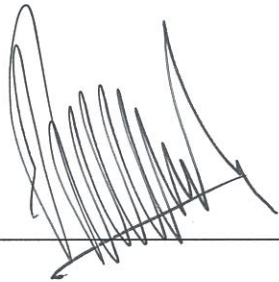

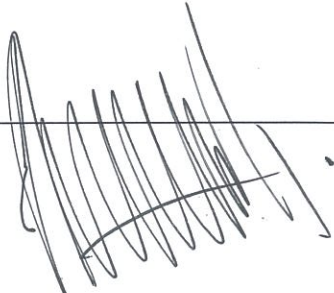


## Cloud service provider disclosure

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

<b>Cloud Service Provider Contact Information</b>	
Company name: <u>Ascenix Pte. Ltd.</u>	 
Primary address: <u>25 Kallang Avenue, #05-04</u>	
<u>Singapore 339416</u>	
Web address: <u>http://ascenix.net</u>	
Contact name: <u>Kenneth Yeo</u>	
Contact number: <u>6392 2272</u>	
<b>Certification Body Contact Information</b>	
Company name: <u>DNV Business Assurance Pte. Ltd.</u>	
Web address: <u>http://www.dnvba.com/sg</u>	
Contact name: <u>Mr. Ros Oh</u>	
Contact email: <u>Ros.Oh@dnvgl.com</u>	
<b>Cloud Service Provider Background</b>	
Overview of service offering:	
<u>- Offering of cloud computing as remote hot backup system and Disaster Recovery sites as part of customer BCP.</u>	
Service model:	
<input checked="" type="checkbox"/> Virtual machine instances owned by the user	
<input type="checkbox"/> Network facilities	
<input type="checkbox"/> Compliance with applicable standards	
Deployment model:	
<input checked="" type="checkbox"/> Private cloud	
<input type="checkbox"/> Community cloud	
<input checked="" type="checkbox"/> Hybrid cloud	
<input checked="" type="checkbox"/> Public cloud	



Tier:

Level 1

Level 2

Level 3


No.	Criteria	Description	Remarks
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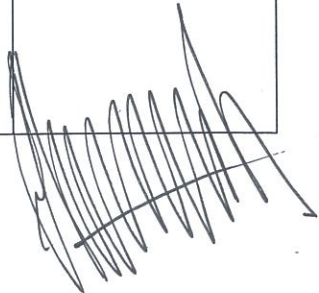
Legal and Compliance


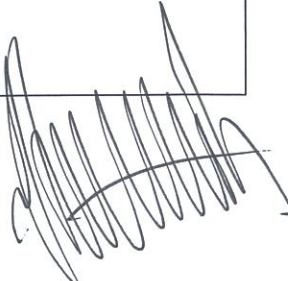
1.	Right to audit	<p>The user has the right to audit:</p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Virtual machine instances owned by the user</li><li><input type="checkbox"/> Network facilities</li><li><input type="checkbox"/> Compliance with applicable standards</li><li><input type="checkbox"/> Technical controls</li><li><input type="checkbox"/> Policies and governance</li><li><input checked="" type="checkbox"/> Data centre facilities</li><li><input type="checkbox"/> Others _____</li><li><input type="checkbox"/> None</li></ul> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Virtual machine instances owned by the user</li><li><input type="checkbox"/> Network facilities</li><li><input type="checkbox"/> Compliance with applicable standards</li><li><input type="checkbox"/> Technical controls</li><li><input type="checkbox"/> Policies and governance</li><li><input checked="" type="checkbox"/> Data centre facilities</li><li><input type="checkbox"/> Others _____</li><li><input type="checkbox"/> None</li></ul> <p>Audit / assessment reports that can be made available on request:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Penetration test</li><li><input type="checkbox"/> Threat and vulnerability risk assessment</li><li><input type="checkbox"/> Vulnerability scan</li><li><input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation)</li></ul>	
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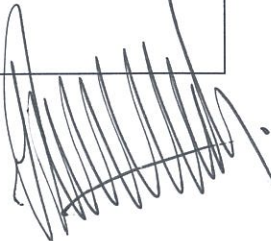
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		Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	
2.	Compliance	<p>The following guidelines / standards / regulations are adhered to:</p> <p><input checked="" type="checkbox"/> Singapore Personal Data Protection Act</p> <p><input checked="" type="checkbox"/> ISO / IEC 27001</p> <p><input type="checkbox"/> ISO 9000</p> <p><input type="checkbox"/> ISO / IEC 20000</p> <p><input type="checkbox"/> CSA Open Certification Framework</p> <p><input type="checkbox"/> PCI-DSS</p> <p><input type="checkbox"/> Others _____</p>	
<b>Data Control</b>			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: <u>Systems configuration files, logs, etc.</u></p> <p>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <p><input type="checkbox"/> Advertising or marketing</p> <p><input checked="" type="checkbox"/> Statistics analysis on usage</p> <p><input type="checkbox"/> Others _____</p>	
4.	Data retention	<p>Data deleted by the user is retained as follows:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Deleted immediately</p> <p>Log data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period as follows: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Not retained</p> <p>User data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud user:</p>	



