

Cloud service provider disclosure

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, indicate accordingly in the remarks.

Cloud Service Provider Contact Information

Company name: Acclivis Technologies and Solution Pte Ltd

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Certification Body Contact Information

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Remarks:

This document was reviewed to be completed.

Khaw Swee Beng
Senior Lead Auditor



Company Stamp

Cloud Service Provider Background

Overview of service offering:

Provision of Acclivis Stratum Cloud; Microsoft Exchange, SharePoint, Lync and EasiShare services using IaaS and SaaS model respectively.

Service model:

- Virtual machine instances owned by the user
- Network facilities
- Compliance with applicable standards

Deployment model:

- Private cloud

Community cloud

Hybrid cloud

Public cloud

Tier:

Level 1

Level 2

Level 3

No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	<p>The user has the right to audit:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input checked="" type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p><input type="checkbox"/> Technical controls</p> <p><input type="checkbox"/> Policies and governance</p> <p><input checked="" type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others _____</p> <p><input type="checkbox"/> None</p> <p>Regulators recognised by Singapore law have the right to audit:</p> <p><input type="checkbox"/> Virtual machine instances owned by the user</p> <p><input checked="" type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p><input type="checkbox"/> Technical controls</p> <p><input type="checkbox"/> Policies and governance</p> <p><input checked="" type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others _____</p> <p><input type="checkbox"/> None</p> <p>Audit / assessment reports that can be made available on request:</p>	

		<input checked="" type="checkbox"/> Penetration test <input type="checkbox"/> Threat and vulnerability risk assessment <input checked="" type="checkbox"/> Vulnerability scan <input type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	
2.	Compliance	<p>The following guidelines / standards / regulations are adhered to:</p> <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO / IEC 27001 <input type="checkbox"/> ISO 9000 <input type="checkbox"/> ISO / IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others <u>SS507</u>	
Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: <u>None</u></p> <p>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <input type="checkbox"/> Advertising or marketing <input checked="" type="checkbox"/> Statistics analysis on usage <input checked="" type="checkbox"/> Others <u>Systems Logs for troubleshooting</u>	
4.	Data retention	<p>Data deleted by the user is retained as follows:</p> <input type="checkbox"/> Minimum data retention period is: _____ <input checked="" type="checkbox"/> Maximum data retention period is: <u>14 days</u> <input type="checkbox"/> Deleted immediately <p>Log data is retained for a period of:</p> <input type="checkbox"/> Minimum data retention period as follows: _____ <input checked="" type="checkbox"/> Maximum data retention period is: <u>3 months</u> <input type="checkbox"/> Not retained <p>User data is retained for a period of: _____</p>	

		<input type="checkbox"/> Minimum data retention period is: _____ <input checked="" type="checkbox"/> Maximum data retention period is: <u>14 days</u> <input type="checkbox"/> Not retained The following types of data are available for download by the cloud user: <input checked="" type="checkbox"/> Log data <input type="checkbox"/> Other _____	
5.	Data sovereignty	The primary data locations are: <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____ The backup data locations are: <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____ No. of countries in which data centres are operated: <u>1</u> The user's data stored in the cloud environment will never leave the locations specified in item 5: <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input checked="" type="checkbox"/> Yes, except as noted: <u>upon customer request</u> <input type="checkbox"/> No User's consent is required prior to transferring data to a location not specified in item 5 or a third party: <input checked="" type="checkbox"/> Yes	

		<input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No <i>Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, users should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.</i>	
6.	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider <input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
Provider Performance			
7.	Availability	The committed network uptime is: <input checked="" type="checkbox"/> _____99.7_____ % <input type="checkbox"/> Varies according to price plan The committed system uptime is: <input checked="" type="checkbox"/> _____99.5_____ % <input type="checkbox"/> Varies according to price plan The cloud environment has the following single points of failure: <input type="checkbox"/> _____ <input checked="" type="checkbox"/> none	
8.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> User selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input type="checkbox"/> RPO _____ <input checked="" type="checkbox"/> RTO _____4 hours_____ <input type="checkbox"/> Others, please specify: _____ _____	
9.	Liability	The following terms are available for the users on failure of the	

		<p>provider to meet the service commitment:</p> <p><input checked="" type="checkbox"/> Network failure Liability: ____ 5 negative credit point _____</p> <p><input checked="" type="checkbox"/> Infrastructure failure Liability: ____ 5 negative credit point _____</p> <p><input checked="" type="checkbox"/> Virtual machine instance failure Liability: ____ 5 negative credit point _____</p> <p><input checked="" type="checkbox"/> Migrations Liability: ____ 5 negative credit point _____</p> <p><input checked="" type="checkbox"/> Unscheduled downtime Liability: ____ 5 negative credit point _____</p> <p><input checked="" type="checkbox"/> Database failure Liability: ____ 5 negative credit point _____</p> <p><input checked="" type="checkbox"/> Monitoring failure Liability: ____ 5 negative credit point _____</p>	
Service Support			
10.	Change management	<p>The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:</p> <p><input checked="" type="checkbox"/> Communication plan and procedures for proactive notification</p> <p><input checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input checked="" type="checkbox"/> Ability to remain on old versions for a defined time period</p> <p><input type="checkbox"/> Ability to choose timing of impact</p>	
11.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for users to manage cloud services:</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <p><input checked="" type="checkbox"/> Allow role-based access control (RBAC)</p> <p><input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates</p>	

