

**Cloud Service Provider Contact Information**

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Cloud Service Provider Background

Service Model

IaaS

Deployment model

Private and Hybrid Cloud



Tier Level

Level 1

Remark

Certificate Number

Company Stamp & Signature

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**Certification Body Contact Information**

Company name: DNV GL Business Assurance Pte Ltd  
Web address: [www.dnvba.com.sg](http://www.dnvba.com.sg)  
Contact name: Ros Oh  
Contact number:

Company Stamp & Signature:



<b>Legal &amp; Compliance</b>		
<b>1 Right to audit</b>	The user has the right to audit:	
	<input checked="" type="checkbox"/> Virtual machine instances owned by the user	
	<input type="checkbox"/> Network facilities	
	<input checked="" type="checkbox"/> Compliance with applicable standards	
	<input checked="" type="checkbox"/> Technical controls	
	<input type="checkbox"/> Policies and governance	
	<input type="checkbox"/> Data centre facilities	
	<input type="checkbox"/> Others	
	<input type="checkbox"/> None	
	Regulators recognised by Singapore law have the right to audit:	
	<input type="checkbox"/> Virtual machine instances owned by the user	
	<input type="checkbox"/> Network facilities	
	<input checked="" type="checkbox"/> Compliance with applicable standards	
	<input type="checkbox"/> Technical controls	
	<input checked="" type="checkbox"/> Policies and governance	
	<input type="checkbox"/> Data centre facilities	
	<input type="checkbox"/> Others	
	<input type="checkbox"/> None	
	Audit / assessment reports that can be made available on request:	
	<input checked="" type="checkbox"/> Penetration test	
<input checked="" type="checkbox"/> Threat and vulnerability risk assessment		
<input checked="" type="checkbox"/> Vulnerability scan		
<input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)		
<b>2 Compliance</b>	The following guidelines / standards / regulations are adhered to:	
	<input checked="" type="checkbox"/> Singapore Personal Data Protection Act	
	<input type="checkbox"/> ISO / IEC 27001	
	<input checked="" type="checkbox"/> ISO 9000	
	<input type="checkbox"/> ISO / IEC 20000	
	<input type="checkbox"/> CSA Open Certification Framework	
	<input type="checkbox"/> PCI-DSS	
<input type="checkbox"/> Others		
<b>Data Control</b>		
<b>3 Data ownership</b>	All data on the cloud service is owned by the cloud user except for:	Intellectual property of cloud platform
	The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:	

	<input checked="" type="checkbox"/> Advertising or marketing	
	<input checked="" type="checkbox"/> Statistics analysis on usage	
	<input type="checkbox"/> Others _____	
<b>4 Data retention</b>	Data deleted by the user is retained as follows:	
	<input type="checkbox"/> Minimum data retention period is: _____	
	<input type="checkbox"/> Maximum data retention period is: _____	
	<input checked="" type="checkbox"/> Deleted immediately	
	Log data is retained for a period of:	
	<input type="checkbox"/> Minimum data retention period as follows: _____	
	<input type="checkbox"/> Maximum data retention period is: _____	
	<input checked="" type="checkbox"/> Not retained	
	User data is retained for a period of:	
	<input type="checkbox"/> Minimum data retention period is: _____	
	<input type="checkbox"/> Maximum data retention period is: _____	
	<input checked="" type="checkbox"/> Not retained	
	The following types of data are available for download by the cloud user:	
	<input type="checkbox"/> Log data	
	<input type="checkbox"/> Other _____	
<b>5 Data sovereignty</b>	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>3</u> incl S'po	
	The user's data stored in the cloud environment will never leave the locations specified in item 5:	
	<input type="checkbox"/> Yes	
	<input checked="" type="checkbox"/> Yes, except as required by law	
	<input type="checkbox"/> Yes, except as noted: _____	
	<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 checked="" type="checkbox"/> Yes, except as required by law	
	<input type="checkbox"/> Yes, except as noted: _____	
	<input type="checkbox"/> No	
	Note: Cloud users are responsible for determining the impact of data protection and data sovereignty.....	
<b>6 Non-disclosure</b>	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider	
	<input checked="" type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
<b>Provider Performance</b>		
<b>7 Availability</b>	For each cloud service offered, CSP should disclose relevant numbers) The committed network uptime is:	
	<input checked="" type="checkbox"/> 99.95 _____	
	<input type="checkbox"/> Varies according to price plan	
	The committed system uptime is:	
	<input checked="" type="checkbox"/> 99.90 _____	
	<input checked="" 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	
<b>8 BCP / DR</b>	<input checked="" type="checkbox"/> Disaster recovery protection	Services available upon customer request
	<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 type="checkbox"/> RTO _____	
	<input type="checkbox"/> Others, please specify: _____	
<b>9 Liability</b>	The following terms are available for the users on failure of the provider to meet the service commitment:	Subjected to customer's SLA agreement under Terms & Conditions
	<input checked="" type="checkbox"/> Network failure Liability: _____	
	<input checked="" type="checkbox"/> Infrastructure failure Liability: _____	
	<input checked="" type="checkbox"/> Virtual machine instance failure Liability: _____	
	<input type="checkbox"/> Migrations Liability: _____	
	<input checked="" type="checkbox"/> Unscheduled downtime Liability: _____	

