

## 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.

<b>Cloud Service Provider Contact Information</b>	
Company name:	<u>Microsoft Corporation</u>
Primary address:	<u>One Microsoft Way</u> <u>Redmond, WA 98052-6399</u>
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<b>Certification Body Contact Information</b>	
Company name:	<u>Certification International Singapore Pte Ltd</u>
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<b>Cloud Service Provider Background</b>	
Overview of service offering:	
<p>Office 365 (O365) is a multi-tenant cloud computing-based subscription service offering from Microsoft. Cloud computing has been defined by NIST as a model for enabling convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or cloud provider interaction. Further, as defined within NIST SP 800-145 (The NIST Definition of Cloud Computing), the service model for O365 is Software-as-a-Service (SaaS). SaaS is a model of software deployment whereby one or more applications and the computational resources to run them are provided for use on demand as a turnkey service. Its main purpose is to reduce the total cost of hardware and software development, maintenance, and operations. Security provisions are carried out mainly by the cloud provider. The cloud subscriber does not manage or control the underlying cloud infrastructure or individual applications, except for preference selections and limited administrative application settings.</p> <p>O365 provides customers with cloud versions of Exchange Online (EXO), Information Protection, SharePoint Online (SPO) (including Project Online), Microsoft Teams, Skype for Business (SfB) and other features. Exchange Online is an email service. SharePoint Online is a solution for creating sites to share documents and information. Microsoft Teams and Skype for Business are communication services that offer instant messaging, audio and video calling, online meetings, and web conferencing capabilities.</p>	
Office 365 services in scope are:	
Exchange Online	
SharePoint Online	
Information Protection	
MS Teams	

Skype for Business  
 Office Online  
 Office Services Infrastructure  
 Suite User Experience  
 Delve/Loki

Please see <https://products.office.com/en-us/business/explore-office-365-for-business> for Office 365's full service offerings.

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
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Legal and Compliance

