Section III

Publish Workload Requirements Attestation Checklist

We, the vendor, Neo4j, confirm and attest to reviewing, meeting and complying with the requirements outlined in the Microsoft Fabric Workload Development Kit (WDK) specifically the **Publish Workload Requirements** located at https://learn.microsoft.com/en-us/fabric/workload-development-kit/publish-workload-requirements.

The following sections document details, exceptions, or variances regarding the attestation of adherence to the **Publish Workload Requirements**.

Business Requirements:

1. **Value To Customers:** The workload provides the following value to customers –

   Ease of transforming tabular data from tables in OneLake to a graph structure within Neo4j's Aura cloud service for graph analytics. The Cypher query language and graph algorithms provide connected insights and actions for Developers and Data Scientists. Business analysts can explore the graph without knowing Cypher and can take advantage of some graph algorithms to create powerful dashboards that reveal insights to business leaders.

2. **Trial:** We provide an easy and fast trial experience. The trial is available to the customer without waiting time (less than 5 seconds), and provides a free and easy way to explore the offered workload for a limited time in accordance with Microsoft guidelines for Trials[1]
   [X] Yes   [] No
   The trial is offered with Neo4j AuraPro and includes graph algorithms running on Azure and is available for 14 days. Sign up for the trial takes less than 5s, the database instance typically takes 60s and may take up to 120s to become available for graph transformation.

3. **Monetization:** The workload is available on the marketplace for the customer to procure with or without a trial in accordance with the monetization guidelines[2]
   [X] Yes   [] No

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[1] https://learn.microsoft.com/en-us/fabric/workload-development-kit/monetization#trials
[2] https://learn.microsoft.com/en-us/fabric/workload-development-kit/monetization

https://azuremarketplace.microsoft.com/en-us/marketplace/apps/neo4j.neo4j_aura_professional

Note trials are only available directly in Microsoft Fabric and not through the marketplace.

Technical Requirements:

1. **Microsoft Entra Access:** The workload(s) use Microsoft Entra authentication and authorization[3].
   [X] No additional authentication and authorization mechanisms are used
   [ ] Additional authentication and authorization mechanisms are used for stored data In Fabric

   Tenant id 54e85725-ed2a-49a4-a19e-11c8d29f9a0f

2. **One Lake:** Workloads integrate with One Lake[4] to store data in the standard formats supported by the Fabric platform so that other services can take advantage of it.

   [ ] All data and metadata is stored in One Lake or Fabric Data Stores
   [X] Not all data and metadata is stored in One Lake or Fabric Data Stores
   The graph is created outside of One Lake and Fabric Data Stores in a Neo4j Aura instance running on Azure.

3. **Microsoft Entra Conditional Access:** Enterprise customers require centralized control and management of the identities and credentials used to access their resources and data and via Microsoft Entra to further secure their environment via conditional access[5].
   [X] The service works in its entirety with even if customers enable this functionality
   [ ] The service works in with limitations if customers enable this functionality
   [ ] The service does not work Microsoft Entra Conditional Access

4. **Admin REST API:** Admin REST APIs are an integral part of the Fabric admin and governance process. These APIs help Fabric admins in discovering workspaces

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[3] https://learn.microsoft.com/en-us/fabric/workload-development-kit/authentication-concept
[4] https://learn.microsoft.com/en-us/fabric/onelake/onelake-overview
[5] https://learn.microsoft.com/en-us/fabric/security/security-conditional-access

and items, and enforcing governance such as performing access reviews, etc. Basic functionality is supported as part of the Workload Development Kit and doesn't need any work from Partners.

[ ] Microsoft Fabric Admin API's are being leveraged (/admin/*)

[X] No Microsoft Fabric Admin API's are being used

5. **Customer Facing Monitoring & Diagnostic:** Health and telemetry data needs to be stored for a minimum for 30 days including activity ID for customer support purposes, including Trials.

[X] Minimum 30 days requirement is adhered to

[ ] Vendor stores the data for __ additional days beyond the minimum requirement

6. **B2B:** The implementation of the workload is in line with Microsoft Fabric's sharing strategy focused on allowing customers to collaborate with their business partners, customers, vendors, subsidiaries etc. It also means users from other tenants[6] can potentially be granted access to items partners are creating.

[ ] Cross tenant B2B collaboration supported

[X] Workload Item Access only within the tenant

Customers cannot share the data in the customer's Neo4j Aura instance.

7. **Business Continuity and disaster recovery:** The vendor has a comprehensive Business Continuity and Disaster Recovery (BCDR) plan designed to tackle unplanned disasters and recovery steps.

Neo4j Aura's SLAs depend upon the tier the customer selects
   - *Professional offers daily backup for customers to restore from, SLA is based on best effort.*
   - *Business Critical offers daily backups with 30-day retention and hourly point-in-time restore, SLA detailed* *https://neo4j.com/terms/sla/aurabc/*
   - *Virtual Dedicated Cloud offers daily backups with 60-day retention and hourly point-in-time restore, SLA detailed https://neo4j.com/terms/sla/aura201101/*

8. **Performance:** The Workload implementation takes measures to test and track performance of their Items

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[6] https://learn.microsoft.com/en-us/fabric/security/security-b2b

[X] Performance Metrics on workload performance are available via the monitoring hub

[X] Workload additionally includes a separate monitoring UI to test and track performance

[ ] Performance tracking is not currently available to the end user however vendor support personnel can monitor, test, track performance via their internal instrumentation and monitoring systems

Additional performance metrics and monitoring are available in the Aura console.

