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Annex A
(normative)

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.


Date of Disclosure: November 30, 2021

Applicable cloud service(s):

Oracle Cloud Infrastructure is a set of complementary cloud services that enable you to build and run a wide range of applications and services in a highly available hosted environment. Oracle Cloud Infrastructure (OCI) offers high-performance compute capabilities (as physical hardware instances) and storage capacity in a flexible overlay virtual network that is securely accessible from your on-premises network.

Cloud Service Provider Contact Information
Company name: Oracle America Inc Primary address: 2300 Oracle Way Austin, TX 78741 Web address: www.oracle.com Contact name: <u>Kirsten Holte</u> Contact number: <u>+1206.694.0227</u> Contact email: <u>Kirsten.Holte@oracle.com</u> MTCS Certificate Number _____
Company Chop  Company Representative Signature:  <small>DocuSigned by: Kirsten Holte 65548587E792471...</small>
Certification Body Contact Information

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Company name: EY CertifyPoint
Web address: https://www.ey.com/en_us/consulting/certify-point
Contact name: Jatin Sehgal
Contact email: certifypoint@nl.ey.com
Company Chop: _____ Lead Auditor Signature: 
06 December 2021 | 5:43:43 PM CET

Cloud Service Provider Background

Overview of service offering:

Oracle Cloud Infrastructure is a set of complementary cloud services that enable you to build and run a wide range of applications and services in a highly available hosted environment. Oracle Cloud Infrastructure (OCI) offers high-performance compute capabilities (as physical hardware instances) and storage capacity in a flexible overlay virtual network that is securely accessible from your on-premises network.

Service model:

- Virtual machine instances owned by the cloud customer
- Network facilities
- Compliance with applicable standards

Deployment model:

- Private cloud
- Community cloud
- Hybrid cloud
- Public cloud

Tier:

- Level 1
- Level 2
- Level 3

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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 checked="" type="checkbox"/> Virtual machine instances owned by the cloud service customer <input type="checkbox"/> Network facilities <input checked="" type="checkbox"/> Compliance with applicable standards <input checked="" type="checkbox"/> Technical controls <input checked="" type="checkbox"/> Policies and governance <input checked="" type="checkbox"/> Data centre facilities <input checked="" type="checkbox"/> Others <u>See Remarks</u> <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 checked="" type="checkbox"/> Network facilities <input checked="" type="checkbox"/> Compliance with applicable standards 	<p>Customers may audit Oracle's compliance with its obligations under the Data Processing Agreement up to once per year. In addition, to the extent required by Applicable Data Protection Law, customers and their regulator may perform more frequent audits.</p> <p>OCI provides financial sector customers with audit and access rights for Financial Services Regulators. To the extent required by applicable law or regulation, including where mandated by Your Financial Services Regulator, Your Financial Services Regulator may conduct an inspection/audit, with a view to ensuring that the provision of the cloud services complies with the Services Agreement and the cloud services are secure and confidentiality of Your Content is protected in accordance with the Services Agreement and/or applicable laws and regulations.</p> <p>Request for Financial Services Addendum can be made through an Oracle Sales Representative (https://www.oracle.com/corporate/contact/).</p> <p>See Data Processing Agreement: https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing</p>

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		<p> <input checked="" type="checkbox"/> Technical controls <input checked="" type="checkbox"/> Policies and governance <input checked="" type="checkbox"/> Data centre facilities <input checked="" type="checkbox"/> Others <u>See Remarks</u> <input type="checkbox"/> None </p> <p>Audit / assessment reports that can be made available on request:</p> <p> <input checked="" type="checkbox"/> Penetration test <input type="checkbox"/> Threat and vulnerability risk assessment <input type="checkbox"/> Vulnerability scan <input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, </p>	<p>Audit reports about Oracle cloud services are periodically published by Oracle’s third-party auditors. Customers may request access to available audit reports for a particular Oracle Cloud service through Sales or the OCI Cloud Console. (https://www.oracle.com/corporate/contact/).</p>
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		Reporting on Controls at a Service Organisation)	
2.	Compliance	<p>The following guidelines / standards / regulations are adhered to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO / IEC 27001 <input checked="" type="checkbox"/> ISO 9000 <input checked="" type="checkbox"/> ISO / IEC 20000 <input checked="" type="checkbox"/> CSA Open Certification Framework <input checked="" type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others <u>See Remarks</u> 	<p>Oracle provides information about frameworks for which an Oracle line of business has achieved a third-party attestation or certification for one or more of its services in the form of “attestations.” These attestations can assist customers with their compliance and reporting, by providing independent assessment of the security, privacy, and compliance controls of the applicable Oracle cloud services.</p> <p>A list of attestations is available for review via the Oracle Cloud Compliance page: https://www.oracle.com/cloud/compliance/#attestations</p> <p>Audit reports about Oracle cloud services are periodically published by Oracle’s third-party auditors. Customers may request access to available audit reports for a particular Oracle Cloud service through Sales or the OCI Cloud Console. (https://www.oracle.com/corporate/contact/).</p> <p>Oracle follows a modified approach for a selection of MTCS requirements for which compensatory controls have been defined as outlined in the Statement of Applicability.</p>