	<input type="checkbox"/> Database failure	
	Liability: _____	
	<input checked="" type="checkbox"/> Monitoring failure	
	Liability: _____	
	<b>Service Support</b>	
<b>10</b>	<b>Change management</b>	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:
	<input checked="" type="checkbox"/> Communication plan and procedures for proactive notification	
	<input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued	
	<input type="checkbox"/> Ability to remain on old versions for a defined time period	
	<input type="checkbox"/> Ability to choose timing of impact	
<b>11</b>	<b>Self-service provisioning and management portal</b>	Provide self-service provisioning and management portal for users to manage cloud services:
	No	
	If yes, describe the functions of the self-service provisioning and management portal provided:	
	<input type="checkbox"/> Allow role-based access control (RBAC)	
	<input type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and _____ service templates	
	<input type="checkbox"/> Track and manage the lifecycle of each service	
	<input type="checkbox"/> Track consumption of services	
	<input type="checkbox"/> Others: _____	
<b>12</b>	<b>Incident and problem management</b>	Delivery mode of support:
	<input checked="" type="checkbox"/> Access via email	
	<input type="checkbox"/> Access via portal	
	<input checked="" type="checkbox"/> Access via phone support	
	<input checked="" type="checkbox"/> Direct access to support engineers	
	Availability of support:	
	<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: _____	
	Service response time: _____ Medium requests within 6 hrs, normal requests within 1 business day	
	The following are available to users upon request:	
	<input checked="" type="checkbox"/> Permanent access to audit records of customer instances	
	<input checked="" type="checkbox"/> Incident management assistance	
	Incident response time: _____ Based on priority: high (within 30 mins), medium (within 6 hrs), normal (within 1 business day)	
	Mean time to repair on detection of faults: _____	
<b>13</b>	<b>Billing</b>	The following <u>billing modes</u> are available (please elaborate granularity of charges and measurements)