		<input type="checkbox"/> Log data <input type="checkbox"/> Other _____	
5.	Data sovereignty	<p>The primary data locations are:</p> <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____ <p>The backup data locations are:</p> <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____ <p>No. of countries in which data centres are operated: _____</p> <p>The user's data stored in the cloud environment will never leave the locations specified in item 5:</p> <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 <p>User's consent is required prior to transferring data to a location not specified in item 5 or a third party:</p> <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 <p><i>Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is</i></p>	 


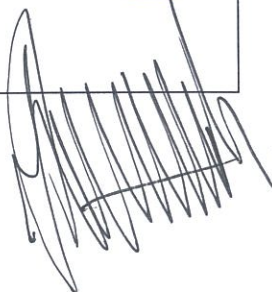


		<i>stored. In addition, users should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.</i>	
6.	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template 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	<p>The committed network uptime is:</p> <input checked="" type="checkbox"/> 99.9 _____ % <input checked="" type="checkbox"/> Varies according to price plan <p>The committed system uptime is:</p> <input checked="" type="checkbox"/> 99.9 _____ % <input checked="" type="checkbox"/> Varies according to price plan <p>The cloud environment has the following single points of failure:</p> <input checked="" type="checkbox"/> <u>Server hardware such as motherboard, CPU, etc.</u> <input type="checkbox"/> none	
8.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input 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: _____ _____	
9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <input checked="" type="checkbox"/> Network failure <u>Liability: 5% Service Credits if Service Level Objective (99.9%) not achieved, capped at maximum of 100% of Service Credits.</u> <input checked="" type="checkbox"/> Infrastructure failure <u>Liability: 5% Service Credits if Service Level Objective (99.9%) not</u>	 



		<p><u>achieved, capped at maximum of 100% of Service Credits.</u></p> <p><input checked="" type="checkbox"/> Virtual machine instance failure</p> <p>Liability: <u>5% Service Credits if Service Level Objective (99.9%) not achieved, capped at maximum of 100% of Service Credits.</u></p> <p><input type="checkbox"/> Migrations</p> <p>Liability: _____</p> <p><input checked="" type="checkbox"/> Unscheduled downtime</p> <p>Liability: <u>5% Service Credits if Service Level Objective (99.9%) not achieved, capped at maximum of 100% of Service Credits.</u></p> <p><input type="checkbox"/> Database failure</p> <p>Liability: _____</p> <p><input type="checkbox"/> Monitoring failure</p> <p>Liability: _____</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 type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input 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 type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <p><input type="checkbox"/> Allow role-based access control (RBAC)</p> <p><input type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates</p> <p><input type="checkbox"/> Track and manage the lifecycle of each service</p> <p><input type="checkbox"/> Track consumption of services</p> <p><input type="checkbox"/> Others: _____</p>	