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Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud service customer except for:</p> <p>The cloud service customer retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <p><input type="checkbox"/> Advertising or marketing</p> <p><input checked="" type="checkbox"/> Statistics analysis on usage</p> <p><input checked="" type="checkbox"/> Others <u>See Remarks</u> _____</p>	<p>All terms and conditions of data protection, data ownership, and data usage is presented in the Oracle Cloud Services Agreement, the Oracle Data Processing Agreement, and the Cloud Hosting and Delivery Policies.</p> <p>Oracle customers retain all ownership and intellectual property rights in and to their content as defined in the Oracle Cloud Services Agreement: https://www.oracle.com/a/ocom/docs/corporate/cloud-csa-jp-eng-v040119.pdf</p>

4.	Data retention	<p>Data deleted by the cloud service customer is retained as follows:</p> <p><input checked="" type="checkbox"/> Minimum data retention period is: <u>60 days</u></p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input checked="" 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 checked="" type="checkbox"/> Maximum data retention period is: <u>Default audit log is retained for 365 days; service logs can be customized up to 180 days.</u></p> <p><input type="checkbox"/> Not retained</p> <p>Cloud service customer data is retained for a period of:</p>	<p>Oracle customers are the owners of their content and are responsible for managing content retention to their own requirements.</p> <p>Customer may extract and/or delete Customer Data at any time. Oracle periodically makes backups of customer production data in the Oracle Cloud Services for Oracle's sole use to minimize data loss in the event of an incident. A backup is typically retained online or offline for a period of at least 60 days after the date that the backup is made.</p> <p>Log data retention varies by the type of logs. Logs controlled by the customer are retained for the period that the customer sets. Customer can download logs maintained within their own virtual machines. Audit log retention period: https://docs.public.oneportal.content.oci.oraclecloud.com/en-us/iaas/Content/Audit/Tasks/settingretentionperiod.htm</p> <p>Service logs: https://docs.oracle.com/en-us/iaas/Content/Logging/Concepts/service_logs.htm</p>
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	<p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Maximum data retention period is: <u>Default is 60 days after termination of service.</u></p> <p><input type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud service customer:</p> <p><input checked="" type="checkbox"/> Log data</p> <p><input checked="" type="checkbox"/> Others <u>See Remarks</u></p>	<p>Custom logs: https://docs.oracle.com/en-us/iaas/Content/Logging/Concepts/custom_logs.htm</p> <p>For a period of 60 days upon termination of the Oracle Cloud Services, Oracle will make available, via secure protocols and in a structured, machine-readable format, Customer Content residing in the production Cloud Services environment, or keep the service system accessible, for the purpose of data retrieval.</p> <p>For more information, see Cloud Service Hosting and Delivery Policies: https://www.oracle.com/corporate/contracts/cloud-services/hosting-delivery-policies.html#hd</p>
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<p>5.</p>	<p>Data sovereignty</p>	<p>The primary data locations are:</p> <p><input type="checkbox"/> Singapore</p> <p><input checked="" type="checkbox"/> Asia Pacific <u>Japan NRT</u></p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Others _____</p> <p>The backup data locations are:</p> <p><input type="checkbox"/> Singapore</p> <p><input checked="" type="checkbox"/> Asia Pacific <u>Japan KIX</u></p> <p><input checked="" type="checkbox"/> Europe _____</p> <p><input checked="" type="checkbox"/> United States</p> <p><input type="checkbox"/> Others _____</p> <p>No. of countries in which data centres are operated: <u>17 countries</u></p> <p>The cloud service customer's data stored in the cloud environment will never leave the locations specified in item 5:</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> Yes, except as required by law</p> <p><input checked="" type="checkbox"/> Yes, except as noted: <u>If the customer explicitly requests that data move to different regions. This is specific to the customer's</u></p>	<p>For more information about OCI regions, please visit: https://www.oracle.com/cloud/architecture-and-regions/</p> <p>Geographical residency is set by the customer. OCI's architecture is such that hosted customer data does not move to another OCI region, unless the customer specifies as such. Customers are provided notice and choice prior to any regional move.</p> <p>Oracle may process customer data globally as necessary to perform the services.</p> <p>Oracle Cloud Hosting and Delivery Policies describe the Oracle Cloud Service Continuity Policy, Oracle Cloud Services High Availability Strategy, Oracle Cloud Services Backup Strategy and Oracle Cloud Service Level Agreement.</p> <p>See Oracle Cloud Services Agreement: https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#online and Oracle Cloud Hosting and Delivery Policies: https://www.oracle.com/corporate/contracts/cloud-services/hosting-delivery-policies.html#hd</p>
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		<p><u>data only and corresponding metadata.</u></p> <p><input type="checkbox"/> No</p> <p>Cloud service customer's data consent is required transfer data to a location not specified in item 5 or a third party:</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> Yes, except as required by law</p> <p><input checked="" type="checkbox"/> Yes, except as noted: <u>Oracle Cloud Services Agreement. See Remarks</u></p> <p><input type="checkbox"/> No</p> <p>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.</p>	<p>Oracle Cloud Services Agreement, Section 10.1, paragraph 2: If You transfer or cause the transfer of Your Content or Third Party Content from the Services to a Third Party Service or other location, that transfer constitutes a distribution by You and not by Oracle.</p>
6.	Non-disclosure	<p><input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider</p> <p><input type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider NDA (pending legal review)</p>	