1.	Right to audit	<p>The user has the right to audit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Virtual machine instances owned by the user</li> <li><input type="checkbox"/> Network facilities</li> <li><input checked="" type="checkbox"/> Compliance with applicable standards</li> <li><input type="checkbox"/> Technical controls</li> <li><input checked="" type="checkbox"/> Policies and governance</li> <li><input type="checkbox"/> Data centre facilities</li> <li><input type="checkbox"/> Others _____</li> <li><input type="checkbox"/> None</li> </ul>	<p>By providing customers with compliant and independently verified cloud services, Microsoft makes it easier under the shared responsibility model for customers to achieve compliance for software services they run in the cloud. Microsoft Office 365 provides customers with detailed information about our security and compliance programs, 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</p>
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		<p>Regulators recognised by Singapore law have the right to audit:</p> <p><input type="checkbox"/> Virtual machine instances owned by the user</p> <p><input type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p><input type="checkbox"/> Technical controls</p> <p><input type="checkbox"/> Policies and governance</p> <p><input type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others _____</p> <p><input type="checkbox"/> None</p> <p>Audit / assessment reports that can be made available on request:</p> <p><input type="checkbox"/> Penetration test</p> <p><input type="checkbox"/> Threat and vulnerability risk assessment</p> <p><input type="checkbox"/> Vulnerability scan</p> <p><input checked="" type="checkbox"/> Audit reports (e.g. <u>Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation</u>)</p>	<p>that enables Office 365 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>Microsoft provides a compliance program for financial service customers. Please check with your account manager.</p> <p>Office 365 undergoes annual Third Party Auditor penetration testing against the environment as part of Independent Verification.</p> <p>Customers can conduct independent penetration tests after notifying Microsoft. In addition, the Third Party assessors conduct detailed review of Risk Assessment and Vulnerability Scans. The findings of these assessments are documented within their assessment(s).</p> <p>Additional information on Independent Verification can be found here:</p> <p><a href="https://products.office.com/en-us/business/office-365-trust-center-welcome#compliance">https://products.office.com/en-us/business/office-365-trust-center-welcome#compliance</a></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 checked="" type="checkbox"/> PCI-DSS</p> <p><input checked="" type="checkbox"/> Others <u>SOC 1 and SOC 2 SSAE 16/ISAE 3402; CSA Cloud Controls Matrix; FedRAMP (U.S. only); HIPAA BAA and other listed in the Remarks</u></p>	<p>Independently verified</p> <p>By providing customers with compliant, independently verified cloud services, Microsoft makes it easier under the shared responsibility model for customers to achieve compliance for software services they run in the cloud. Microsoft provides Office 365 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>Office 365 are compliant to the following certifications:</p> <ul style="list-style-type: none"> <li>• ISO/IEC 27001:2013</li> <li>• ISO/IEC 27017:2015</li> <li>• ISO/IEC 27018:2015</li> <li>• ISO 22301:2012</li> <li>• SOC 1 and SOC 2 SSAE 16/ISAE 3402 Type 1 and Type 2</li> <li>• PCI DSS v 3.2</li> <li>• CSA Cloud Controls Matrix 1.2 (Azure)</li> <li>• FedRAMP/FISMA</li> <li>• UK G-Cloud</li> <li>• Japan Cloud Security Gold Mark Certification</li> <li>• Australia IRAP</li> <li>• HIPAA/HITEC</li> <li>• Life Sciences GxP</li> <li>• Health Data Hosting (HDS) France</li> <li>• FERPA</li> <li>• FIPS 140-2</li> <li>• Data Processing Agreements (DPAs)</li> <li>• European Union (EU) Model Clauses</li> <li>• US-EU Safe Harbor framework</li> <li>• PIPEDA</li> <li>• GLBA</li> </ul> <p>For Office 365: <a href="http://office.microsoft.com/en-us/business/office-365-trust-center-cloud-computing-security-FX103030390.aspx#compliance">http://office.microsoft.com/en-us/business/office-365-trust-center-cloud-computing-security-FX103030390.aspx#compliance</a></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>
Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: <u>content the customer did not upload into or create within the service.</u></p> <p>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:</p>	<p>The following lists several frequently asked questions with regards to data ownership:</p> <p><a href="https://products.office.com/en-us/business/office-365-online-data-portability">https://products.office.com/en-us/business/office-365-online-data-portability</a></p>

		<input type="checkbox"/> Advertising or marketing <input checked="" type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others	
4.	Data retention	<p>Data deleted by the user is retained as follows:</p> <input checked="" type="checkbox"/> Minimum data retention period is: <u>0 Days</u> <input checked="" type="checkbox"/> Maximum data retention period is: <u>30 Days</u> <input type="checkbox"/> Deleted immediately	<p>Customers may extract and/or delete Customer Data at any time (<b>Active Delete</b>). Data will be deleted right away for services with no recycle bin function. Data will be retained to maximum 30 days for services support recycle bin function.</p> <p>Customers remain responsible for all storage and other applicable charges during this retention period.</p> <p>When a Subscription expires or terminates (<b>Passive Delete</b>), we will retain user data from minimum 90 days to maximum 180 days.</p> <p>On log data retention, this varies by type of log. Logs controlled by the user are retained maximum to 180 days.</p>
		<p>Log data is retained for a period of:</p> <input checked="" type="checkbox"/> Minimum data retention period as follows: <u>90 Days</u> <input checked="" type="checkbox"/> Maximum data retention period is: <u>180 days</u> <input type="checkbox"/> Not retained	
		<p>User data is retained for a period of:</p> <input checked="" type="checkbox"/> Minimum data retention period is: <u>90 days after account closure</u> <input checked="" type="checkbox"/> Maximum data retention period is: <u>180 days after account closure</u> <input type="checkbox"/> Not retained	
		<p>The following types of data are available for download by the cloud user:</p> <input type="checkbox"/> Log data <input checked="" type="checkbox"/> <u>Other Log Data from VMs as well as diagnostic data from Azure Diagnostic API</u>	
5.	Data sovereignty	<p>The primary data locations are:</p> <input checked="" type="checkbox"/> Singapore <input checked="" type="checkbox"/> Asia Pacific <input type="checkbox"/> Europe <input type="checkbox"/> United States	<p>Customers data will be stored in Singapore and other countries in Asia region (Hong Kong, Korea, Malaysia and Japan), this includes service logs that contain customer-authored data.</p> <p>Please find the details of Office 365 data centre locations here:  <a href="http://o365datacentermap.azurewebsites.net/">http://o365datacentermap.azurewebsites.net/</a></p>
		<p>The backup data locations are:</p> <input checked="" type="checkbox"/> Singapore <input checked="" type="checkbox"/> Asia Pacific <input type="checkbox"/> Europe	

