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Disclaimer

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Software Overview

The iCIMS Talent Platform is an advanced talent acquisition solution and a relational database that enables organizations to manage sourcing, recruiting, and onboarding all within a single cloud-based application.

The iCIMS Talent Platform is available solely as a web-based solution. As such, the Platform requires no installation and no ActiveX, thin client, Java Applets, or executables. iCIMS is responsible for and manages all hosting, maintenance, upgrading, and support for the Platform. Wherever there is an internet connection, users can access their candidate, job, and company information.

Software Requirements

The only requirements to access the Platform are a modern web browser and an internet connection. Please review iCIMS Browser Support Policy (http://media.icims.com/training/Training/Documentation/iCIMS_Browser_Support_Policy.pdf) for up-to-date information on supported browsers.

Some pop-up blockers, firewalls, and email filters may disable or prevent the use of various functions of the Platform. This may require customers to list iCIMS as a trusted site and/or apply any necessary setting changes.

All internet traffic to and from the iCIMS Talent Platform uses SSL.

Software Recommendations

While not required, iCIMS also recommends a high-speed Internet connection such as DSL, cable, or a T1. The iCIMS Talent Platform functions properly on a dial-up connection, but the Platform only moves as fast as the Internet connection used. The slower the connection, the longer it takes to navigate through the Platform.

To ensure optimal performance, add the following URLs as trusted sites:

- http://*.icims.com
- https://*.icims.com

Factors that might slow down a system’s performance include:

- Enabled pop-up blockers and active custom toolbars
- Slow network caused by a company’s network activities
- A company’s firewall settings

Due to each company’s unique infrastructure and configurations, these factors can only be resolved by a customer’s network administrator. If the network administrator would like to review system status with iCIMS staff, please contact iCIMS Technical Support.
Application Architecture

The iCIMS Talent Platform is a Java-based platform running on hardened best-in-class software and operating systems.
Hosting

Hosting Architecture
iCIMS currently has three primary hosting environments located in the United States, the European Union, and Canada. iCIMS also maintains business continuity/disaster recovery environments in each of these areas.

In all environments, customer data storage is segregated from the application.

Full details regarding compliance & certifications, as well as monitoring and security, etc., are available via https://www.icims.com/gc-it.

High-Level Hosting Architecture Diagram
The following diagram represents iCIMS’ high-level hosting architecture for all three hosting environments.

Guaranteed Uptime
iCIMS maintains separate uptime guarantees for iCIMS Award-Winning Standard Service and the iCIMS Premium Success Plan.

- For iCIMS Award-Winning Standard Service, program availability, measured on a calendar month basis, will be greater than or equal to 99.9%, notwithstanding subscriber or user-side network issues.
• For customers who subscribe to the iCIMS Premium Success Plan, program availability measured on a calendar month basis will be greater than or equal to 99.99%, notwithstanding subscriber or user-side network issues.

Customers are notified in advance of scheduled downtime for maintenance, which usually occurs on weekends or during non-peak hours.

For more information, review iCIMS Support & Maintenance Policy, available via https://www.icims.com/gc.

Speed & Reliability
In order to ensure availability and uptime guarantees are met, iCIMS maintains excess capacity to accommodate spikes in usage and on-boarding of new customers.

iCIMS leverages a relationship with a top tier content delivery network (CDN) provider whereby most static content (e.g., images, style sheets, and JavaScript files) is delivered over a worldwide network of over 100,000 servers. This dramatically increases the performance of the iCIMS Talent Platform. No sensitive customer data is hosted or delivered by the CDN.

Further, iCIMS leverages a relationship with a top load balancer and security manager vendor to provide data compression, SSL off-loading, and connection management services. This ensures optimal response times and availability across the iCIMS Talent Platform.

Performance Monitoring & Alerting
iCIMS uses commercial tools in conjunction with many proprietary tools to monitor performance of all hosted applications. These technologies enable iCIMS to better service customers through monitoring to detect, measure, and report response times and errors. This allows iCIMS to detect errors and identify the source of problems.

Should certain issues occur regarding performance or availability, iCIMS technical personnel are automatically and immediately alerted through SMS, email alerts, and phone calls.
Data Backup and Disaster Recovery Overview

iCIMS maintains a disaster recovery plan, ensuring full availability of each customer’s critical data. This overview provides insight into preventative measures and provisions as well as the plan for recovering from a disaster.

Refer to iCIMS Backup and Disaster Recovery Overview (http://media.icims.com/Training/Training/Documentation/Backup_and_Disaster_Recovery_Plan.pdf) for more details.
Software Release Methodology

Overview
iCIMS strictly adheres to a single source code methodology. This approach is fundamental to the iCIMS vision and operation. Single source means that iCIMS has developed only one Platform and one set of source code for that Platform. As a result, all customers are using the same version of the software. At no point has iCIMS customized solutions for individual customers.

iCIMS is able to offer superior agility and flexibility from a product perspective, having abstained from any customization. iCIMS can tailor its solutions through a wide array of administrative configurations and features that are built in so that features can be turned on or off. Such configurations are made during implementation and can be modified at any time during the active and live use of the Platform.