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Provider Performance			
7.	Availability	<p>The committed network uptime is:</p> <p><input checked="" type="checkbox"/> <u>99.9 ~ 99.95</u> %</p> <p><input type="checkbox"/> Varies according to price plan</p> <p>The committed system uptime is:</p> <p><input checked="" type="checkbox"/> <u>99.9 ~ 99.95</u> %</p> <p><input type="checkbox"/> Varies according to price plan</p> <p>The cloud environment has the following single points of failure:</p> <p><input checked="" type="checkbox"/> None</p>	<p>Oracle offers end-to-end SLAs covering performance, availability and manageability of services. Please see the details and conditions of SLAs for different services: Oracle Cloud Infrastructure Service Level Agreement: https://www.oracle.com/cloud/sla/</p> <p>PaaS/IaaS Services Pillar Document: https://www.oracle.com/corporate/contracts/cloud-services/hosting-delivery-policies.html#paas-iaas</p> <p>Oracle deploys the Oracle Cloud Services on resilient computing infrastructure designed to maintain service availability and continuity in the case of an event or production outage affecting the services. Data centres retained by Oracle to host Oracle Cloud Services have component and power redundancy with backup generators in place, and Oracle may incorporate redundancy in one or more layers, including network infrastructure, program servers, database servers, and/or storage.</p>

