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: Clearmanage Pte Ltd

Primary address: 29 Tai Seng Street, #04-05,

Jackson Design Hub, Singapore 534120

Web address: www.clearmanage.com

Contact name: Alex Ng

Contact number: +65 6635 6182

Contact email: info@clearmanage.com

Certification Body Contact Information

Company name: Certification International (Singapore) Pte Ltd

Web address: http://www.cert-ints.com.sg/

Contact name: Mr Bhavesh Kumar

Contact email: bhavesh@cert-ints.com.sg

Cloud Service Provider Background

Overview of service offering:

Provision of services using SaaS and IaaS model for cloud services including software, application, cloud infrastructure and cloud hosting for private, hybrid and public cloud service for government and enterprises.

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

Deployment model:

- [x] Private cloud
- [x] Community cloud
- [x] Hybrid cloud
- [x] Public cloud

Tier:

- [x] Level 1
- [x] Level 2
- [x] Level 3

No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	The user has the right to audit: ☒ Virtual machine instances owned by the user ☒ Network facilities ☒ Compliance with applicable standards ☒ Technical controls ☒ Policies and governance ☒ Data centre facilities ☐ Others _____ ☐ None Regulators recognised by Singapore law have the right to audit: ☒ Virtual machine instances owned by the user ☒ Network facilities ☒ Compliance with applicable standards ☒ Technical controls ☒ Policies and governance ☒ Data centre facilities ☐ Others _____ ☐ None Audit / assessment reports that can be made available on request: ☒ Penetration test ☒ Threat and vulnerability risk assessment ☒ Vulnerability scan ☒ Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	With cost Under some circumstances e.g. legal requirements or for tender compliance Due to the sensitivity of such reports only available when there is strong justification, criminal investigation and having direct impact to the specific customer.
2.	Compliance	The following guidelines / standards / regulations are adhered to: ☒ Singapore Personal Data Protection Act ☒ ISO / IEC 27001	Only pertaining to protection of the cloud infrastructure

		☐ ISO 9000 ☐ ISO / IEC 20000 ☒ CSA Open Certification Framework ☐ PCI-DSS ☒ Others SS 584 : 2013 Tier 3 for IaaS, Tier 1 for IaaS and SaaS	in which customer personal data will reside on.
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: <u>daily, 2 days retention</u> ☒ Maximum data retention period is: <u>weekly</u> ☐ Deleted immediately Log data is retained for a period of: ☒ Minimum data retention period as follows: ____3 months____ ☒ Maximum data retention period is: <u>12 months</u> ☐ Not retained User data is retained for a period of: ☒ Minimum data retention period is: <u>daily, 2 days retention</u> ☒ Maximum data retention period is: <u>weekly</u> ☐ Deleted immediately The following types of data are available for download by the cloud user: ☐ Log data ☐ Other _____	Information is based on CSP backup policy, customer can opt for longer retention period and define backup policy Only applicable to cloud infrastructure log data only Information is based on CSP backup policy, customer can opt for longer retention period and define backup policy
5.	Data sovereignty	The primary data locations are: ☒ Singapore	

		☐ Asia Pacific _____ ☐ Europe_____ ☐ United States ☐ Other _____ The backup data locations are: ☒ Singapore ☐ Asia Pacific_____ ☐ Europe_____ ☐ United States ☐ Other _____ No. of countries in which data centres are operated: _____1_____ The user's data stored in the cloud environment will never leave the locations specified in item 5: ☒ Yes ☐ Yes, except as required by law ☐ Yes, except as noted: _____ ☐ No User's consent is required prior to transferring data to a location not specified in item 5 or a third party: ☒ Yes ☐ Yes, except as required by law ☐ Yes, except as noted: _____ ☐ No *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: ☐ _____% ☒ Varies according to price plan The committed system uptime is: ☐ _____% ☒ Varies according to price plan The cloud environment has the following single points of failure: ☐ _____ ☒ none	The infrastructure and software services are capable of supporting up to 99.9% SLA requirements for network and systems.
8.	BCP / DR	☒ Disaster recovery protection ☒ Backup and restore service ☒ User selectable backup plans ☐ Escrow arrangements ☐ No BCP / DR is available ☒ RPO_____24 hour_____ ☒ RTO_____40 mins_____ ☒ Others, please specify: ___User selectable DR service___ _____	
9.	Liability	The following terms are available for the users on failure of the provider to meet the service commitment: ☒ Network failure Liability: _based on SLA terms_____ ☒ Infrastructure failure Liability: _based on SLA terms_____ ☒ Virtual machine instance failure Liability: __based on SLA terms_____ ☒ Migrations Liability: __based on SLA terms_____	

