

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

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Cloud Service Provider Background

Overview of service offering:

Dynamics365 is a suit of intelligent applications that bring CRM software including customer relationship, sales, field service and project service together to help connect data across sources, drive intelligent decisions and outcomes and transform customer process from end to end.

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> <ul style="list-style-type: none"><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 <p><input type="checkbox"/> None</p> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"><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 type="checkbox"/> Policies and governance<input type="checkbox"/> Data centre facilities<input type="checkbox"/> _____ Others <p><input type="checkbox"/> None</p> <p>Audit / assessment reports that can be made available on request:</p> <ul style="list-style-type: none"><input type="checkbox"/> Penetration test<input type="checkbox"/> Threat and vulnerability risk assessment<input 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)	<p>Microsoft provides customers with detailed information about our security and compliance programs, including audit reports and compliance packages, to help customers assess our services against their own legal and regulatory requirements.</p> <p>In addition, Microsoft has developed an extensible compliance framework that enables it to design and build services using a single set of controls to speed up and simplify compliance across a diverse set of regulations and rapidly adapt to changes in the regulatory landscape.</p> <p>We provide financial sector customers with a Regulator Right to Examine, which includes access to a number of audit-related materials and an opportunity to discuss with our auditor.</p> <p>As part of Dynamics CRM Online Independent Verification of security posture, the environment undergoes 3rd party</p>

			<p>penetration testing against the environment. In addition, the 3rd Party assessor, conducts detailed review of Risk Assessment and Vulnerability Scans. The findings of these assessments are documented within their assessment(s). Additional information on Independent</p> <p>Verification can be found here: http://www.microsoft.com/en-us/dynamics/crmtrust-center.aspx http://www.microsoft.com/online/legal/v2/en-us/MOS_PTC_Security_Audit.htm</p>
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 checked="" type="checkbox"/> CSA Open Certification Framework</p> <p><input type="checkbox"/> PCI-DSS</p> <p><input checked="" type="checkbox"/> Others _____SOC1, SOC2_(SSAE16/ISAE 3402); CSA Cloud Controls Matrix, FedRAMP (US Only); HIPAA BAA and other listed in remarks._____</p>	<p>Independently verified. By providing customers with compliant, independently verified cloud services, Microsoft makes it easier for customers to achieve compliance for the infrastructure and applications they run. Microsoft provides customers with detailed information about our security and compliance programs, including audit reports and compliance packages, to help customers assess our services against their own legal and regulatory requirements. Microsoft Dynamics CRM Online is compliant to the</p>

			<p>following certifications:</p> <ul style="list-style-type: none"> <input type="checkbox"/> ISO/IEC 27001:2013 <input type="checkbox"/> SOC 1 and SOC 2 SSAE 16/ISAE 3402 Type 1 and Type 2 <input type="checkbox"/> FedRAMP/FISMA <input type="checkbox"/> Data Processing Agreements (DPAs) <input type="checkbox"/> European Union (EU) Model Clauses <p>List of Certifications for Microsoft Dynamics CRM Online : http://www.microsoft.com/en-us/dynamics/crmtrust-center.aspx</p> <p>Microsoft's privacy representative for Singapore can be reached at the following address: Microsoft Operations Pte Ltd Attn: Frederic Blanchi, Privacy Officer 1 Marina Boulevard, #22-01, One Marina Boulevard Singapore 018989</p>
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Data Control

3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: _____</p> <p>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Advertising or marketing <input checked="" type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others 	<p>The following lists several frequently asked questions with regards to data ownership: http://www.microsoft.com/online/legal/v2/?docid=25</p>
4.	Data retention	<p>Data deleted by the user is retained as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Minimum data retention period is: ___90___ 	<p>For Dynamics 365 Online, upon request, Tenant Admin can download technical documentation on</p>

		<p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input 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: <u>90</u> _____</p> <p><input 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: _____ Default is 90 days after closure of storage account. _____</p> <p><input type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud user:</p> <p><input type="checkbox"/> Log data</p> <p><input type="checkbox"/> Other _____</p>	<p>deleting Tenant and User data. These guides can be requested via customer support service. On log data retention, this varies by type of log. Logs controlled by the user are retained for whatever period the user sets. Most, but not all, platform logs are retained 90 days. Users can download logs maintained within their own subscription</p>
5.	Data sovereignty	<p>The primary data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input type="checkbox"/> Asia Pacific _____</p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other _____</p> <p>The backup data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input checked="" type="checkbox"/> Asia Pacific <u>Hong Kong</u> _____</p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other _____</p> <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>	<p>Customers can choose their data locations and their data will stay within that location they specify (Singapore and Hong Kong), this includes service logs that contain customer authored data.</p> <p>Please find the details of Dynamics 365 data centre locations here: http://www.microsoft.co.uk/m/online/legal/v2/?docid=25</p> <p>Dynamics 365</p>