8.	3 rd party Dependency	<p>Highlight areas of critical dependency for service delivery:</p> <p><u>Suppliers and partners are required to protect the data and assets Oracle entrusts to them. Please see remarks for Supplier and Partners Security.</u></p>	<p>The Supplier Information and Physical Security Standards detail the security controls that Oracle’s suppliers and partners are required to adopt when accessing Oracle or Oracle customer facilities, networks and/or information systems, handling Oracle confidential information, or controlling custody of Oracle hardware assets. Suppliers and partners are responsible for compliance with these standards, including ensuring that all personnel and subcontractors are bound by contractual terms consistent with the requirements of Oracle’s standards. These standards cover a wide range of requirements in the following critical areas:</p> <ul style="list-style-type: none"> • Personnel/human resources security • Business continuity and disaster recovery • Information security organization, policy, and procedures • Compliance and assessments • Security incident management and reporting • IT security standards
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			<ul style="list-style-type: none"> Baseline physical and environmental security <p>Additional information about Oracle Supply Chain Security and Assurance is available here: https://www.oracle.com/corporate/security-practices/corporate/supply-chain/</p>
9.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> Cloud service customer selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input checked="" type="checkbox"/> RPO <u>Managed by cloud customer</u> <input checked="" type="checkbox"/> RTO <u>Managed by cloud customer</u> <input checked="" type="checkbox"/> Others, please specify: <u>See Remarks</u>	<p>Customer retains control of data and applications and is responsible for architecting their own DR plans. Oracle Cloud offers scalable, reliable, secure, and extremely cost-effective resiliency and disaster recovery (DR) solutions.</p> <p>Please see Backup and Disaster Recovery Solutions on Oracle Cloud Infrastructure: https://www.oracle.com/cloud/backup-and-disaster-recovery/</p> <p>Oracle Cloud Hosting and Delivery Policies describe the Oracle Cloud Service Continuity Policy, Oracle Cloud Services High Availability Strategy, Oracle Cloud Services Backup Strategy and Oracle Cloud Service Level Agreement. Service-specific Pillar documents provide additional information about specific cloud services: https://www.oracle.com/corporate/contracts/cloud-services/hosting-delivery-policies.html</p>
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 checked="" type="checkbox"/> Network failure Liability: <u>See Remarks</u> <input checked="" type="checkbox"/> Infrastructure failure Liability: <u>See Remarks</u> <input checked="" type="checkbox"/> Virtual machine instance failure	<p>Oracle Cloud Hosting and Delivery Policies describe the Oracle Cloud Services ordered by Customers, which include Service Level Agreement (SLA). Oracle Cloud Service Pillar documentation may include additional details or exceptions related to specific Oracle Cloud Services.</p> <p>The Oracle Cloud Service Pillar documentation, the Service Descriptions and the Program Documentation for Oracle Cloud Services are available at www.oracle.com/contracts.</p> <p>All terms and conditions of data protection, data ownership, and data usage is presented in the Oracle</p>

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		<p>Liability: <u>See Remarks</u></p> <p><input type="checkbox"/> Migrations</p> <p>Liability:</p> <p><input type="checkbox"/> Unscheduled downtime</p> <p>Liability:</p> <p><input checked="" type="checkbox"/> Database failure</p> <p>Liability: <u>See Remarks</u></p> <p><input type="checkbox"/> Monitoring failure</p> <p>Liability:</p>	<p>Cloud Services Agreement and the Oracle Data Processing Agreement.</p> <p>See Oracle Cloud Services Agreement: https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#online</p> <p>See Data Processing Agreement: https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing</p>
11.	Shared Responsibility	<p><input checked="" type="checkbox"/> Communication of shared roles & responsibilities for which CSC needs to implement and manage for use of this cloud service</p> <p>URL (or attach file): https://www.oracle.com/cloud/compliance/#advisory</p>	<p>Shared Management Model</p> <p>In the cloud, organizations leverage resources and practices that are under the control of the cloud service provider, while still retaining some control and responsibility over other components of their IT solution. As a result, managing security and privacy in the cloud is often a shared responsibility between the cloud customer and the cloud service provider. The distribution of responsibilities between the cloud service provider and customer also varies based on the nature of the cloud services (IaaS, PaaS, SaaS).</p> <p>Before deploying Oracle cloud services, Oracle strongly recommends that cloud customers formally analyze their cloud strategy to determine the suitability of using the applicable Oracle cloud services in light of their own legal and regulatory compliance obligations. Making this determination remains solely the responsibility of customers.</p>

