

## Cloud service provider disclosure

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

### Cloud Service Provider Contact Information

Company name: Readyspace (SG) Pte Ltd

Primary address: 20 Ayer Rajah Crescent  
#09-29 Singapore 139964

Web address: www.readyspace.com.sg

Contact name: \_\_\_\_\_

Contact number: \_\_\_\_\_

### Certification Body Contact Information

Company name: \_\_\_\_\_

Web address: \_\_\_\_\_

Contact name: \_\_\_\_\_

Contact email: \_\_\_\_\_

### Cloud Service Provider Background

Overview of service offering:

Infrastructure as a Service (Public Cloud, Hybrid Cloud, Private  
Cloud), Software-as-a-Service, Platform as a Service,  
Cloud Services

Service model:

☒ Virtual machine instances owned by the user

☒ Network facilities

☒ Compliance with applicable standards

Deployment model:

☒ Private cloud

☒ Community cloud

☒ Hybrid cloud

☒ Public cloud

Tier:

☒ Level 1

☐ Level 2

☒ Level 3

No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	<p>The user has the right to audit:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input type="checkbox"/> Network facilities</p> <p><input 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>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 checked="" 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 checked="" type="checkbox"/> Penetration test</p> <p><input checked="" type="checkbox"/> Threat and vulnerability risk assessment</p> <p><input checked="" type="checkbox"/> Vulnerability scan</p> <p><input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)</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 type="checkbox"/> CSA Open Certification Framework</p> <p><input checked="" type="checkbox"/> PCI-DSS</p> <p><input type="checkbox"/> Others _____</p>	
Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: <u>Cloud</u></p> <p>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <p><input checked="" type="checkbox"/> Advertising or marketing</p> <p><input checked="" type="checkbox"/> Statistics analysis on usage</p> <p><input type="checkbox"/> Others _____</p>	
4.	Data retention	<p>Data deleted by the user is retained as follows:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input type="checkbox"/> Deleted immediately</p> <p>Log data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period as follows: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input type="checkbox"/> Not retained</p> <p>User data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud user:</p> <p><input type="checkbox"/> Log data</p>	<p>Data retention policies are customized to the customer's requirement.</p>

		<input type="checkbox"/> Other _____	
5.	Data sovereignty	<p>The primary data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input checked="" type="checkbox"/> Asia Pacific _____</p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other _____</p> <p>The backup data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input checked="" type="checkbox"/> Asia Pacific _____</p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other _____</p> <p>No. of countries in which data centres are operated: <u>204</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 type="checkbox"/> Yes, except as required by law</p> <p><input checked="" type="checkbox"/> Yes, except as noted: <u>upon customer requirement</u></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 checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes, except as required by law</p> <p><input type="checkbox"/> Yes, except as noted: _____</p> <p><input type="checkbox"/> No</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</i></p>	

		<i>access to data in-transit or storage with Cloud Service Providers.</i>	
6.	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider  <input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
<b>Provider Performance</b>			
7.	Availability	<p>The committed network uptime is:</p> <input checked="" type="checkbox"/> <u>99.95</u> % <input type="checkbox"/> Varies according to price plan <p>The committed system uptime is:</p> <input type="checkbox"/> _____ % <input type="checkbox"/> Varies according to price plan <p>The cloud environment has the following single points of failure:</p> <input type="checkbox"/> _____ <input type="checkbox"/> none	
8.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> User selectable backup plans <input checked="" type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input checked="" type="checkbox"/> RPO _____ <input checked="" type="checkbox"/> RTO _____ <input type="checkbox"/> Others, please specify: _____ _____	
9.	Liability	<p>The following terms are available for the users 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	<i>As per contractual arrangement.</i>

		Liability: _____ <input type="checkbox"/> Migrations Liability: _____ <input type="checkbox"/> Unscheduled downtime Liability: _____ <input type="checkbox"/> Database failure Liability: _____ <input type="checkbox"/> Monitoring failure Liability: _____	
Service Support			
10.	Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services: <input checked="" type="checkbox"/> Communication plan and procedures for proactive notification <input 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 checked="" type="checkbox"/> Ability to choose timing of impact	
11.	Self-service provisioning and management portal	Provide self-service provisioning and management portal for users to manage cloud services: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe the functions of the self-service provisioning and management portal provided: <input checked="" type="checkbox"/> Allow role-based access control (RBAC) <input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates <input checked="" type="checkbox"/> Track and manage the lifecycle of each service <input checked="" type="checkbox"/> Track consumption of services <input type="checkbox"/> Others: _____ _____	
12.	Incident and problem	Delivery mode of support:	

	management	<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  Availability of support: <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: _____  Service response time: <u>24 hrs.</u>  The following are available to users upon request: <input type="checkbox"/> Permanent access to audit records of customer instances <input checked="" type="checkbox"/> Incident management assistance  Incident response time: _____  Mean time to repair on detection of faults: _____	
13.	Billing	The following billing modes are available (please elaborate granularity of charges and measurement): <input checked="" type="checkbox"/> Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS) <input type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily) <input type="checkbox"/> Other pricing model _____ <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
14.	Data portability	Importable VM formats: _____ Downloadable formats: _____ Supported operating systems: _____ Language versions of supported operating systems: _____ Supported database formats: _____	Customised based on customer requirements

		<p>API:</p> <p><input type="checkbox"/> Common _____</p> <p><input type="checkbox"/> Customised _____</p> <p>Upon service termination, 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>	
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 checked="" type="checkbox"/> IPv6 access is supported</p> <p><input type="checkbox"/> Other access methods _____</p> <p>_____</p> <p>_____</p> <p>Public access speed (shared bandwidth) in Mbps:</p> <p>_____</p>	
16.	User management	<p><input checked="" type="checkbox"/> Identity management</p> <p><input checked="" type="checkbox"/> Role based access control</p> <p><input type="checkbox"/> Federated access model</p> <p><input checked="" type="checkbox"/> Integration with Identity management solutions</p> <p><input type="checkbox"/> Others _____</p>	
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 checked="" type="checkbox"/> Manually</p> <p><input checked="" type="checkbox"/> Using automated tools</p>	



		How often are enforcement checks being performed to ensure all security configurations are applied? _____	
19.	Multi-tenancy	<input checked="" type="checkbox"/> Distinct physical hosts <input checked="" type="checkbox"/> Distinct physical network infrastructure <input checked="" type="checkbox"/> Virtual instance grouping <input checked="" type="checkbox"/> User definable security domains <input checked="" type="checkbox"/> User customisable firewall <input checked="" type="checkbox"/> User definable access policies	
Service Elasticity			
20.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <input checked="" type="checkbox"/> Programmatic interface to scale up or down <input checked="" type="checkbox"/> Mean time to start and end new virtual instances <u>instant</u> <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input checked="" type="checkbox"/> Minimum performance during peak periods <u>NA</u> <input checked="" type="checkbox"/> Minimum duration to scale up computing resources <u>NA</u> <input checked="" type="checkbox"/> Minimum additional capacity guaranteed per account <u>NA</u> (number of cores and GB memory)	} flexible. No minimum.
21.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <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: _____ _____	Not disclosed.

		<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 _____	
22.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <input type="checkbox"/> Redundant storage connectivity links within each data centre <input type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input type="checkbox"/> Storage traffic isolation, please specify: _____ <input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____ <input type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ <input type="checkbox"/> Maximum storage capacity for single user, please specify: _____ <input type="checkbox"/> Maximum expandable storage, please specify: _____ <input type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum storage I / O performance during peak periods _____ <input type="checkbox"/> Minimum period to scale up storage I / O throughput _____	Not disclosed