Software Development Lifecycle
iCIMS Labs continues to adapt and integrate pieces of various agile methodologies to create the iCIMS Agile framework, facilitating innovation and quick iteration to continuously improve the iCIMS Talent Platform.

- Features are identified by Product Managers and vetted by Business Analysts and designed by UX Architects.
- Software Developers and Test Engineers collaborate with the Business Analysts, Product Managers, and UX Architects to understand requirements and design features.
- Software Developers begin iteratively building the features, and Test Engineers design and execute tests to ensure quality along the way.
- Business Analysts get feedback from clients and internal staff on features.
- The Software Developers continue to improve the features based on feedback; testing continues.
- As feature development and testing are completed, the feature is scheduled to be rolled out to clients in an upcoming release window.

Test Engineering Methodology
iCIMS Test Engineering team ensures that iCIMS delivers robust software that meets or exceeds best in class test effectiveness using industry leading practices, techniques, and tools.

Types of testing conducted by iCIMS Test Engineering team include functional, automated, performance, security, and accessibility compliance testing, as well as localization & globalization enablement.

iCIMS uses a suite of testing tools, as well as several custom-built tools, to perform regression and stress testing of the Platform and Portals.
Releases
iCIMS typically performs at least one major release and numerous updates and patches each year. Releases and updates may contain a mixture of bug fixes, functionality improvements, and new or updated features.

These releases are free of charge and based upon customer feedback, including enhancement requests and service tickets, as well as a continual emphasis on ease of use and performance enhancements.

iCIMS provides release preparation communications and resources, such as emails, in-Platform messaging, release notes, training, and more ahead of each release.

iCIMS uses a phased rollout approach with multiple waves:

- First, iCIMS releases internally in an Alpha wave designed to allow internal iCIMS staff to become familiar with the new release prior to its external debut.
- The first customers receive iCIMS releases through an Early Access wave, which provides new release features to a group of customers who have volunteered to get the release early. These customers are encouraged to provide feedback so that iCIMS can continue to iteratively improve release features. Customer test sites are also upgraded at this time.
- After that, iCIMS rolls the release out to the majority of customers in a staggered series of additional waves based on customer size and the data center that they are hosted from.

Version Control
All code is managed through a version control system, which allows iCIMS to fully view change history, change content, and control access to source code.
iCIMS UNIFi & iCIMS Integration Capabilities

iCIMS UNIFi is a Platform as a Service (PaaS) framework that enables organizations to centralize all Talent Acquisition (TA) tools into one recruitment platform that can serve as an extension of your organization’s core HR & payroll system.

The iCIMS Marketplace makes it easy to shop for, activate, and use partner products that have pre-established integrations with the iCIMS Talent Platform. By adding a Connector to your iCIMS Subscription, the iCIMS Talent Platform can integrate with one of hundreds of third-party providers in a variety of Marketplace categories, giving you the flexibility to consider different providers and even select a different provider down the line if you need to.

To best manage each customer’s diverse integration needs, iCIMS offers Prime, Standard, and Non-Standard Connectors that have the technical capability and provide the operational processes to integrate your iCIMS Talent Platform with virtually any third-party solution. Connectors are labeled Prime, Standard, and Non-Standard throughout the Marketplace, indicating the unique benefits of each integration:

- **Prime Connectors** are iCIMS’ next-generation integration product, prebuilt to category-specific APIs and data models. Prime Connectors more fully integrate third-party solutions into the iCIMS Talent Platform, enabling rapid activation and a consistent, streamlined user experience. Prime Connectors utilize REST API technology.

- **Standard Connectors** are built to iCIMS’ pre-defined best practices for a specific category. Standard Connectors utilize REST APIs, require 2–4 weeks for implementation, and are validated by iCIMS.

- **Non-Standard Connectors** are built to a customer’s specifications and are validated by the customer. A non-standard integration can utilize REST APIs, flat-files, and legacy technologies. Non-standard integration implementation takes approximately 8–16 weeks.

For additional information regarding the purchase of Connectors and the capabilities thereof, please reach out to your iCIMS Point of Contact.

The following section of this handbook describes the technical aspects of one of our most popular types of integration and provides a general overview of our REST API and other integration capabilities.