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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> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Communication plan and procedures for proactive notification <input checked="" 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 	<p>Oracle Cloud Change Management Policy, including roles and responsibilities, is detailed in the Oracle Cloud Hosting and Delivery Policies: https://www.oracle.com/corporate/contracts/cloud-services/hosting-delivery-policies.html</p> <p>OCI has been validated and certified by an independent auditor to confirm alignment with ISO27001 certification standards.</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> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <ul style="list-style-type: none"> <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 <input type="checkbox"/> Track and manage the lifecycle of each service 	<p>Oracle Cloud Infrastructure Identity and Access Management (IAM) lets you control who has access to your cloud resources. You can control what type of access a group of users have and to which specific resources. Please see Overview of IAM components here: https://docs.oracle.com/en-us/iaas/Content/Identity/Concepts/overview.htm</p> <p>The Oracle Cloud Infrastructure service enables you to actively and passively monitor your cloud resources using Metrics and Alarms features. Please see Overview of Monitoring here: https://docs.oracle.com/en-us/iaas/Content/Monitoring/Concepts/monitoringoverview.htm</p>

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		<input checked="" type="checkbox"/> Track consumption of services <input checked="" type="checkbox"/> Health monitoring <input type="checkbox"/> Others: _____	
14.	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>Availability of support:</p> <input checked="" type="checkbox"/> 24 x 7 <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: _____ <p>Service response time:</p> <input checked="" type="checkbox"/> Notification time of cloud service outage incident: <u>Varies depending on the severity; please see Oracle Technical Support Policies - https://www.oracle.com/support/policies.html</u> <input checked="" type="checkbox"/> Communication channel used for notification of cloud service outage incident:	<p>Oracle Cloud Hosting and Delivery Policies, Section 5 Oracle Cloud Support Policy describes support provided for Oracle Cloud Services, and is provided by Oracle as part of such Oracle Cloud Services under customer order. Oracle may make available, and customer may order for additional fees, additional support services offerings made available by Oracle for the Oracle Cloud Services.</p> <p>Oracle Cloud Infrastructure Hosting and Delivery Policies: https://www.oracle.com/corporate/contracts/cloud-services/hosting-delivery-policies.html</p> <p>See Oracle Premier Support: https://www.oracle.com/support/premier/</p> <p>Security Incident Responses: https://www.oracle.com/corporate/security-practices/corporate/security-incident-response.html</p> <p>Security Checklist for Oracle Cloud Infrastructure: https://docs.oracle.com/en/solutions/oci-security-checklist/incident-management-and-response1.html#GUID-6323B612-2F22-41BF-83C2-B9FFF7A06F2D</p>

