



COIR disclosure

This form is to be completed for each cloud service where COIR protection parameters are used by CSPs to share their capabilities to manage outages of the subscribed cloud service.

A. Company information			
Company name:	<u>Alibaba Cloud (Singapore) Private Limited</u>		
Primary address:	<u>1 Raffles Place, #59-00 One Raffles Place 048616</u>		
Web address:	<u>https://www.alibabacloud.com/</u>		
Contact number:	<u>+65 68307260</u>		
Contact name:	<u>Larry Liu</u>		
Contact email:	<u>intlcompliance@service.aliyun.com</u>		
Contact designation:	<u>Head of Security and Privacy Compliance</u>		
Company stamp:		Signature of company representative:	
Date of Disclosure: <u>27/02/2018</u>			
B. Applicable cloud services			
Service description: Alibaba Cloud provides public cloud services, which include Elastic Compute Service, Relational Database Service, Object Storage Service, Server Load Balancer, and Virtual Private Cloud.			
Type of service (tick <input checked="" type="checkbox"/> one):			
<input checked="" type="checkbox"/> IaaS <input type="checkbox"/> PaaS <input type="checkbox"/> SaaS <input type="checkbox"/> Others _____			
No.	Parameter	"As-is" COIR practice	Remarks
1	Service availability %	B(>= 99.95 %)	
2	Historical record of availability	B(>= 12 Months)	
3	Recovery time objective (RTO)	B(Within 4 hours)	
4	Recovery point objective (RPO)	B(0 second)	
5	Support hours	A(24x7)	
6a	Notification channel of planned maintenance	B(web-site and Email)	
6b	Notification lead time of planned maintenance	B(3 months)	
7	Frequency of health monitoring of cloud service	B(Every 5 min or lower with threshold settings on alerts)	
8	Availability of health monitoring mechanisms for use by CSC	A(Health monitoring and alert mechanisms are available)	
9	Sharing of CSP's COIR plan	A(Share COIR Plan, Conduct walkthrough session with Cloud User)	
10	Exercise of CSP's COIR plan	B(Conduct exercise at least once a year, invite user to participate, and make available for users' feedback)	
11	Notification time of cloud outage incident	A(<=15 minutes from detection of incident)	
12	Communication channel used for notification of cloud outage incident	A(Website, email, phone/SMS, and IM application)	
13	Communication channel available for use by cloud user to report cloud outage incident	A(Control Panel, email, phone, and IM application)	
14	Response time by CSP	B(Within 15 minutes)	
15	Frequency of status update of reported outage	B(Every 30 minutes)	
16	Channel of communication used for status update	A(Website, email, phone/SMS, and IM application)	