Tools to Manage Employees: Integrations with Core HR & Payroll Systems

The most popular category of Connector for integrations is with core HR & payroll systems. A core HR & payroll Connector allows iCIMS customers to integrate with trusted third-party software providers that manage the post-hire process, ensuring that the data you’ve gathered throughout the application and onboarding process is seamlessly transferred to your core HR & payroll system. This Connector creates a seamless, error-free experience while streamlining HR functions.
Purchase of this type of Connector allows a customer to integrate their iCIMS Talent Platform with almost any third-party system, including Oracle, PeopleSoft, SAP, Lawson, Ceridian, ADP, and homegrown solutions.

As with most integration projects, setting up an integration between the iCIMS Talent Platform and a third-party system such as a core HR & payroll system requires IT resources from the customer, though integrations leveraging Standard Connectors are typically easy to implement and less time-intensive. iCIMS is available to provide assistance in using the Platform integration tools and can recommend third-party consulting companies should assistance be needed developing integration scripts.

**Main Points of Integration**

There are typically three main points of integration that an iCIMS customer may consider setting up between the Platform and a core HR & payroll system:

- Importing hiring manager/employee information and organizational hierarchy information into the Platform
- Importing job descriptions and details into the Platform’s Job Library
- Exporting information from the Platform into a native system for applicants that have recently been hired

**Typical Flow of Information**

Many integrations between the Platform and a core HR & payroll system follow the same general flow of information, illustrated below.
Supported Integration Methods

iCIMS offers two means of data transfer, both of which offer inbound and outbound capabilities: iCIMS REST API (web services) and file-based transfers. The best approach for a specific transfer depends on the volume and frequency of data to be transferred.

**iCIMS REST API**

iCIMS supports RESTful web service integrations using JSON. A combination of the dominant web API design model (REST) and a standard human-readable data exchange (JSON) allows iCIMS and our partners to create repeatable and scalable integrations. Web services offer several advantages over simple data imports and exports, making them iCIMS' preferred integration method.

For detailed information about iCIMS REST API, including licensing, connecting & authenticating, standard integrations, endpoints, data models, and more, please see [iCIMS Developer Site](https://developer.icims.com). (Note: The iCIMS Developer Site requires registration to log in and view detailed information.)

**File-Based Transfers**

The iCIMS Talent Platform features powerful and flexible integration tools that allow data imports and exports via flat-file methodology or file-based transfers.

To export data from the system, a search template is created to the customer’s specifications that serves as an integration template. This search is exported in XLS, XML, TAB, or quote-qualified CSV format to an SFTP site at an interval chosen by the customer, including hourly, daily, weekly, monthly, and custom intervals. (Customers can also manually export data in these formats at any time from the Platform's search engine.)

To import data into the system, customers must provide a quote-qualified CSV or XML file that follows the conventions outlined in the [File-Based Transfers section of iCIMS Developer Site](https://developer.icims.com/SSO/File-Based-Transfers; requires login). (Note: The iCIMS Developer Site requires registration to log in and view detailed information.) The import can be automated via the Platform’s scheduling tool to occur at an interval chosen by the customer, including hourly, daily, weekly, monthly, and custom intervals.

To ensure the security of the data transfer, either iCIMS or the customer must host an SFTP site to assist with the transfer of these files. iCIMS can provision and host an SFTP site for this purpose at no additional cost (this is the recommended approach), or push/pull from an external SFTP site. (iCIMS does not support FTPS.) For additional security, iCIMS also supports the use of PGP Encryption.

**Note:** The Platform does not currently support exports based on triggers in the system

For detailed information about file-based transfers, including licensing, file formatting, import file examples, and more, please see the [File-Based Transfers section of iCIMS Developer Site](https://developer.icims.com/SSO/File-Based-Transfers). (Note: The iCIMS Developer Site requires registration to log in and view detailed information.)
# Which Integration Method Is Right for You?

The following lists compare the benefits of both types of integration methods.

<table>
<thead>
<tr>
<th><strong>iCIMS REST API</strong></th>
<th><strong>File-Based Transfers</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests &amp; responses in JSON over a secure HTTPS connection using TLS 1.2, 4096-bit encryption</td>
<td>CSV or XML files exchanged over an SFTP server with PGP encryption</td>
</tr>
<tr>
<td>Most “real-time” offering</td>
<td>Supported frequencies include monthly, weekly, daily, hourly, etc.</td>
</tr>
<tr>
<td>Minimal customer and/or vendor configurations</td>
<td>Requires customer and/or vendor development</td>
</tr>
<tr>
<td>Basic HTTP or HMAC Authentication</td>
<td>Hourly is the most frequent occurrence available</td>
</tr>
<tr>
<td>Available for Standard and Non-Standard Connectors</td>
<td>Available for Non-Standard Connectors only</td>
</tr>
</tbody>
</table>

For more specifications and additional information for both integration methods, please refer to iCIMS Developer Site ([developer.icims.com](http://developer.icims.com)). (Note: The iCIMS Developer Site requires registration to log in and view detailed information.)

