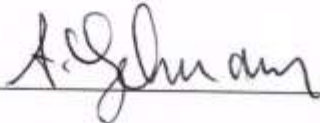# Cloud service provider disclosure

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: AUCTORIZIUM PTE LTD

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GOLDHILL CENTRE

SINGAPORE 307623

Web address: http://auctorizium.com

Contact name: R RAJESHKUMAR

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## Certification Body Contact Information

Company name: TÜV Rheinland Singapore Pte Ltd

Web address: www.tuv.com

Contact name: Andreas Gehrmann

Contact email: andreas.gehrmann@tuv.com

## Cloud Service Provider Background

Overview of service offering:

Data Hosting Service for the ICAO Public Key Directory (Software as a Service). Service includes: Compute, Storage, Network connectivity, Data Backup, Application development, Integrity Check for Data

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 | The user has the right to audit:<br><br>☐ Virtual machine instances owned by the user<br><br>☒ Network facilities<br><br>☒ Compliance with applicable standards<br><br>☐ Technical controls<br><br>☒ Policies and governance<br><br>☐ Data centre facilities<br><br>☐ Others _____<br><br>☐ None<br><br>Regulators recognised by Singapore law have the right to audit:<br><br>☐ Virtual machine instances owned by the user<br><br>☐ Network facilities<br><br>☒ Compliance with applicable standards<br><br>☐ Technical controls<br><br>☐ Policies and governance<br><br>☐ Data centre facilities<br><br>☐ Others _____<br><br>☐ None<br><br>Audit / assessment reports that can be made available on request:<br><br>☒ Penetration test<br><br>☐ Threat and vulnerability risk assessment<br><br>☒ Vulnerability scan<br><br>☒ Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation) | |
| 2. | Compliance | The following guidelines / standards / regulations are adhered to: | |

| | | |
|---|---|---|
| | | ☒ Singapore Personal Data Protection Act |
| | | ☒ ISO / IEC 27001 |
| | | ☐ ISO 9000 |
| | | ☐ ISO / IEC 20000 |
| | | ☐ CSA Open Certification Framework |
| | | ☐ PCI-DSS |
| | | ☐ Others |

**Data Control**

| | | |
|---|---|---|
| 3. | Data ownership | All data on the cloud service is owned by the cloud user except for:_____ |
| | | The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following: |
| | | ☐ Advertising or marketing |
| | | ☒ Statistics analysis on usage |
| | | ☐ Others_____ |
| 4. | Data retention | Data deleted by the user is retained as follows: |
| | | ☐ Minimum data retention period is: _____ |
| | | ☐ Maximum data retention period is: _____ |
| | | ☒ Deleted immediately |
| | | Log data is retained for a period of: |
| | | ☒ Minimum data retention period as follows: 5 years |
| | | ☐ Maximum data retention period is: _____ |
| | | ☐ Not retained |
| | | User data is retained for a period of: |
| | | ☒ Minimum data retention period is: 5 years |
| | | ☐ Maximum data retention period is: _____ |
| | | ☐ Not retained |
| | | The following types of data are available for download by the cloud user: |
| | | ☐ Log data |
| | | ☐ Other_____ |

| 5. | Data sovereignty | The primary data locations are:<br><br>☒ Singapore<br><br>☒ Asia Pacific: Bangkok<br><br>☐ Europe_____<br><br>☐ United States<br><br>☐ Other_____<br><br>The backup data locations are:<br><br>☐ Singapore<br><br>☐ Asia Pacific_____<br><br>☐ Europe_____<br><br>☐ United States<br><br>☐ Other_____<br><br>No. of countries in which data centres are operated: 5<br><br>The user's data stored in the cloud environment will never leave the locations specified in item 5:<br><br>☒ Yes<br><br>☐ Yes, except as required by law<br><br>☐ Yes, except as noted: _____<br><br>☐ No<br><br>User's consent is required prior to transferring data to a location not specified in item 5 or a third party:<br><br>☒ Yes<br><br>☐ Yes, except as required by law<br><br>☐ Yes, except as noted: _____<br><br>☐ No<br><br>*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.* | |

| 6. | Non-disclosure | ☒ Non-disclosure agreement template can be provided by Cloud Service Provider | |
| --- | --- | --- | --- |
| | | ☐ Cloud Service Provider may use customer's NDA (pending legal review) | |