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	<p>Console Announcements: https://docs.oracle.com/en-us/iaas/Content/General/Concepts/announcements.htm</p> <p>Incident Response: https://www.oracle.com/corporate/security-practices/corporate/security-incident-response.html</p> <p><u>OCI System Status:</u> https://ocistatus.oraclecloud.com/</p> <p><u>My Oracle Support Portal:</u> https://support.oracle.com/portal/</p> <p><u>Global Support Directory:</u> https://www.oracle.com/support/contact.html</p> <p>The following are available to cloud service customers upon request:</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances</p> <p><input checked="" type="checkbox"/> Incident management assistance</p> <p>Incident response time: _____</p> <p>Mean time to repair on detection of faults: _____</p>	
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15.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <p><input checked="" type="checkbox"/> Pay per usage: <u>Minutes/Hourly/Monthly</u> (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)</p> <p><input type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily)</p> <p><input checked="" type="checkbox"/> Other pricing model: <u>See Remarks</u></p> <p><input type="checkbox"/> Not disclosed</p> <p><input checked="" type="checkbox"/> Available billing history: _____ Months</p>	<p>Oracle Cloud Infrastructure offers uniform pricing across all global regions. Customers get committed use discounts, software license portability, and rewards for OCI consumption.</p> <p>Please see link below for pricing model for Oracle Services: https://www.oracle.com/cloud/pricing/</p> <p>Customers are able to view the entire billing history as long as the account is active.</p> <p>Instructions on how to view subscription invoice: https://docs.oracle.com/en/cloud/get-started/subscriptions-cloud/mmocs/viewing-your-subscription-invoice.html</p> <p>Customer Billing Support: https://www.oracle.com/corporate/invoicing/</p>
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16.	Data portability	<p>Importable VM formats: _____</p> <p>Downloadable formats: JSON/XML/other open formats (to specify) _____</p> <p>Supported operating systems: <u>See Remarks</u></p> <p>Language versions of supported operating systems: _____</p>	<p>Customers can utilize snapshot files or backups to download and port virtual machine images from OCI to the location of their choosing. Snapshots are accessible under the root directory of the file system at .snapshot/name. For data protection, customers can use a tool that supports NFSv3 to copy their data to a different availability domain, region, file system, object storage or remote location. https://docs.cloud.oracle.com/en-us/iaas/Content/File/Tasks/managingsnapshots.htm</p> <p>OCI Compute lets customers share custom images across tenancies and regions using image import/export. The following operating systems support image import/export:</p> <ul style="list-style-type: none"> • Oracle Linux 6.x
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		<p>Supported database formats: <u>See Remarks</u></p> <p>Policy/guide available <u>See Remarks</u></p> <p>API: <input checked="" type="checkbox"/> Common <u>See Remarks</u> <input checked="" type="checkbox"/> Customised <u>See Remarks</u></p> <p>Upon service termination or prolonged outage, data is available through: <input type="checkbox"/> Physical media <input checked="" type="checkbox"/> Standard methods as described above <input checked="" type="checkbox"/> Other methods <u>See Remarks</u></p>	<ul style="list-style-type: none"> • Oracle Linux 7.x • Oracle Linux 8.x • Oracle Linux Cloud Developer 8.x • CentOS 7 • CentOS 8 • Ubuntu 18.04 • Ubuntu 20.04 • Windows Server 2012 Standard • Windows Server 2012 R2 Standard • Windows Server 2016 Standard • Windows Server 2019 Standard <p>Oracle Infrastructure Compute lets you share custom images across tenancies and regions using image import/export: https://docs.oracle.com/en-us/iaas/Content/Compute/Tasks/imageimportexport.htm</p>
17.	Interoperability	<p>Use of industry standards and availability of APIs to support interoperability:</p> <p><input checked="" type="checkbox"/> Transport supported (e.g. REST based HTTPS/MQTT)</p> <p><input checked="" type="checkbox"/> Format supported (e.g. JSON/XML) _____</p> <p><input checked="" type="checkbox"/> APIs supported _____</p> <p><input checked="" type="checkbox"/> Other methods _____ <u>Terraform</u></p> <p>Guide available <u>See Remarks</u></p>	<p>Documentation about available APIs for Oracle Cloud is at https://docs.oracle.com/en/cloud/index.html</p> <p>Please see: REST APIs: https://docs.oracle.com/en-us/iaas/Content/API/Concepts/usingapi.htm</p> <p>Command Line Interface (CLI): https://docs.oracle.com/en-us/iaas/Content/API/Concepts/cliconcepts.htm</p> <p>Software Development Kits and Command Line Interface: https://docs.oracle.com/en-us/iaas/Content/API/Concepts/sdks.htm</p> <p>Terraform: https://docs.oracle.com/en-us/iaas/Content/API/SDKDocs/terraform.htm#TerraformProvider</p>

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18.	Access	<p>Type of access to the service is through:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Public access <input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link) <input checked="" type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods _____ <p>Public access speed (shared bandwidth) in Mbps: <u>Contingent on customer network speeds</u> _____</p>	<p>OCI supports IPv6 for all commercial and government regions.</p> <p>During VCN creation, you choose whether the VCN is enabled for IPv6, or you can enable IPv6 on existing IPv4-only VCNs. You also choose whether each subnet in an IPv6-enabled VCN is enabled for IPv6.</p> <p>Please see documentation for IPv6 addressing in your VCN: https://docs.oracle.com/en-us/iaas/Content/Network/Concepts/ipv6.htm</p>
19.	User management	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input checked="" type="checkbox"/> Federated access model <input checked="" type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others _____ 	<p>Oracle Cloud Infrastructure Identity and Access Management lets you control who has access to your cloud resources. You can control what types of access a group of users have and to which specific resources. Please see Overview of OCI IAM: https://docs.oracle.com/en-us/iaas/Content/Identity/Concepts/overview.htm#meibcccttcnnbkctrncvkvbcjfedkcubeulfgtienehc</p>
20.	Lifecycle	<p>The cloud service customer may select the following for service upgrades and changes:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> Cloud service customer customisable provisioning 	<p>Each organisation has unique provisioning requirements. Please see Overview of Provisioning Steps here: https://docs.oracle.com/en/applications/enterprise-performance-management/11.2/epmsa/overview_of_provisioning_steps.html</p>