		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input checked="" type="checkbox"/> Yes, except as noted: _____Trust Center _____ <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 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 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></p>	Trust Centre link: http://www.microsoft.com/en-us/dynamics/crmtrust-center.aspx
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)	Non-disclosure is addressed in the service agreement, which includes the following commitment: Microsoft will not disclose Customer Data to a third party (including law enforcement, other government entity, or civil litigant; excluding our subcontractors) except as Customer directs or unless required by law. Should a third party contact Microsoft with a demand for Customer Data, Microsoft will attempt to redirect the third party to request that data directly from Customer. As part of that, Microsoft may provide Customer's basic

			contact information to the third party. If compelled to disclose Customer Data to a third party, Microsoft will promptly notify Customer and provide a copy of the demand, unless legally prohibited from doing so.
Provider Performance			
7.	Availability	<p>The committed network uptime is:</p> <p><input type="checkbox"/> _____ 99.9 to 99.95 _____ %</p> <p><input checked="" type="checkbox"/> Varies according to price plan</p> <p>The committed system uptime is:</p> <p><input type="checkbox"/> _____ 99.9 to 99.95 _____ %</p> <p><input checked="" type="checkbox"/> Varies according to price plan</p> <p>The cloud environment has the following single points of failure:</p> <p><input type="checkbox"/> _____</p> <p><input checked="" type="checkbox"/> none</p>	<p>Minimum SLA for all services in scope is 99.9%.</p> <p>No single point of failure since the underlying infrastructure is distributed.</p>
8.	BCP / DR	<p><input checked="" type="checkbox"/> Disaster recovery protection</p> <p><input checked="" type="checkbox"/> Backup and restore service</p> <p><input checked="" type="checkbox"/> User selectable backup plans</p> <p><input type="checkbox"/> Escrow arrangements</p> <p><input type="checkbox"/> No BCP / DR is available</p> <p><input checked="" type="checkbox"/> RPO ___ Managed by cloud user _____</p> <p><input checked="" type="checkbox"/> RTO _____ Managed by cloud user _____</p> <p><input type="checkbox"/> Others, please specify: _____</p> <p>_____</p>	<p>Microsoft does not provide escrow arrangements, but will provide process for SLA service credit claims.</p>
9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <p><input checked="" type="checkbox"/> Network failure</p> <p>Liability: Same as Network Failure ___</p>	<p>Liability for outages is addressed in the Service Level Agreements, available here: https://port.crm.dynamic</p>

		<input checked="" type="checkbox"/> Infrastructure failure Liability: Same as Network Failure._ <input type="checkbox"/> Virtual machine instance failure Liability: _____ - <input type="checkbox"/> Migrations Liability: _____ - <input checked="" type="checkbox"/> Unscheduled downtime Liability: _Same as Network Failure_ <input checked="" type="checkbox"/> Database failure Liability: _____ Same as Network Failure_ <input checked="" type="checkbox"/> Monitoring failure Liability: _____ Same as Network Failure_	s.com/portal/static/1033/sla.htm Microsoft Service Agreement is available here: https://port.crm.dynamics.com/portal/static/1033/tos.htm Liability not addressed in the SLAs is addressed in the subscription agreement, available upon request
Service Support			
10.	Change management	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 checked="" type="checkbox"/> Ability to remain on old versions for a defined time period <input type="checkbox"/> Ability to choose timing of impact	Assistance in migration to new services when legacy solutions are discontinued - SaaS: Will provide guidance for migration scenarios.
11.	Self-service provisioning and management portal	Provide self-service provisioning and management portal for users to manage cloud services: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe the functions of the self-service provisioning and management portal provided: <input checked="" type="checkbox"/> Allow role-based access control (RBAC) <input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates	RBAC is implemented on Dynamics 365.