9. **Presence:** To ensure that customer expectations independent of their home or capacity region are met, vendors need to align with fabric regions[7] and clouds. Availability in certain restrictions also impacts your Data Residency commitments.

   [X] Service availability and colocation/alignment in the following fabric regions

   Service availability and colocation/alignment in the following fabric regions: Brazil South, Central India, East US, France Central, Korea Central, UK South, West US 3. Where there isn't an equivalent region in Aura on Azure customers may choose from a list of available regions.

   [X] All or part of the service does not reside in Azure

   The Aura instance created for Trials will be in Azure and in the same region as the customer Fabric capacity. Customers who purchase AuraDB are in control of data residency because they can choose the region when creating the instance. The Fabric Workload Front and Backend will be hosted on Aura's existing management infrastructure - the customer's data does not pass through this.

10. **Public APIs:** Fabric Public APIs[8] are the backbone of automation, enabling seamless communication and integration for both customers and partners within the Fabric ecosystem. Fabric Public API empowers users to build innovative solutions, enhance scalability, and streamline workflows.

    [X] The workload uses Fabric Public APIs

Design / UX Requirements:

1. **Common UX:** The workload and all item types the partner provides as part of it comply with the Fabric UX guidelines[9].

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[7] https://learn.microsoft.com/en-us/fabric/admin/region-availability
[8] https://learn.microsoft.com/en-us/rest/api/fabric/articles/
[9] https://aka.ms/fabricux

[ ] The following variance and/or exceptions have been granted by Microsoft

2. **Item Creation Experience:** The item creation experience is in accordance with the Fabric UX System[10].
[X] Yes
[ ] No

3. **Monitoring Hub:** All Long running operations need to integrate with Fabric Monitoring Hub[11].
[X] Yes
[ ] No

4. **Trial Experience:** The workload provides a Trial Experience for users as outlined in the design guidelines[12]
[X] Trial Supported
[ ] Trial Not Supported

5. **Monetization Experience:** The monetization experience is in line with the design guidelines[13] provided
[X] The monetization experience is completely integrated with the market place and compliant with the guidelines
[X] Bring Your Own License (BYOL)
[] Free / Freemium
[ ] Other
Note Neo4j does not provide Trials via the Marketplace.

6. **Accessibility:** The user experience is in compliance with the Fabric UX design guidelines for Accessibility[14]
[X] The user experience is completely compliant with the guidelines
[ ] The following limitations exist

7. **World Readiness / Internationalization:** English is supported as the default language. Localization through optional, should be considered.

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[10] https://aka.ms/fabricux
[11] https://learn.microsoft.com/en-us/fabric/workload-development-kit/monitoring-hub
[12] https://aka.ms/fabrictemplates
[13] https://aka.ms/fabrictemplates
[14] https://aka.ms/fabricux

[X] English is the only supported language
[ ] The following additional languages are supported

8. **Item Settings:** Item settings are implemented as a part of the ribbon as outlined in the UX guidelines[15]
   [X] Yes
   [] No

9. **Samples**: Samples are optionally provided that preconfigure items of their type to help customers get started more easily.
   [ ] Samples not provided
   [X] Samples for pre-configuration of items provided

10. **Custom Actions**: Custom actions can be optionally provided as a part of the item editor.
    [X] Custom Actions are not implemented
    [ ] Custom Actions implemented as part of Workload

11. Workspace settings Workspace settings provide a way that workloads can be configured on a workspace level.
    [] Supported
    [X] Not Supported

12. Global Search: Searching for items in Fabric is supported through the top search bar.
    [] Supported
    [X] Not supported

Security / Compliance Requirements:

1. **Security general:** Protection of customer data and metadata is of paramount importance[16]. Workloads must go through a security review and assessment. Vendor attests that the security review and assessment was completed and will be periodically performed as enhancements and changes are made. Security

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[15] https://aka.ms/fabricux

[16] https://learn.microsoft.com/en-us/fabric/governance/governance-compliance-overview#secure-protect-and-comply

issues discovered which could have a detrimental impact on the customer should be addressed promptly and customers notified where applicable.

[X] *Publisher obtains user Entra ID token from the Fabric host before calling Fabric JS functions.*
[X] *Publisher obtains any entra token using the JavaScript APIs provided by the Fabric Workload Client SDK.*

In summary, Neo4j has the following
- *Secure Development Policy includes secure by design principals, automated code scanning, periodic penetration testing*
- *Security Audit Policy*
- *Quality Management System Policy*
- *ISO 27001*
- *SOC2 Type 2, SOC3*
- *ISO/IEC 20243:2018 Cert*
- *HIPAA Type 1 HIPAA/HITECH Compliant*

For additional information on our commitment to customer data please go to https://trust.neo4j.com/.