	<input checked="" type="checkbox"/> Pay per usage _____ to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS)	Based on customer's contractual agreement
	<input checked="" type="checkbox"/> Fixed pricing _____ to yearly/monthly/daily)	
	<input type="checkbox"/> Other pricing model _____	
	<input type="checkbox"/> Not disclosed	
	<input type="checkbox"/> Available billing history: _____ mths	
<b>14 Data portability</b>	Importable VM formats: _____ OVF, OVA	
	Downloadable formats: _____	
	Supported operating systems: _____ Windows, RHEL, CentOS	
	Language versions of supported operating systems: _____	
	Supported database formats: _____	
	API:	
	<input type="checkbox"/> Common _____	
	<input type="checkbox"/> Customised _____	
	Upon service termination, data is available through:	
	<input checked="" type="checkbox"/> Physical media	
	<input type="checkbox"/> Standard methods as described above	
	<input type="checkbox"/> Other methods _____	
<b>15 Access</b>	Type of access to the service is through:	
	<input checked="" type="checkbox"/> Public access	
	<input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link)	
	<input checked="" type="checkbox"/> IPv6 access is supported	
	<input type="checkbox"/> Other access methods _____	
	Public access speed (shared bandwidth) in Mbps: _____	
<b>16 User management</b>	<input checked="" type="checkbox"/> Identity management	
	<input checked="" type="checkbox"/> Role based access control	
	<input type="checkbox"/> Federated access model	
	<input type="checkbox"/> Integration with Identity management solutions	
	<input type="checkbox"/> Others _____	
<b>17 Lifecycle</b>	The cloud user may select the following for service upgrades and changes:	
	<input type="checkbox"/> Automatic provisioning	
	<input checked="" type="checkbox"/> User customisable provisioning	
	<b>Security configuration</b>	
<b>18 enforcement checks</b>	Security configuration enforcement checks are performed:	
	<input checked="" type="checkbox"/> Manually	
	<input type="checkbox"/> Using automated tools	
	How often are enforcement check being performed to ensure all security configurations are applied? _____	
<b>19 Multi-tenancy</b>	<input checked="" type="checkbox"/> Distinct physical hosts	

	<input type="checkbox"/> Distinct physical network infrastructure	
	<input checked="" type="checkbox"/> Virtual instance grouping	
	<input checked="" type="checkbox"/> User definable security domains	
	<input type="checkbox"/> User customisable firewall	
	<input checked="" type="checkbox"/> User definable access policies	
	<b>Service Elasticity</b>	
<b>20</b>	<b>Capacity elasticity</b>	The following capacity elasticity options are available:
	<input type="checkbox"/> Programmatic interface to scale up or down	
	<input type="checkbox"/> Mean time to start and end new virtual instances ____	
	<input type="checkbox"/> Alerts to be sent for unusual high usage	
	<input type="checkbox"/> Minimum performance during peak periods	
	<input type="checkbox"/> Minimum duration to scale up computing resources ____	
	<input type="checkbox"/> Minimum additional capacity guaranteed per account ____ (per of cores and GB memory)	
<b>21</b>	<b>Network resiliency and elasticity</b>	The following network resiliency and elasticity options are available:
	<input checked="" type="checkbox"/> Redundant Internet connectivity links	
	<input checked="" type="checkbox"/> Redundant Internal connectivity	
	<input type="checkbox"/> Selectable bandwidth up to ____ Gbps	
	<input type="checkbox"/> Maximum usable IPs ____	
	<input type="checkbox"/> Load Balancing Ports	
	<input type="checkbox"/> Load balancing protocols	
	<input checked="" type="checkbox"/> Anti-DDOS protection systems or services	
	<input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: ____ Firewall includes built-in IPS capabilities	
	<input checked="" type="checkbox"/> Network traffic isolation, please specify: ____ Segregation of VLANs	
	<input type="checkbox"/> Shared or dedicated bandwidth, please specify: ____	
	<input 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 ____	
<b>22</b>	<b>Storage redundancy and elasticity</b>	The following storage redundancy and elasticity options are available:
	<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 checked="" type="checkbox"/> Storage traffic isolation, please specify: ____ dedicated storage traffic layer (via fiber channel)	
	<input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: ____	
	<input type="checkbox"/> Quality of service storage traffic control services	
	<input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify: ____ No max limit set, storage will be added when utilization reaches 75%	
	<input checked="" type="checkbox"/> Maximum storage capacity for single user, please specify: ____ Based on customer's subscription on storage	



	<input type="checkbox"/> Maximum expandable storage, please specify:		
	<input type="checkbox"/> Alerts to be sent for unusual high usage		
	<input type="checkbox"/> Minimum storage I / O performance during peak periods		
	<input type="checkbox"/> Minimum period to scale up storage I / O throughput		