and Information Services

SAS Cloud and Information Service (CIS) partners with SAS business units and customers to deliver global technologies and services that increase business value through trust and partnership. CIS is committed to service excellence and has established practices, including continuous service improvement, that provide a framework for measuring and improving performance. The following quality processes ensure adherence to the quality standards established by SAS, CIS, and as required by security and compliance standards.

## Software Engineering

- Enterprise architecture to drive an integrated environment that is responsive to change and supportive of the delivery of the business strategy.
- Adherence to software engineering guidelines and industry best practices to ensure that quality is built into the design and implementation. This includes a strong focus on the end-user experience.
- Comprehensive enterprise solution testing (unit, functional, usability, load and performance, exploratory, accessibility, and so on) to ensure that solutions meet functional and nonfunctional requirements.
- End-user, customer-zero testing and deployment of SAS offerings to provide feedback to SAS product development.

## Managed Application Services (MAS)

- Technical reviews that evaluate customer requirements to ensure that hardware sizing, costing, and resourcing align with customer project requirements.
- Dedicated and trained build and operations resources that follow quality best practices when deploying and maintaining customer environments.
- Deployment testing to validate that a newly deployed or updated environment is properly installed and configured according to customer requirements.
- System monitoring to track server health and capture metrics of server and solution availability.
- Dedicated project owners to ensure an optimal cloud delivery and overall customer experience throughout the life of the project.
- Required change management training and established change management processes to identify, measure, and control changes to MAS customer environments.
- Required security awareness training for all MAS employees and partners to ensure that customer, legal, and regulatory requirements are met.

For more information about the quality processes and controls in the SAS Cloud, see [https://www.sas.com/content/dam/SAS/en\\_us/doc/whitepaper1/hosted-managed-services-for-sas-technology-108638.pdf](https://www.sas.com/content/dam/SAS/en_us/doc/whitepaper1/hosted-managed-services-for-sas-technology-108638.pdf).

## Security and Compliance

- Layered industry standard security controls and defenses to protect the business.
- Penetration testing to identify and resolve systemic weaknesses within the overall information security program.
- Security audit and compliance to ensure adherence to security controls and defenses.

## Service Excellence

- Rich automation with a focus on self-service to ensure repeatable processes and to drive efficiencies.
- DevOps to ensure collaboration and communication of both software developers and operations professionals while automating the process of software delivery and infrastructure changes.
- Operational processes that are based on the Information Technology Infrastructure Library (ITIL) framework (request, incident, problem, change, configuration management, and knowledge management) to ensure a quality service management approach.
- Supplier qualification and audits against set criteria to ensure that quality requirements are met.
- Project management with strong application of agile to plan, track, and control global projects.
- Strong business relationship management with CIS's internal business partners to ensure business alignment of priorities and initiatives.
- Training and development for SAS employees to ensure that skill sets are strong and relevant.

## Continuous Improvement

- Root cause analysis to prevent recurring incidents.
- Metrics and analytics to measure, optimize, and forecast.

SAS CIS is committed to providing quality technology services. We have documented IT policies and procedures that outline our approach. All SAS employees with access to the SAS environment are required to be trained on these policies and procedures. These policies and procedures are updated and approved by CIS leadership, including the CIO and CISO, on an annual basis.

### Release Information

The version of this paper is January 2022.

Unless otherwise indicated, this document relates only to SAS 9.4, SAS Viya, and the products that are available with SAS 9.4 and SAS Viya. It also relates to services from the date of this paper forward. Quality processes are continually evolving. Therefore, SAS reserves the right to modify the processes described in this document at any time. If you are using SAS 9.4 and SAS Viya and have questions about processes in those releases, send email to [qualitypaper@sas.com](mailto:qualitypaper@sas.com).

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