SOC 2 Type II extract (fictional)

Service auditor: Northline Assurance LLP **Report date:** 2026-08-12 **Review period:** 2025-07-01 through 2026-06-30
Service organization: NovaBridge, Inc. **System:** NovaBridge Relay core ticketing and knowledge-base services

This extract is fictional training material. It is written to look like a shortened SOC 2 Type II report. It is not a real audit opinion.

Opinion (summary)

Northline Assurance issued an unmodified opinion on the description of NovaBridge Relay **core ticketing and knowledge-base services** and on the operating effectiveness of the controls stated in that description, for the period above, **except** as noted under Exceptions.

Scope (what this report covers)

In scope:

- Relay web application and API for ticketing
- Knowledge-base authoring and publication
- NovaBridge-managed application controls around access, change, and operations for those services

Not named in the system description:

- **NovaBrief** AI summarization module
- NovaBridge mobile companion application
- Customer-managed identity providers (SSO is described as a future enterprise option)

Subservice organization

Infrastructure hosting is provided by **NimbusCloud**. NovaBridge uses the **carve-out** method. NimbusCloud controls are not included in this report. Complementary user entity controls (CUECs) and complementary subservice-organization controls are listed in Section 5 of the full report. This extract **does not include a CUEC mapping** to Harborline's environment.

Selected control descriptions (abridged)

- **CC6.1 Access:** Logical access to production is restricted to authorized NovaBridge personnel. Privileged access requires MFA.
- **CC6.6 Encryption:** Customer content in primary storage is encrypted at rest. Transmission to the Relay application uses TLS 1.2 or higher.
- **CC7.2 Monitoring:** Production authentication and administrative actions are logged. Logs are retained 12 months.
- **A1.2 Availability:** Backups of production data are performed daily and stored encrypted.

Exceptions

CC6.1: During the period, Northline noted that one privileged operations account (`svc-ops-breakglass`) did not have MFA enabled for **11 days** in March 2026. NovaBridge stated the account is a break-glass identity, that MFA was enabled on 2026-03-22, and that access during the gap was limited to two named SREs under change-ticket review. Northline treated this as an exception to the stated privileged-MFA control.

No other exceptions are listed in this extract.

What this extract does not do

It does not certify Harborline's use of Relay. It does not cover periods after 2026-06-30. It does not cover modules omitted from the system description. It does not replace Harborline's own CUEC operation (access reviews, joiner/leaver, customer-side admin hygiene).