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Security Configurations			
21.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <p><input type="checkbox"/> Manually</p> <p><input checked="" type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Continuously</p>	<p>The Scanning service can scan individual compute instances, or it can scan all compute instances within a compartment and its subcompartments. If you configure the Scanning service at the root compartment, then all compute instances in the entire tenancy are scanned.</p> <p>Please see details about Vulnerability Scanning: https://docs.oracle.com/en-us/iaas/scanning/home.htm</p> <p>Oracle Cloud Guard is an Oracle Infrastructure service that helps customers monitor, identify, achieve and maintain a strong security posture on Oracle Cloud. Please see details about Cloud Guard: https://docs.oracle.com/en-us/iaas/cloud-guard/using/index.htm</p>
22.	Multi-tenancy	<p><input type="checkbox"/> Distinct physical hosts</p> <p><input type="checkbox"/> Distinct physical network infrastructure</p> <p><input checked="" type="checkbox"/> Virtual instance grouping</p> <p><input checked="" type="checkbox"/> Cloud service customer definable security domains</p> <p><input checked="" type="checkbox"/> Cloud service customer customisable firewall</p> <p><input checked="" type="checkbox"/> Cloud service customer definable access policies</p>	<p>Customers cannot access different OCI realms from a tenancy outside of said realm. Customers cannot access tenancies that they haven't been provisioned. Customers can control user access by using IP address policies to restrict logins from certain regions, security lists or network security groups. For more information about access and security in your cloud network: https://docs.cloud.oracle.com/en-us/iaas/Content/Network/Concepts/permissions.htm</p> <p>OCI provides multiple resources to customer to enable them to create a layered security approach to their tenancy. Please see: https://docs.cloud.oracle.com/en-us/iaas/Content/Security/Reference/configuration_security.htm</p> <p>OCI Blog – A single pane of glass and a single contractor to manage your tenancies: https://blogs.oracle.com/cloud-infrastructure/post/a-single-pane-of-glass-and-a-single-contract-to-manage-your-tenancies</p> <p>The Basics of Working with Compartments: https://docs.oracle.com/en-us/iaas/Content/Identity/Tasks/managingcompartments.htm</p>

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			<p>See Subscription Sharing Overview in Unified Billing Overview: https://docs.oracle.com/en-us/iaas/Content/Billing/Concepts/unified_billing_overview.htm</p>
23.	Hybrid cloud provision	<p>Ability to monitor, track, apply and enforce CSC security & privacy policies on its cloud workloads:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Data protection and encryption key mgmt. enforcement geolocation-based/resource pools and secure migration of cloud workloads <input checked="" type="checkbox"/> Key mgmt. and keystore controlled by CSC <input type="checkbox"/> Persistent data flow segmentation before and after geolocation-based/resource pools secure migration <input type="checkbox"/> Compliance enforcement for regulated workloads between on-premises private and hybrid/public cloud <input checked="" type="checkbox"/> Others <u>See Remarks</u> 	<p>Oracle Cloud’s hybrid and edge offerings address customer requirements for specialized deployment, disconnected and intermittently-connected operation, low latency and high performance, as well as data locality and security.</p> <p>See Hybrid Cloud: https://www.oracle.com/cloud/multicloud/hybrid-cloud/</p> <p>Vault service helps customer centrally manage the encryption keys: https://docs.oracle.com/en-us/iaas/Content/KeyManagement/home.htm</p> <p>Key Management FAQ: https://www.oracle.com/sg/security/cloud-security/key-management/faq/</p> <p>Oracle Cloud Infrastructure Security Architecture: https://www.oracle.com/a/ocom/docs/oracle-cloud-infrastructure-security-architecture.pdf</p> <p>Exadata Cloud@Customer Security Controls: https://www.oracle.com/a/ocom/docs/engineered-systems/exadata/exadata-cloud-at-customer-security-controls.pdf</p>