		<p><input type="checkbox"/> United States</p> <p>No. of countries in which data centres are operated: <u>8</u></p> <p>The user'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: See <a href="#">Trust Center</a> link for details</p> <p><input type="checkbox"/> No</p> <p>User's consent is required prior to transferring 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 type="checkbox"/> Yes, except as noted: _____</p> <p><input type="checkbox"/> No <u>Consent is obtained via service agreement and in privacy statement.</u></p> <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>	<p>Office 365 Trust Centre link: <a href="https://www.microsoft.com/en-us/trust-center">https://www.microsoft.com/en-us/trust-center</a></p> <p>Office 365 Trust Center: <a href="https://products.office.com/en-us/business/office-365-trust-center-welcome">https://products.office.com/en-us/business/office-365-trust-center-welcome</a></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"/> Cloud Service Provider may use customer's NDA (pending legal review)</p>	<p>Non-disclosure is addressed in the service agreement, which includes the following commitment:</p> <p>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.</p>

			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 checked="" type="checkbox"/> <u>99.9 to 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 to 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>Minimum SLA for all Office 365 services in scope is 99.9%.</p> <p>Please find the details and conditions of SLAs for Office 365 services on Office 365 Trust Center:</p> <p><a href="https://products.office.com/en-us/business/office-365-trust-center-welcome">https://products.office.com/en-us/business/office-365-trust-center-welcome</a></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 type="checkbox"/> RPO <u>Managed by cloud user</u></p> <p><input type="checkbox"/> RTO <u>Managed by cloud user</u></p> <p><input type="checkbox"/> Others, please specify: _____</p>	<p>Microsoft does not provide escrow arrangements but will provide process for SLA service credit claims.</p> <p>Exchange (EXO)'s RTO is 60 minutes and RPO is 0.</p> <p>Skype for Business (SFB)' RTO is 180 minutes and RPO is 5 minutes.</p> <p>Sharepoint Online (SPO)'s RTO is 120 minutes and RPO is 60 minutes.</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:</p> <p><input checked="" type="checkbox"/> Infrastructure failure</p>	<p>Liability for outages is addressed in the Service Level Agreements, available here:</p> <p><a href="http://technet.microsoft.com/en-us/library/office-365-service-level-agreement.aspx">http://technet.microsoft.com/en-us/library/office-365-service-level-agreement.aspx</a></p>

		<p>Liability: <u>Same as network failure</u></p> <p><input checked="" type="checkbox"/> Virtual machine instance failure</p> <p>Liability: <u>Same as network failure</u></p> <p><input type="checkbox"/> Migrations</p> <p>Liability: _____</p> <p><input checked="" type="checkbox"/> Unscheduled downtime</p> <p>Liability: <u>Same as network failure</u></p> <p><input checked="" type="checkbox"/> Database failure</p> <p>Liability: <u>Same as network failure</u></p> <p><input checked="" type="checkbox"/> Monitoring failure</p> <p>Liability: <u>Same as network failure</u></p>	
<b>Service Support</b>			
10.	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 checked="" 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 checked="" 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>	<p>Assistance in migration to new services when legacy solutions are discontinued -</p> <p>SaaS: Will provide guidance for migration scenarios.</p>
11.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for users to manage cloud services:</p> <p><input checked="" 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 checked="" type="checkbox"/> Allow role-based access control (RBAC)</p> <p><input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates</p> <p><input checked="" type="checkbox"/> Track and manage the lifecycle of each service</p> <p><input checked="" type="checkbox"/> Track consumption of services</p>	<p>RBAC is implemented on Office 365.</p>