		☒ Unscheduled downtime Liability _based on SLA terms_ ☐ Database failure Liability:_____ ☒ Monitoring failure Liability:_based on SLA terms_____	
Service Support			
10.	Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services: ☒ Communication plan and procedures for proactive notification ☒ Assistance in migration to new services when legacy solutions are discontinued ☒ Ability to remain on old versions for a defined time period ☒ 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: ☐ Yes ☒ No If yes, describe the functions of the self-service provisioning and management portal provided: ☐ Allow role-based access control (RBAC) ☐ Manage resource pools (e.g. VMs, storage, and network) and service templates ☐ Track and manage the lifecycle of each service ☐ Track consumption of services ☐ Others: _____ _____	
12.	Incident and problem management	Delivery mode of support: ☒ 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: _____ ☐ After office hours support, please specify the hours of operations: _____ Service response time: within 4-8 hours The following are available to users upon request: ☐ Permanent access to audit records of customer instances ☒ Incident management assistance Incident response time: Within 2 hrs for P1 Incident Mean time to repair on detection of faults: _2 hrs for P1 Incident	Only for premium or selected services.
13.	Billing	The following billing modes are available (please elaborate granularity of charges and measurement): ☒ 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_Partnership model with ISV_____ ☐ Not disclosed ☐ Available billing history: _____Months	
14.	Data portability	Importable VM formats: _OVF_____ Downloadable formats: _OVF_____ Supported operating systems: _Windows, linux_____ Language versions of supported operating systems: _English_____ Supported database formats: _SQL, CSV_____ API: ☐ Common _____ ☐ Customised _____	

		Upon service termination, data is available through: ☒ Physical media ☐ Standard methods as described above ☐ Other methods _____ _____	Media to be provided by client
15.	Access	Type of access to the service is through: ☒ Public access ☒ Private access (e.g. VPN, dedicated link) ☒ IPv6 access is supported ☐ Other access methods _____ Public access speed (shared bandwidth) in Mbps: _____	VPN + 2FA required
16.	User management	☒ Identity management ☒ Role based access control ☐ Federated access model ☐ Integration with Identity management solutions ☐ Others_____	
17.	Lifecycle	The cloud user may select the following for service upgrades and changes: ☐ Automatic provisioning ☒ User customisable provisioning	Thru service requests for infrastructure components
Security Configurations			
18.	Security configuration enforcement checks	Security configuration enforcement checks are performed: ☒ Manually ☒ Using automated tools How often are enforcement checks being performed to ensure all security configurations are applied? ___Daily_____	
19.	Multi-tenancy	☒ Distinct physical hosts ☒ Distinct physical network infrastructure	Only for private cloud customer

		☒ Virtual instance grouping ☐ User definable security domains ☒ User customisable firewall ☐ User definable access policies	Only when client opt for dedicated vFirewall

Service Elasticity			
20.	Capacity elasticity	The following capacity elasticity options are available: ☐ Programmatic interface to scale up or down ☐ Mean time to start and end new virtual instances _____ ☒ Alerts to be sent for unusual high usage ☐ Minimum performance during peak periods_____ ☐ Minimum duration to scale up computing resources _____ ☒ Minimum additional capacity guaranteed per account <u>10% or 20% </u>(number of cores and GB memory)	 With cost involved

21.	Network resiliency and elasticity	The following network resiliency and elasticity options are available:
		
		☒ Redundant Internet connectivity links
		
		☒ Redundant Internal connectivity
		
		☒ Selectable bandwidth up to _____Mbps
		
		☒ Maximum usable IPs _____
		
		☒ Load balancing ports_____
		
		☒ Load balancing protocols_____
		
		☒ Anti-DDOS protection systems or services
		
		☒ Defence-in-depth mechanisms, please specify:
		  - <u>2-3 tiers of firewall</u>
		  - <u>Network IPS</u>
		  - <u>Host IPS</u>
		  - <u>IDA CWC</u>
		  - <u>24x7 security monitoring</u>
		  - <u>APT detection</u>
		  - <u>Breach detection and prevention</u>
		  - <u>Information leakage and defacement detection and prevention</u>
		  - <u>Inbound and outbound security</u>
		  - <u>Virtual patching</u>
		  - <u>Web application firewall</u>
		  - <u>Anti Malware</u>
		  - <u>Log monitoring</u>
		  - <u>File Integrity</u>
		  - <u>Web & File Reputation</u>
			Depends on customers' requirements

		- Software/application inventory monitoring	
		☒ Network traffic isolation, please specify: <u>Isolated Customer Zones via VLAN and VRF</u>	
		☒ Shared or dedicated bandwidth, please specify: _____ <u>Base on customers' requirement</u>	
		☐ QoS traffic control services	
		☒ Alerts to be sent for unusual high usage	
		☐ Minimum performance during peak periods_____	
		☒ Minimum period to scale up network throughput <u>1 working day.</u>	
22.	Storage redundancy and elasticity	The following storage redundancy and elasticity options are available: ☒ Redundant storage connectivity links within each data centre ☐ Redundant storage connectivity links between data centres belonging to the same cloud ☒ Storage traffic isolation, please specify: <u>Dedicated Storage Private Network</u> ☒ Shared or dedicated storage network bandwidth, please specify: <u>Dedicated Storage Private Network</u> ☐ Quality of service storage traffic control services ☐ Maximum storage capacity for entire cloud, please specify: ☐ Maximum storage capacity for single user, please specify: ☐ Maximum expandable storage, please specify: ☒ Alerts to be sent for unusual high usage ☐ Minimum storage I / O performance during peak periods ☐ Minimum period to scale up storage I / O throughput	Customizable based on customers' requirements