		<input checked="" 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 checked="" type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input checked="" type="checkbox"/> Direct access to support engineers	<p>Please find the different support plans as follows: https://mbs.microsoft.com/customersource/northamerica/CRM/support/supportlifecycle/CRMSupport Customers have continuous access to their own subscription and other services.</p>
		<p>Availability of support:</p> <input checked="" type="checkbox"/> 24 x 7 <input checked="" type="checkbox"/> During office hours support, please specify the hours of operations: _____ Dependent on local business hours__ <input checked="" type="checkbox"/> After office hours support, please specify the hours of operations: 24x7 support in English____	
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 type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily) <input checked="" type="checkbox"/> Other pricing model _____ Enterprise Agreement for Dynamics CRM Online _____ <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	<p>Microsoft Dynamics 365 offers four levels of user subscription licenses (USLs). To provide you with the flexibility to license the solution based on how your users use Dynamics 365 functionality you have the ability mix-and-match these licenses within a deployment. http://www.microsoft.com</p>

			<p>m/en-us/dynamics/crmpurchase-online.aspx Customers are able to see the entire billing history since the subscription starts.</p>
14.	Data portability	<p>Importable VM formats: _____</p> <p>Downloadable formats: _____</p> <p>Supported operating systems: _____</p> <p>Language versions of supported operating systems: _____</p> <p>Supported database formats: _____</p> <p>API:</p> <p><input type="checkbox"/> Common ___See side Remark_</p> <p><input type="checkbox"/> Customised ___See side Remark___</p> <p>Upon service termination, data is available through:</p> <p><input checked="" type="checkbox"/> Physical media</p> <p><input checked="" type="checkbox"/> Standard methods as described above</p> <p><input checked="" type="checkbox"/> Other methods _Physical-disk shipping subject to geographical availability.</p>	<p>API: Open Data standards, REST Management API, Web Services, etc.</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>_____</p> <p>_____</p> <p>Public access speed (shared bandwidth) in Mbps:</p> <p>_____</p>	
16.	User management	<p><input checked="" type="checkbox"/> Identity management</p> <p><input checked="" type="checkbox"/> Role based access control</p>	<p>For Dynamics 365, Role Based Access Control (RBAC)</p>

		<input checked="" type="checkbox"/> Federated access model <input checked="" type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others _____	<p>is used to identify and control the access privileges of each service team's personnel. Customer can implement RBAC through the utilization of Active Directory (AD). AD is a Commercial Off The Shelf (COTS) directory service implemented by Microsoft for Windows domain networks. Dynamics CRM Online MT uses Azure AD to implement Role Based Access Control (RBAC) via the use of AD groups. For the purposes of this control, the term "security group" references an Azure AD group which is used to enforce RBAC permissions.</p>
17.	Lifecycle	<p>The cloud user may select the following for service upgrades and changes:</p> <input checked="" type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> User customisable provisioning	
Security Configurations			
18.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <input type="checkbox"/> Manually <input checked="" type="checkbox"/> Using automated tools <p>How often are enforcement checks being performed to ensure all security configurations are applied? _____ External audits are done annually. Self-assessment is performed daily.</p>	<p>MCIO performs baseline configuration checks.</p>
19.	Multi-tenancy	<input 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 checked="" type="checkbox"/> User customisable firewall <input checked="" type="checkbox"/> User definable access policies	
Service Elasticity			
20.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <input type="checkbox"/> Programmatic interface to scale up or down <input type="checkbox"/> Mean time to start and end new virtual instances _____ <input checked="" 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 _____ (number of cores and GB memory)	
21.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <input checked="" type="checkbox"/> Redundant Internet connectivity links <input checked="" type="checkbox"/> Redundant Internal connectivity <input type="checkbox"/> Selectable bandwidth up to _____ Mbps <input checked="" type="checkbox"/> Maximum usable IPs _You can use IP address range defined in RFC1918 <input checked="" type="checkbox"/> Load balancing ports _____ <input checked="" 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: _____ _____ _____ <input checked="" type="checkbox"/> Network traffic isolation, please specify: _____ _____ <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: _____	Dynamics 365 security and security continuity white paper: http://www.microsoft.com/enus/download/details.aspx?id=30187

		<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 _____	
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 checked="" type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input type="checkbox"/> Storage traffic isolation, please specify: _____ <input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____ <input type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ <input type="checkbox"/> Maximum storage capacity for single user, please specify: _____ <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 _____	MCI0 DPS Backup Services. Dynamics 365 security and security continuity white paper: http://www.microsoft.co m/enus/download/details.aspx?id=30187