		<input type="checkbox"/> Others: _____ <hr/>	
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:</p> <p><a href="http://technet.microsoft.com/en-us/library/office-365-support.aspx">http://technet.microsoft.com/en-us/library/office-365-support.aspx</a></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: <u>Dependent on local business hours</u> <input checked="" type="checkbox"/> After office hours support, please specify the hours of operations: <u>24x7 support in English</u>	<p>Customers have continuous access to their own virtual machines and other services. Auditing of workloads, vulnerability assessment and penetration testing within the Virtual Machines or for their own virtual machines is the customer's responsibility.</p>
		<p>Service response time: <u>Dependent on severity of incident and type of support plan; between 15 minutes – 8 hours</u></p> <p>The following are available to users upon request:</p> <input type="checkbox"/> Permanent access to audit records of customer instances <input checked="" type="checkbox"/> Incident management assistance	
		<p>Incident response time: <u>Dependent on severity of incident and type of support plan; between 15 minutes – 8 hours</u></p> <p>Mean time to repair on detection of faults:</p>	
13.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <input checked="" type="checkbox"/> Pay per usage per hour (up to 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 <u>Enterprise Agreement for Azure</u> <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	<p>Other pricing model: Office 365 has a monthly committed spend model which offers discounts to corporations based on the number of users. Additional information can be found:</p> <p><a href="https://products.office.com/en-us/compare-all-microsoft-office-products?tab=2">https://products.office.com/en-us/compare-all-microsoft-office-products?tab=2</a></p> <p>Customers are able to see the entire billing history since the subscription starts.</p>

14.	Data portability	<p>Importable VM formats: <u>Not Applicable</u></p> <p>Downloadable formats: <u>Separate data format</u></p> <p>Supported operating systems: <u>See side remarks</u></p> <p>Language versions of supported operating systems: <u>See side remarks</u></p> <p>Supported database formats: <u>See side remarks</u></p> <p>API:</p> <p><input checked="" type="checkbox"/> Common <u>See side remarks</u></p> <p><input checked="" type="checkbox"/> Customised <u>See side remarks</u></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 type="checkbox"/> Other methods</p>	<p>Customers can extract their data from Office 365 anytime, there is no VM associated.</p> <p>Supported OS:</p> <ul style="list-style-type: none"> <li>Windows, iOS and Android:</li> </ul> <p><a href="http://blogs.office.com/2014/10/28/new-office-365-extensibility-windows-ios-android-web-developers/">http://blogs.office.com/2014/10/28/new-office-365-extensibility-windows-ios-android-web-developers/</a></p> <ul style="list-style-type: none"> <li>Language Support:</li> </ul> <p><a href="http://blogs.office.com/2013/01/07/support-for-international-users-and-multiple-languages-in-the-new-office/">http://blogs.office.com/2013/01/07/support-for-international-users-and-multiple-languages-in-the-new-office/</a></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>Public access speed (shared bandwidth) in Mbps:</p> <p>_____</p>	<p>Microsoft Office 365 currently runs certain IPv6 services on Azure today.</p> <p>These services are constantly updated.</p> <p>Please contact Microsoft for the latest updates and roadmap, which is available under the terms of Microsoft's non-disclosure agreement.</p>
16.	User management	<p><input checked="" type="checkbox"/> Identity management</p> <p><input checked="" type="checkbox"/> Role based access control</p> <p><input checked="" type="checkbox"/> Federated access model</p> <p><input checked="" type="checkbox"/> Integration with Identity management solutions</p> <p><input type="checkbox"/> Others _____</p>	<p>For Office 365, Role Based Access Control (RBAC) is used to identify and control the access privileges of each service team's personnel.</p> <p>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.</p>