**Provider Performance**

| 7. | Availability | The committed network uptime is:<br><br>☒ 99.97%<br><br>☐ Varies according to price plan<br><br>The committed system uptime is:<br><br>☒ 99.97%<br><br>☐ Varies according to price plan<br><br>The cloud environment has the following single points of failure:<br><br>☐ _____<br><br>☒ none | |
| --- | --- | --- | --- |
| 8. | BCP / DR | ☒ Disaster recovery protection<br><br>☐ Backup and restore service<br><br>☐ User selectable backup plans<br><br>☐ Escrow arrangements<br><br>☐ No BCP / DR is available<br><br>☐ RPO_____<br><br>☐ RTO_____<br><br>☐ Others, please specify: _____<br><br>_____ | |
| 9. | Liability | The following terms are available for the users on failure of the provider to meet the service commitment:<br><br>☐ Network failure<br><br>Liability: _____<br><br>☐ Infrastructure failure<br><br>Liability: _____<br><br>☐ Virtual machine instance failure<br><br>Liability:_____ | Covered by SLA in individual contracts. |

|  |  |  |  |
|---|---|---|---|
|  |  | ☐ Migrations |  |
|  |  | Liability:_____ |  |
|  |  | ☐ Unscheduled downtime |  |
|  |  | Liability:_____ |  |
|  |  | ☐ Database failure |  |
|  |  | Liability:_____ |  |
|  |  | ☐ Monitoring failure |  |
|  |  | Liability:_____ |  |

| Service Support | | | |
|---|---|---|---|
| 10. | Change management | The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:<br><br>☒ Communication plan and procedures for proactive notification<br><br>☒ Assistance in migration to new services when legacy solutions are discontinued<br><br>☒ Ability to remain on old versions for a defined time period<br><br>☒ Ability to choose timing of impact |  |
| 11. | Self-service provisioning and management portal | Provide self-service provisioning and management portal for users to manage cloud services:<br><br>☒ Yes<br><br>☐ No<br><br>If yes, describe the functions of the self-service provisioning and management portal provided:<br><br>☒ Allow role-based access control (RBAC)<br><br>☐ Manage resource pools (e.g. VMs, storage, and network) and service templates<br><br>☐ Track and manage the lifecycle of each service<br><br>☐ Track consumption of services<br><br>☐ Others: _____ |  |
| 12. | Incident and problem management | Delivery mode of support:<br><br>☒ Access via email |  |

| | | | |
|---|---|---|---|
| | | ☐ Access via portal | |
| | | ☒ Access via phone support | |
| | | ☒ Direct access to support engineers | |
| | | Availability of support: | |
| | | ☐ 24 x 7 | |
| | | ☒ During office hours support, please specify the hours of operations: 08:00 to 22:00 | |
| | | ☐ After office hours support, please specify the hours of operations: _____ | |
| | | Service response time: 2 hours | |
| | | The following are available to users upon request: | |
| | | ☐ Permanent access to audit records of customer instances | |
| | | ☒ Incident management assistance | |
| | | Incident response time: 2 hours | |
| | | Mean time to repair on detection of faults: 6 hours | |
| 13. | Billing | The following billing modes are available (please elaborate granularity of charges and measurement): | Billing details are covered by confidentiality clause in contracts |
| | | ☐ 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) | |
| | | ☐ Fixed pricing _____ (up to yearly/monthly/daily) | |
| | | ☐ Other pricing model _____ | |
| | | ☒ Not disclosed | |
| | | ☐ Available billing history: _____ Months | |
| 14. | Data portability | Importable VM formats: _____ | |
| | | Downloadable formats: LDIF | |
| | | Supported operating systems: ALL | |
| | | Language versions of supported operating systems: | |
| | | _____ | |
| | | Supported database formats: X.500 | |
| | | API: | |