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Service Elasticity		
24.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <ul style="list-style-type: none"> <input checked="" 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)
		<p>Autoscaling allows customers automatically adjust the number or the lifecycle state of compute instances in an instance pool. This helps customers provide consistent performance for end users during periods of high demand, and helps reduce costs during periods of low demand. See Autoscaling: https://docs.oracle.com/en-us/iaas/Content/Compute/Tasks/autoscalinginstancepools.htm</p> <p>Customers can choose the type of host capacity to use when launching compute instances. On-demand capacity is the default, but customers can use preemptible capacity, capacity reservations, or dedicated capacity instead. See Capacity Types: https://docs.oracle.com/en-us/iaas/Content/Compute/Concepts/capacity-types.htm</p> <p>Capacity reservations enable Customers to reserve instances in advance so that the capacity is available for customers' workloads when you need it. See Capacity Reservations: https://docs.oracle.com/en-us/iaas/Content/Compute/Tasks/reserve-capacity.htm</p> <p>Service limits for Oracle Cloud Infrastructure and the process for requesting service limit increase: https://docs.oracle.com/en-us/iaas/Content/General/Concepts/servicelimits.htm</p>

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25.	Network resiliency and elasticity	<input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>See Remarks</u> <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>See Remarks</u> <input checked="" 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 <hr/> <input type="checkbox"/> Minimum period to scale up network throughput <hr/>	<p>OCI teams access customer environments through a segregated network connection, which is dedicated to environment access control and isolated from Oracle's internal corporate network traffic. Additional dedicated networks function to isolate customer tenancies from each other. Environments are isolated, where necessary to meet contractual requirements.</p> <p>Oracle Cloud Infrastructure networking components and typical scenarios for using a VCN: https://docs.oracle.com/en-us/iaas/Content/Network/Concepts/overview.htm</p> <p>Oracle Cloud Infrastructure FastConnect provides an easy way to create a dedicated, private connection between your data centre and Oracle Cloud Infrastructure. FastConnect provides higher-bandwidth options, and a more reliable and consistent networking experience compared to internet-based connections. FastConnect Overview: https://docs.oracle.com/en-us/iaas/Content/Network/Concepts/fastconnectoverview.htm#FastConnect_Overview</p> <p>You can monitor the health, capacity, and performance of your Oracle Cloud Infrastructure resources by using metrics, alarms, and notifications. Networking Metrics: https://docs.oracle.com/en-us/iaas/Content/Network/Reference/networkmetrics.htm</p>
26.	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 checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>See Remarks</u>	<p>Please see links below to understand the various OCI storage options. Performance, SLA, usage and scalability vary depends on the storage options.</p> <p>Overview of Block Volume: https://docs.oracle.com/en-us/iaas/Content/Block/Concepts/overview.htm</p> <p>Block Volume Performance Levels: https://docs.oracle.com/en-us/iaas/Content/Block/Concepts/blockvolumeperformance.htm</p> <p>Overview of Object Storage: https://docs.oracle.com/en-us/iaas/Content/Object/Concepts/objectstorageoverview.htm</p>

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	<p><input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____ See Remarks</p> <p><input checked="" type="checkbox"/> Quality of service storage traffic control services</p> <p><input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ See Remarks</p> <p><input type="checkbox"/> Maximum storage capacity for single cloud service customer, please specify: _____</p> <p><input checked="" type="checkbox"/> Maximum expandable storage, please specify:_ See Remarks</p> <p><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input checked="" type="checkbox"/> Minimum storage I / O performance during peak periods See Remarks</p> <p><input type="checkbox"/> Minimum period to scale up storage I / O throughput _____</p>	<p>Overview of File Storage: https://docs.oracle.com/en-us/iaas/Content/File/Concepts/filestorageoverview.htm</p> <p>Overview of Storage Gateway: https://docs.oracle.com/en-us/iaas/Content/StorageGateway/Concepts/storagegatewayoverview.htm</p> <p>Understand Best Practices for the Storage Layer: https://docs.oracle.com/en/solutions/design-ha/plan-high-availability-storage1.html#GUID-051A136D-23A2-4D8F-B64F-0506911930C6</p> <p>Backup Data in Your Databases: https://docs.oracle.com/en/solutions/oci-best-practices-resilience/back-your-data1.html#GUID-40DC7EFF-4F81-444A-BEDC-D2794413E0AC</p> <p>Overview of Data Transfer Service: https://docs.oracle.com/en-us/iaas/Content/DataTransfer/Concepts/overview.htm</p>
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