			Office 365 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.
17.	Lifecycle	<p>The cloud user may select the following for service upgrades and changes:</p> <p><input checked="" type="checkbox"/> Automatic provisioning</p> <p><input checked="" type="checkbox"/> User customisable provisioning</p>	
Security Configurations			
18.	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 being performed to ensure all security configurations are checks applied?  <u>External audits are done annually. Self-assessment is performed daily.</u></p>	<p>Refer to the following link for more information:</p> <p><a href="http://office.microsoft.com/en-us/business/office-365-trust-center-cloud-computing-security-FX103030390.aspx#welcome">http://office.microsoft.com/en-us/business/office-365-trust-center-cloud-computing-security-FX103030390.aspx#welcome</a></p>
19.	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 type="checkbox"/> User definable security domains</p> <p><input type="checkbox"/> User customisable firewall</p> <p><input checked="" type="checkbox"/> User definable access policies</p>	
Service Elasticity			
20.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <p><input type="checkbox"/> Programmatic interface to scale up or down</p> <p><input type="checkbox"/> Mean time to start and end new virtual instances _____</p> <p><input type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum performance during peak periods _____</p>	Minimum performance during peak periods – No.

		<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 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 <u>You can use any IP address range defined in RFC1918. That means the entire 10.0.0.0/8 (16,777,216 addresses)</u> <input type="checkbox"/> Load balancing ports _____ <input 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: <u>See side remarks</u> <input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>See side remarks</u> <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>Shared. Dedicated based on geographical availability. See side remarks.</u> <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 _____	<p>Defence-in-depth mechanisms, please specify:  <a href="http://www.windowsazure.com/en-us/support/legal/security-overview/">http://www.windowsazure.com/en-us/support/legal/security-overview/</a></p> <p>Microsoft Azure network security whitepaper:  <a href="http://download.microsoft.com/download/4/3/9/43902EC9-410E-4875-8800-0788BE146A3D/Windows%20Azure%20Network%20Security%20Whitepaper%20-%20FINAL.docx">http://download.microsoft.com/download/4/3/9/43902EC9-410E-4875-8800-0788BE146A3D/Windows%20Azure%20Network%20Security%20Whitepaper%20-%20FINAL.docx</a></p>
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,	<p>Office 365 Storage includes a "service" called Geo-Replication. It provides durability by constantly maintaining multiple healthy replicas of data both within and between data centres.</p> <p>With geo-replication, Azure Storage keeps data durable in two locations. It replicates customer data hundreds of miles between two locations (i.e. between North and South US,</p>

		<p>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 checked="" type="checkbox"/> Maximum storage capacity for single user, please specify:</p> <ul style="list-style-type: none"> <li>• <u>100 TB per account for storage account created before 7 June 2012</u></li> <li>• <u>200 TB per account for storage account created on 7 June 2012 or later</u></li> <li>• <u>1 TB per user for Office 365</u></li> </ul> <p><input checked="" type="checkbox"/> Maximum expandable storage, please specify: <u>Refer to above for maximum storage account</u></p> <p><input checked="" 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>	<p>between North and West Europe, and between East and Southeast Asia) to provide disaster recovery in case of regional disasters.</p> <p>Also the geo-replication information from one data centre to another as following:</p> <p><a href="http://blogs.msdn.com/b/windowsazurestorage/archive/2011/09/15/introducing-geo-replication-for-windows-azure-storage.aspx">http://blogs.msdn.com/b/windowsazurestorage/archive/2011/09/15/introducing-geo-replication-for-windows-azure-storage.aspx</a></p> <p>Billing alert enables customer to get proactive email notifications when the bill goes above a certain monetary threshold that customer configures.</p> <p>Maximum storage capacity for single user:</p> <ul style="list-style-type: none"> <li>• <u>100 TB per account for storage account created before 7 June 2012</u></li> <li>• <u>200 TB per account for storage account created on 7 June 2012 or later</u></li> <li>• <u>1 TB per user for Office 365</u></li> </ul>
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