2. **Privacy:** Partners that build workloads also have a responsibility to protect[17] that data when they access it. Every workload goes through a privacy assessment and a privacy review. Vendor attests that privacy review was completed and is periodically performed as enhancements and changes are made.

[X] **Extra Requirements:** *Vendor attests that only essential HTTP-only cookies[18] are used by the Workload and only after positively authenticating the user.*

Please outline all the privacy assessment and reviews performed.
Security audit has confirmed the cookies used pre vs post-authentication.
Product has been pentested.

17

https://learn.microsoft.com/en-us/fabric/governance/governance-compliance-overview#secure-protect-and-comply
[18] https://learn.microsoft.com/en-us/dynamics365/commerce/cookie-compliance

3. **Data Residency:** Microsoft Fabric is making an Enterprise Promise around data not leaving the geography[19] of the tenant for stored data and data in transit. As a workload in Fabric directly and users need to be aware what your commitments to Data Residency are. Define what your commitments are to the Data Residency of customer data.

   When the same Aura region is available in Azure, Trials will default to the same region as the customer's Fabric capacity. Otherwise customers will be given a choice of available regions.. For additional information on our commitment to customer data please go to https://trust.neo4j.com/.

4. **Compliance:** The publisher attests to the following security, data and compliance[20] regulations and standards
   - ISO 27001
   - SOC2 Type 2, SOC3
   - ISO/IEC 20243:2018 Cert
   - HIPAA Type 1 HIPAA/HITECH Compliant

   For additional information on our commitment to customer data please go to https://trust.neo4j.com/.

Support:

1. **Live site:** Partner workloads are an integral part of Fabric that require the Microsoft support teams to be aware of how to contact you in case customers are reaching out to us directly.

   Microsoft direct vendor outreach:

[ ] Contact Name/Team:	Neo4j Support
[ ] Number	N/A
[ ] Email alias	support@neo4j.com
[ ] Self Service portal	https://aura.feedback.neo4j.com/microsoft-fabric-workload

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[19] https://azure.microsoft.com/explore/global-infrastructure/data-residency/
[20] https://learn.microsoft.com/en-us/fabric/governance/governance-compliance-overview

2. **Supportability**[21]**:** Vendors are responsible for defining and documenting their support parameters (Service level agreement, contact methods, ...). This information needs to be linked from the Workload page and should always be accessible to customers. In addition, the Marketplace[22] criteria, need to be taken into account for the listing of the SaaS offer.

   [x] Vendor attests that support information is published to the marketplace offering and available to user/customers directly via the workload

3. **Service Health and Availability:** Vendors need to host a service health dashboard that shows their service health and availability to customers. This information can be included on the Supportability page.

   Service health dashboard can be found here:

   https://status.neo4j.io/

Fabric Features:

1. **Application Life Cycle Management (ALM):** Microsoft Fabric's lifecycle [23] management tools enable efficient product development, continuous updates, fast releases, and ongoing feature enhancements.
   [] Supported
   [X] Not Supported

2. **Private Links:** In Fabric, you can configure and use an endpoint[24] that allows your organization to access Fabric privately.
   [] Supported
   [X] Not Supported

3. **Data Hub:** The OneLake data hub[25] makes it easy to find, explore, and use the Fabric data items in your organization that you have access to. It provides information about the items and entry points for working with them. If you're implementing a Data Item, show up in the Data Hub as well.

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[21] https://learn.microsoft.com/en-us/fabric/workload-development-kit/supportability

[22] https://learn.microsoft.com/en-us/partner-center/marketplace-offers/marketplace-criteria-content-validation

[23] https://learn.microsoft.com/en-us/fabric/cicd/cicd-overview

[24] https://learn.microsoft.com/en-us/fabric/security/security-private-links-use

[25] https://learn.microsoft.com/en-us/fabric/get-started/onelake-data-hub

[] Supported
[X] Not Supported

4. **Data Lineage:** In modern business intelligence (BI) projects, understanding the flow of data from the data source to its destination can be a challenge. The challenge is even bigger if you built advanced analytical projects spanning multiple data sources, data items, and dependencies. Questions like "What happens if I change this data?" or "Why isn't this report up to date?" can be hard to answer.
[] Supported
[X] Not Supported

5. **Sensitivity labels:** Sensitivity labels[26] from Microsoft Purview Information Protection on items can guard your sensitive content against unauthorized data access and leakage. They're a key component in helping your organization meet its governance and compliance requirements. Labeling your data correctly with sensitivity labels ensures that only authorized people can access your data.

   Extra requirements:

   For partners that are using Export functionality within their Item they need to follow the guidelines.

   [] Supported
   [X] Not Supported

Additional Notes

Please use this section to provide any further explanations, references, or notes that may be relevant to your attestation:

<Additional Notes by Vendor>

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[26] https://learn.microsoft.com/en-us/fabric/get-started/apply-sensitivity-labels

References

<Please consolidate all relevant reference here for completeness e.g. support policy, compliance, tos, service health etc. might seem redundant but useful to have it in a single place>