		<input type="checkbox"/> Track and manage the lifecycle of each service <input checked="" type="checkbox"/> Track consumption of services <input type="checkbox"/> Others: _____	
12.	Incident and problem management	<p>Delivery mode of support:</p> <input checked="" type="checkbox"/> Access via email <input type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input type="checkbox"/> Direct access to support engineers	
		<p>Availability of support:</p> <input checked="" type="checkbox"/> 24 x 7 <input type="checkbox"/> During office hours support, please specify the hours of operations: _____ <input type="checkbox"/> After office hours support, please specify the hours of operations: _____	
		<p>Service response time: <u>within 2 to 4 hours</u></p> <p>The following are available to users upon request:</p> <input type="checkbox"/> Permanent access to audit records of customer instances <input checked="" type="checkbox"/> Incident management assistance	
		<p>Incident response time: <u>2 hours</u></p> <p>Mean time to repair on detection of faults: <u>4 hours</u></p>	
13.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <input type="checkbox"/> Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS) <input checked="" type="checkbox"/> Fixed pricing _____ (up to yearly /monthly/daily) <input checked="" type="checkbox"/> Other pricing model _____ <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
14.	Data portability	<p>Importable VM formats: <u>_VHD, VHDX, VMDK</u></p>	

		<p>Downloadable formats: _ VHD, VHDX _____</p> <p>Supported operating systems: _Windows 2012R2, 2012, 2008R2, 2008, RED HAT LINUX, CENTOS, UBUNTU</p> <p>Language versions of supported operating systems: _All supported language by OS_____</p> <p>Supported database formats: __MSSQL, MYSql_____</p> <p>API:</p> <p><input type="checkbox"/> Common _____ N/A_____</p> <p><input type="checkbox"/> Customised _____ N/A_____</p> <p>Upon service termination, data is available through:</p> <p><input checked="" type="checkbox"/> Physical media</p> <p><input type="checkbox"/> Standard methods as described above</p> <p><input checked="" type="checkbox"/> Other methods __download or copy through network_ _____</p>	
15.	Access	<p>Type of access to the service is through:</p> <p><input checked="" type="checkbox"/> Public access</p> <p><input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link)</p> <p><input type="checkbox"/> IPv6 access is supported</p> <p><input type="checkbox"/> Other access methods _____ _____ _____</p> <p>Public access speed (shared bandwidth) in Mbps: ____100Mbps_____</p>	
16.	User management	<p><input checked="" type="checkbox"/> Identity management</p> <p><input checked="" type="checkbox"/> Role based access control</p> <p><input type="checkbox"/> Federated access model</p> <p><input type="checkbox"/> Integration with Identity management solutions</p> <p><input type="checkbox"/> Others _____</p>	
17.	Lifecycle	<p>The cloud user may select the following for service upgrades and changes:</p> <p><input checked="" type="checkbox"/> Automatic provisioning</p>	

		<input checked="" type="checkbox"/> User customisable provisioning	
Security Configurations			
18.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <p><input checked="" type="checkbox"/> Manually</p> <p><input type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p><u>Quarterly</u></p>	
19.	Multi-tenancy	<p><input type="checkbox"/> Distinct physical hosts</p> <p><input type="checkbox"/> Distinct physical network infrastructure</p> <p><input checked="" type="checkbox"/> Virtual instance grouping</p> <p><input checked="" type="checkbox"/> User definable security domains</p> <p><input checked="" type="checkbox"/> User customisable firewall</p> <p><input checked="" type="checkbox"/> User definable access policies</p>	
Service Elasticity			
20.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <p><input checked="" type="checkbox"/> Programmatic interface to scale up or down</p> <p><input checked="" type="checkbox"/> Mean time to start and end new virtual instances _____</p> <p><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum performance during peak periods _____</p> <p><input checked="" type="checkbox"/> Minimum duration to scale up computing resources _____</p> <p><input type="checkbox"/> Minimum additional capacity guaranteed per account (number of cores and GB memory) _____</p>	
21.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <p><input checked="" type="checkbox"/> Redundant Internet connectivity links</p> <p><input checked="" type="checkbox"/> Redundant Internal connectivity</p> <p><input checked="" type="checkbox"/> Selectable bandwidth up to <u>400</u> Mbps</p> <p><input type="checkbox"/> Maximum usable IPs _____</p> <p><input checked="" type="checkbox"/> Load balancing ports _____</p> <p><input checked="" type="checkbox"/> Load balancing protocols: HRSP, VRRP, BGP Load Balance</p>	

		<input type="checkbox"/> Anti-DDOS protection systems or services <input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: _____ _Firewall, Intrusion Detection System _____ <input checked="" type="checkbox"/> Network traffic isolation, please specify: VLAN and NVGRE _____ <input type="checkbox"/> Shared or dedicated bandwidth, please specify: _____ _____ <input checked="" type="checkbox"/> QoS traffic control services <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input type="checkbox"/> Minimum period to scale up network throughput _____	
22.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre <input type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input type="checkbox"/> Storage traffic isolation, please specify: ____per customer base _____ <input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____ <input checked="" type="checkbox"/> Quality of service storage traffic control services <input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ <input checked="" type="checkbox"/> Maximum storage capacity for single user, please specify: ____depend on the customer requirement _____ <input checked="" type="checkbox"/> Maximum expandable storage, please specify: ____ depend on the customer requirement _____ <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input checked="" type="checkbox"/> Minimum storage I / O performance during peak periods 300 IOPs per VM	

		<input checked="" type="checkbox"/> Minimum period to scale up storage I / O throughput _depend on the size of virtual harddisk	
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