

Cloud service provider disclosure (MTCS SS584:2020)

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

Date of Disclosure: _____

Applicable cloud service(s): _____

Cloud Service Provider Contact Information

Company name: _____

Primary address: _____

Web address: _____

Contact name: _____

Contact number: _____ Contact email: _____

MTCS Certificate Number _____

Company Chop _____ Company Representative Signature: _____

Certification Body Contact Information

Company name: _____

Web address: _____

Contact name: _____

Contact number: _____ Contact email: _____

Company Chop: _____ Lead Auditor Signature: _____

Cloud Service Provider Background

Overview of service offering:

Service model:

- Virtual machine instances owned by the cloud service customer
- 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 cloud service customer has the right to audit:</p> <ul style="list-style-type: none"><input type="checkbox"/> Virtual machine instances owned by the cloud service customer<input type="checkbox"/> Network facilities<input 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 _____<input type="checkbox"/> None <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 cloud service customer<input type="checkbox"/> Network facilities<input 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 _____ <input type="checkbox"/> None Audit / assessment reports that can be made available on request: <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)	
2.	Compliance	The following guidelines / standards / regulations are adhered to: <input type="checkbox"/> Singapore Personal Data Protection Act <input type="checkbox"/> ISO / IEC 27001 <input type="checkbox"/> ISO 9000 <input type="checkbox"/> ISO / IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input type="checkbox"/> PCI-DSS <input type="checkbox"/> Others _____	
Data Control			
3.	Data ownership	All data on the cloud service is owned by the cloud service customer except for: _____ The cloud service customer retains the ownership on the derived data or attributes of cloud usage except for the following: <input type="checkbox"/> Advertising or marketing <input type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others _____	
4.	Data retention	Data deleted by the cloud service customer is retained as follows: <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____	

		<input type="checkbox"/> Deleted immediately Log data is retained for a period of: <input type="checkbox"/> Minimum data retention period as follows: _____ <input type="checkbox"/> Maximum data retention period is: _____ <input type="checkbox"/> Not retained Cloud service customer data is retained for a period of: <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____ <input type="checkbox"/> Not retained The following types of data are available for download by the cloud service customer: <input type="checkbox"/> Log data <input type="checkbox"/> Others _____	
5.	Data sovereignty	The primary data locations are: <input type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Others _____ The backup data locations are: <input type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Others _____ No. of countries in which data centres are operated: _____ The cloud service customer's data stored in the cloud environment will never leave the locations specified in item 5: <input type="checkbox"/> Yes	

		<input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No Cloud service customer's consent is required prior to transferring data to a location not specified in item 5 or a third party: <input type="checkbox"/> Yes <input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No <i>Note: Cloud service customers are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, cloud service customers 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 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	The committed network uptime is: <input type="checkbox"/> _____% <input type="checkbox"/> Varies according to price plan The committed system uptime is: <input type="checkbox"/> _____% <input type="checkbox"/> Varies according to price plan The cloud environment has the following single points of failure: <input type="checkbox"/> _____ <input type="checkbox"/> none	
8.	3 rd party dependency	Highlight areas of critical dependency for service delivery: _____	

9.	BCP / DR	<input type="checkbox"/> Disaster recovery protection <input type="checkbox"/> Backup and restore service <input type="checkbox"/> Cloud service customer 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: _____ _____	
10.	Liability	<p>The following terms are available for the cloud service customers on failure of the provider to meet the service commitment:</p> <input type="checkbox"/> Network failure Liability: _____ <input type="checkbox"/> Infrastructure failure Liability: _____ <input type="checkbox"/> Virtual machine instance failure Liability: _____ <input type="checkbox"/> Migrations Liability: _____ <input type="checkbox"/> Unscheduled downtime Liability: _____ <input type="checkbox"/> Database failure Liability: _____ <input type="checkbox"/> Monitoring failure Liability: _____	
11.	Shared responsibility	<input type="checkbox"/> Communication of shared roles & responsibilities for which CSC needs to implement and manage for use of this cloud service	

		URL (or attach file): _____	
Service Support			
12.	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 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>	
13.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for cloud service customers to manage cloud services:</p> <p><input type="checkbox"/> Yes</p> <p><input 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"/> Health monitoring</p> <p><input type="checkbox"/> Others: _____</p> <p>_____</p>	
14.	Incident and problem management	<p>Delivery mode of support:</p> <p><input type="checkbox"/> Access via email</p> <p><input type="checkbox"/> Access via portal</p> <p><input type="checkbox"/> Access via phone support</p> <p><input type="checkbox"/> Direct access to support engineers</p> <p>Availability of support:</p> <p><input type="checkbox"/> 24 x 7</p>	