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12.	Incident and problem management	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email</p> <p><input checked="" type="checkbox"/> Access via portal</p> <p><input checked="" type="checkbox"/> Access via phone support</p> <p><input type="checkbox"/> Direct access to support engineers</p> <p>Availability of support:</p> <p><input checked="" type="checkbox"/> 24 x 7</p> <p><input type="checkbox"/> During office hours support, please specify the hours of operations: _____</p> <p><input type="checkbox"/> After office hours support, please specify the hours of operations: _____</p> <p>Service response time: <u>1 hour</u></p> <p>The following are available to users upon request:</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances</p> <p><input type="checkbox"/> Incident management assistance</p> <p>Incident response time: <u>1 hour</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> <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)</p> <p><input checked="" type="checkbox"/> Fixed pricing <u>Yearly / Monthly</u> (up to yearly/monthly/daily)</p> <p><input type="checkbox"/> Other pricing model _____</p> <p><input type="checkbox"/> Not disclosed</p> <p><input checked="" type="checkbox"/> Available billing history: Up to <u>84</u> Months</p>	
14.	Data portability	<p>Importable VM formats: <u>Hyper-V VHD/VHDX</u></p> <p>Downloadable formats: <u>Hyper-V VHD/VHDX</u></p> <p>Supported operating systems: <u>Microsoft Hyper-V compatible systems</u></p> <p>Language versions of supported operating systems:</p>	 



		<p>_____</p> <p>Supported database formats: _____</p> <p>API:</p> <p><input type="checkbox"/> Common _____</p> <p><input type="checkbox"/> Customised _____</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 type="checkbox"/> Other methods _____</p> <p>_____</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 checked="" type="checkbox"/> IPv6 access is supported</p> <p><input type="checkbox"/> Other access methods _____</p> <p>_____</p> <p>_____</p> <p>Public access speed (shared bandwidth) in Mbps:  <u>10Mbps, 100Mbps(optional)</u></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 type="checkbox"/> Automatic provisioning</p> <p><input checked="" type="checkbox"/> User customisable provisioning</p>	
			
Security Configurations			
18.	Security configuration enforcement	<p>Security configuration enforcement checks are performed:</p> <p><input checked="" type="checkbox"/> Manually</p>	



	checks	<input type="checkbox"/> Using automated tools  How often are enforcement checks being performed to ensure all security configurations are applied? _____	
19.	Multi-tenancy	<input checked="" type="checkbox"/> Distinct physical hosts <input checked="" type="checkbox"/> Distinct physical network infrastructure <input type="checkbox"/> Virtual instance grouping <input checked="" type="checkbox"/> User definable security domains <input checked="" type="checkbox"/> User customisable firewall <input checked="" type="checkbox"/> User definable access policies	
Service Elasticity			
20.	Capacity elasticity	The following capacity elasticity options are available: <input type="checkbox"/> Programmatic interface to scale up or down <input checked="" type="checkbox"/> Mean time to start and end new virtual instances <u>1 hour</u> <input type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input checked="" type="checkbox"/> Minimum duration to scale up computing resources <u>1 month</u> <input checked="" type="checkbox"/> Minimum additional capacity guaranteed per account <u>1 core and 2GB RAM</u> (number of cores and GB memory)	
21.	Network resiliency and elasticity	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 checked="" type="checkbox"/> Selectable bandwidth up to <u>100</u> Mbps <input type="checkbox"/> Maximum usable IPs _____ <input type="checkbox"/> Load balancing ports _____ <input type="checkbox"/> Load balancing protocols _____ <input type="checkbox"/> Anti-DDOS protection systems or services <input type="checkbox"/> Defence-in-depth mechanisms, please specify: _____ _____	



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		<input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>VLAN</u> <hr/> <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>Both shared and dedicated</u> <hr/> <input type="checkbox"/> QoS traffic control services <input type="checkbox"/> Alerts to be sent for unusual high usage <input checked="" type="checkbox"/> Minimum performance during peak periods <u>1Mbps</u> <input checked="" type="checkbox"/> Minimum period to scale up network throughput <u>1 biz. day.</u>	
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 checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>Private network via iSCSI</u> <hr/> <input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>Shared</u> <hr/> <input type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: <hr/> <input type="checkbox"/> Maximum storage capacity for single user, please specify: <hr/> <input type="checkbox"/> Maximum expandable storage, please specify: <hr/> <input type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum storage I / O performance during peak periods <hr/> <input type="checkbox"/> Minimum period to scale up storage I / O throughput <hr/>	