| | | | |
|---|---|---|---|
| | | ☒ Common LDAP<br><br>☐ Customised _____<br><br>Upon service termination, data is available through:<br><br>☐ Physical media<br><br>☒ Standard methods as described above<br><br>☐ Other methods _____<br><br>_____ | |
| 15. | Access | Type of access to the service is through:<br><br>☒ Public access<br><br>☐ Private access (e.g. VPN, dedicated link)<br><br>☐ IPv6 access is supported<br><br>☒ Other access methods : 2-way SSL, One way SSL with username/password<br><br>Public access speed (shared bandwidth) in Mbps:<br>2Mbps | |
| 16. | User management | ☐ Identity management<br><br>☒ Role based access control<br><br>☐ Federated access model<br><br>☐ Integration with Identity management solutions<br><br>☐ Others_____ | |
| 17. | Lifecycle | The cloud user may select the following for service upgrades and changes:<br><br>☐ Automatic provisioning<br><br>☒ User customisable provisioning | |
| Security Configurations | | | |
| 18. | Security configuration enforcement checks | Security configuration enforcement checks are performed:<br><br>☒ Manually<br><br>☒ Using automated tools<br><br>How often are enforcement checks being performed to ensure all security configurations are applied?<br><br>Monthly | |

| 19. | Multi-tenancy | ☐ Distinct physical hosts<br><br>☐ Distinct physical network infrastructure<br><br>☒ Virtual instance grouping<br><br>☐ User definable security domains<br><br>☐ User customisable firewall<br><br>☐ User definable access policies | Controlled using ACIs in X.500 directory |
|---|---|---|---|

**Service Elasticity**

| 20. | Capacity elasticity | The following capacity elasticity options are available:<br><br>☐ Programmatic interface to scale up or down<br><br>☐ Mean time to start and end new virtual instances _____<br><br>☐ Alerts to be sent for unusual high usage<br><br>☐ Minimum performance during peak periods_____<br><br>☐ Minimum duration to scale up computing resources _____<br><br>☐ Minimum additional capacity guaranteed per account _____ (number of cores and GB memory) | Service Levels in terms of Response times are defined inn individual contracts. Capacity management is not done by user |
|---|---|---|---|
| 21. | Network resiliency and elasticity | The following network resiliency and elasticity options are available:<br><br>☒ Redundant Internet connectivity links<br><br>☐ Redundant Internal connectivity<br><br>☐ Selectable bandwidth up to _____Mbps<br><br>☐ Maximum usable IPs _____<br><br>☐ Load balancing ports_____<br><br>☐ Load balancing protocols_____<br><br>☒ Anti-DDOS protection systems or services<br><br>☒ Defence-in-depth mechanisms, please specify: IPS+Firewall<br><br>☒ Network traffic isolation, please specify: Network Segmentation with dual firewall layer<br><br>☒ Shared or dedicated bandwidth, please specify: Dedicated bandwidth of 2 Mbps<br><br>☐ QoS traffic control services<br><br>☒ Alerts to be sent for unusual high usage<br><br>☐ Minimum performance during peak periods_____ | |

| | | |
|---|---|---|
| | | ☐ Minimum period to scale up network throughput _____ |
| 22. | Storage redundancy and elasticity | The following storage redundancy and elasticity options are available:<br><br>☐ Redundant storage connectivity links within each data centre<br><br>☒ Redundant storage connectivity links between data centres belonging to the same cloud<br><br>☐ Storage traffic isolation, please specify: _____<br>_____<br><br>☐ Shared or dedicated storage network bandwidth, please specify:<br>_____<br><br>☐ Quality of service storage traffic control services<br><br>☐ Maximum storage capacity for entire cloud, please specify:<br>_____<br><br>☐ Maximum storage capacity for single user, please specify:<br>_____<br><br>☐ Maximum expandable storage, please specify:<br>_____<br><br>☐ Alerts to be sent for unusual high usage<br><br>☐ Minimum storage I / O performance during peak periods<br>_____<br><br>☐ Minimum period to scale up storage I / O throughput |