## Data Validation

Customers are responsible for adhering to the standards set by the Platform’s integration tools.

For file-based transfers, the customer or their vendor may need to set up data validation and mapping scripts to ensure that the CSV or XML files can be transferred between the iCIMS Talent Platform and the third-party system. (For example, if iCIMS requires separate columns for Manager First Name and Manager Last Name, and the core HR & payroll system exports First and Last Name in a single column, the customer must create scripts to separate the First and Last Name into individual columns before the CSV or XML file is sent to the Platform.) Should the customer not have the necessary IT resources to write data validation and mapping scripts, iCIMS can recommend third-party consulting companies who can perform the service.

For REST API integrations, customers or their vendors must abide by the field-specific data formats outlined on the Field Types page of iCIMS Developer Site ([https://developer.icims.com/REST-API/Object-Types-Commands/Field-Types](https://developer.icims.com/REST-API/Object-Types-Commands/Field-Types)) and by general JSON conventions.

## Integration Licenses

For information on iCIMS Integration Licenses, please access the following resources on iCIMS Developer Site. (Note: The iCIMS Developer Site requires registration to log in and view detailed information.)

- [Web Services Licenses](http://developer.icims.com/REST-API/integration-license-models)
- [Scheduled Import/Export Licenses](http://developer.icims.com/File-Based-Transfers/Scheduled-Import-Export-Licenses)
Logical Data Flow Diagram

The following diagram provides an overview of the data flow and access points between the iCIMS Talent Platform and a customer's candidates, employees, and integrations.
Single Sign-On (SSO)

Overview
The iCIMS Talent Platform supports Single Sign-On (SSO), allowing users to access the iCIMS Talent Platform without the need to provide a separate login name and password. Once SSO is configured, users typically click a link on their corporate intranet portal and are automatically logged into an iCIMS product. Recruiters and hiring managers are directed to the iCIMS Talent Platform to manage job openings and applicants whereas employees seeking job opportunities are directed to the Employee Portal.

SAML SSO
iCIMS Talent Platform provides Single Sign-On (SSO) service by acting as a service provider supporting basic SAML v2.0 Web Browser SSO Profile using HTTP Redirect or HTTP Post Bindings. iCIMS SAML SSO offering is modeled after Google Apps SAML SSO service.

Simple SSO
For organizations that do not use SAML SSO, a legacy/simple SSO option is available.

Using technology that identifies a user and logs into the system while ensuring no passwords ever need to be sent to iCIMS, the customer’s IT department is able to manage their user accounts and enforce any necessary security policies. Additionally, the technology ensures that access can only occur within a certain timeframe from the original request, which prevents time-based security attacks.

More information about how SSO works with the iCIMS Talent Platform can be found on the following pages of the iCIMS Developer Site. (Note: The iCIMS Developer Site requires registration to log in and view detailed information.)

- iCIMS SAML SSO (http://developer.icims.com/SSO/SAML)
- iCIMS Simple Single Sign On (http://developer.icims.com/SSO/Legacy-SSO)
Additional Resources

iCIMS Developer Site
Presents important information for clients and vendors who wish to implement integrations with the iCIMS Talent Platform, including Standard Integrations information, REST API specifications, and Data Models, as well as information on File-Based Transfers and SSO specifications. (Note: The iCIMS Developer Site requires registration to log in and view detailed information.)

URL: http://developer.icims.com/

iCIMS Browser Support Policy
Presents a detailed browser support matrix to define the browsers that are supported across the family of iCIMS products.

URL: http://media.icims.com/training/Training/Documentation/iCIMS_Browser_Support_Policy.pdf

iCIMS Accessibility Support Policy
Presents a detailed accessibility support policy to define the capabilities of iCIMS-hosted career portals.

URL: http://media.icims.com/training/Training/Documentation/iCIMS_Accessibility_Policy.pdf

iCIMS Backup and Disaster Recovery Overview
Provides insight into preventative measures and provisions, as well as the plan for recovering from a disaster. iCIMS maintains a disaster recovery plan, ensuring full availability of each customer’s critical data.


iCIMS Data Security & Privacy Policy
Presents iCIMS Data Security & Privacy Policy. iCIMS General Counsel’s Office owns and administers its Data Security & Privacy Policy, which consists of industry accepted confidentiality, privacy, security, disaster recovery, and data destruction policies and procedures to enable ongoing compliance with applicable state, Federal, and international laws.


iCARE Customer Support Site
Browse how-to articles and recorded trainings, or register to participate in a live webinar, on the iCARE Customer Support site.

URL: https://care.icims.com/s/

Hosting Infrastructure Overviews
Provide basic information on iCIMS hosting infrastructure.

URL: https://www.icims.com/gc-it