

ANNEX A

Measures to address and manage key risks for the resilience and security of Cloud Services

Category	What does it cover?
1. Cloud governance	Information security management, human resources, risk management, data governance, etc.
2. Cloud infrastructure security	Audit logging and monitoring, secure configuration, security testing, system development and encryption etc.
3. Cloud operations management	Operations and change management
4. Cloud services administration	Management of privileged accounts
5. Cloud service customer access	User access controls
6. Tenancy and customer isolation	Segregation in network and system environments
7. Cloud resilience	Physical and environmental security, business continuity planning and disaster recovery