		<input type="checkbox"/> During office hours support, please specify the hours of operations: _____ <input type="checkbox"/> After office hours support, please specify the hours of operations: _____ Service response time: _____ Notification time of cloud service outage incident: _____ Communication channel used for notification of cloud service outage incident: _____ The following are available to cloud service customers upon request: <input type="checkbox"/> Permanent access to audit records of customer instances <input type="checkbox"/> Incident management assistance Incident response time: _____ Mean time to repair on detection of faults: _____	
15.	Billing	The following billing modes are available (please elaborate granularity of charges and measurement): <input type="checkbox"/> Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per cloud service customer per hour/day/month/year for SaaS) <input type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily) <input type="checkbox"/> Other pricing model _____ <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
16.	Data portability	Importable VM formats: _____ Downloadable formats: JSON/XML/other open formats (to specify) _____ Supported operating systems: _____ Language versions of supported operating systems: _____ Supported database formats: _____ Policy/guide available _____	

		<p>API:</p> <p><input type="checkbox"/> Common _____</p> <p><input type="checkbox"/> Customised _____</p> <p>Upon service termination or prolonged outage, data is available through:</p> <p><input type="checkbox"/> Physical media</p> <p><input type="checkbox"/> Standard methods as described above</p> <p><input type="checkbox"/> Other methods _____</p> <p>_____</p>	
17.	Interoperability	<p>Use of industry standards and availability of APIs to support interoperability:</p> <p><input type="checkbox"/> Transport supported (e.g. REST based HTTPS/MQTT) _____</p> <p><input type="checkbox"/> Format supported (e.g. JSON/XML) _____</p> <p><input type="checkbox"/> APIs supported _____</p> <p><input type="checkbox"/> Other methods _____</p> <p>_____</p> <p>Guide available _____</p>	
18.	Access	<p>Type of access to the service is through:</p> <p><input type="checkbox"/> Public access</p> <p><input 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>	
19.	User management	<p><input type="checkbox"/> Identity management</p> <p><input 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>	

		<input type="checkbox"/> Others _____	
20.	Lifecycle	<p>The cloud service customer may select the following for service upgrades and changes:</p> <p><input type="checkbox"/> Automatic provisioning</p> <p><input type="checkbox"/> Cloud service customer customisable provisioning</p>	
Security Configurations			
21.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <p><input type="checkbox"/> Manually</p> <p><input type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p>_____</p>	
22.	Multi-tenancy	<p><input type="checkbox"/> Distinct physical hosts</p> <p><input type="checkbox"/> Distinct physical network infrastructure</p> <p><input type="checkbox"/> Virtual instance grouping</p> <p><input type="checkbox"/> Cloud service customer definable security domains</p> <p><input type="checkbox"/> Cloud service customer customisable firewall</p> <p><input type="checkbox"/> Cloud service customer definable access policies</p>	
23.	Hybrid cloud provision	<p>Ability to monitor, track, apply and enforce CSC's security & privacy policies on its cloud workloads:</p> <p><input type="checkbox"/> Data protection and encryption key mgmt. enforcement geolocation-based/resource pools and secure migration of cloud workloads</p> <p><input type="checkbox"/> Key mgmt. and keystore controlled by CSC</p> <p><input type="checkbox"/> Persistent data flow segmentation before and after geolocation-based/resource pools secure migration</p> <p><input type="checkbox"/> Compliance enforcement for regulated workloads between on-premises private and hybrid/public cloud</p> <p><input type="checkbox"/> Others _____</p>	
Service Elasticity			

24.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Programmatic interface to scale up or down <input type="checkbox"/> Mean time to start and end new virtual instances _____ <input 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) 	
25.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Redundant Internet connectivity links <input type="checkbox"/> Redundant Internal connectivity <input type="checkbox"/> Selectable bandwidth up to _____ 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: _____ _____ <input type="checkbox"/> Network traffic isolation, please specify: _____ _____ <input type="checkbox"/> Shared or dedicated bandwidth, please specify: _____ _____ <input type="checkbox"/> QoS traffic control services <input 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 _____ 	
26.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Redundant storage connectivity links within each data centre <input type="checkbox"/> Redundant storage connectivity links between data centres 	

	<p>belonging to the same cloud</p> <p><input type="checkbox"/> Storage traffic isolation, please specify: _____ _____</p> <p><input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____</p> <p><input type="checkbox"/> Quality of service storage traffic control services</p> <p><input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____</p> <p><input type="checkbox"/> Maximum storage capacity for single cloud service customer, please specify: _____</p> <p><input type="checkbox"/> Maximum expandable storage, please specify: _____</p> <p><input type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum storage I / O performance during peak periods _____</p> <p><input type="checkbox"/> Minimum period to scale up storage I / O throughput _____</p>	
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