

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.

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Cloud Service Provider Background

Overview of service offering:

Provision of cloud computing services using the IaaS model with compute, storage and network services.

Cloud Computing Services include the following:

- a. Virtual Private Cloud Multi-tenant virtual private managed cloud solution where customers have the capability to manage their virtual host via our easy to use self-service portal.
- b. Dedicated Private Cloud Single-tenant Dedicated Private Cloud allows customers to take advantage of the provisioning and management systems on their own dedicated hardware.

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> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Virtual machine instances owned by the user <input type="checkbox"/> Network facilities <input checked="" type="checkbox"/> Compliance with applicable standards <input type="checkbox"/> Technical controls <input type="checkbox"/> Policies and governance <input type="checkbox"/> Data Centre facilities <input checked="" type="checkbox"/> Others: Upon management approval <input type="checkbox"/> None <p>Regulators recognized by Singapore law have the right to audit:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Virtual machine instances owned by the user <input checked="" 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 type="checkbox"/> Others: <input type="checkbox"/> None <p>Audit / assessment reports that can be made available on request:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Penetration test <input checked="" type="checkbox"/> Threat and vulnerability risk assessment <input checked="" type="checkbox"/> Vulnerability scan <input checked="" type="checkbox"/> Audit reports 	<p>Provides customers with detailed information about security, compliance, policies upon request to help customers access our services against their own legal and regulatory requirement.</p> <p>You can request the reports and certifications produced by third party auditors that attest to design and operating effectiveness of the STT Connect environment. All documents are available under the terms of the STT Connect Non Disclosure Agreement. Requests can be made via the Account Representative</p> <p>Audit reports can be shared upon approval by the management.</p>

2.	Compliance	<p>The following guidelines / standards / regulations are adhered to:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO / IEC 27001 <input type="checkbox"/> ISO 9000 <input type="checkbox"/> ISO / IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others : MTCS Level 3 (IaaS) LLevel(SS584)_____ 	
Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: Application /System specific configuration data</p> <p>The cloud user retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Advertising or marketing <input checked="" type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others:_____ 	STT Connect customers own all right, title and interest in their content.
4.	Data retention	<p>Data deleted by the user is retained as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Minimum data retention period is: <input type="checkbox"/> Maximum data retention period is: <input checked="" type="checkbox"/> Deleted immediately <p>Log data is retained for a period of:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Minimum data retention period as follows: As per the agreement / SLA <input checked="" type="checkbox"/> Maximum data retention period is: As per the agreement / SLA <input type="checkbox"/> Not retained <p>User data is retained for a period of:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Minimum data retention period is: <input type="checkbox"/> Maximum data retention period is: <input type="checkbox"/> Not retained <p>The following types of data are available for download by the cloud user:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Log data <input type="checkbox"/> Other : _____ 	STT Connect provides customers with the ability to delete their data. STT Connect customers retain control and ownership of their data and it is the customers responsibility to manage data retention based on their requirements unless other defined in the Customer Agreement which is mutually agreed with the customer.

<p>5.</p>	<p>Data sovereignty</p>	<p>The primary data locations are:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific <input type="checkbox"/> Europe <input type="checkbox"/> United States <input type="checkbox"/> Other <p>The backup data locations are:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific <input type="checkbox"/> Europe <input type="checkbox"/> United States <input type="checkbox"/> Other <p>No. of countries in which data centres are operated: 1</p> <p>The user's data stored in the cloud environment will never leave the locations specified in item 5:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No <p><input checked="" type="checkbox"/> User's consent is required prior to transferring data to a location not specified in item 5 or a third party:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No <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>By default, primary data and backup data location are Singapore. As a cloud user, customers have option to choose the data locations provided by STT Connect and their data will stay within the location specified.</p>
<p>6.</p>	<p>Non-disclosure</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider <input checked="" type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review) 	

Provider Performance			
7.	Availability	<p>The committed network uptime is:</p> <p><input type="checkbox"/> 99.97 to 99.999%</p> <p><input checked="" type="checkbox"/> Varies according to price plan</p> <p>The committed system uptime is:</p> <p><input type="checkbox"/> 99.97 to 99.999%</p> <p><input checked="" type="checkbox"/> Varies according to price plan</p> <p>The cloud environment has the following single points of failure:</p> <p><input type="checkbox"/> _____</p> <p><input checked="" type="checkbox"/> none</p>	<p>Network uptime and System uptime is stated in Master Service Agreement mutually agreed with the customer. By default, company will provide system and network uptime of 99.97%</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 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 checked="" type="checkbox"/> RPO – 24 hours or less</p> <p><input checked="" type="checkbox"/> RTO – 12 hours or less</p> <p><input type="checkbox"/> Others, please specify:</p>	

9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Network failure Liability: As per the agreement / SLA <input checked="" type="checkbox"/> Infrastructure failure Liability: As per the agreement / SLA <input checked="" type="checkbox"/> Virtual machine instance failure Liability: As per the agreement / SLA <input type="checkbox"/> Migrations Liability: <input type="checkbox"/> Unscheduled downtime Liability: <input checked="" type="checkbox"/> Database failure Liability: As per the agreement / SLA <input type="checkbox"/> Monitoring failure Liability: 	
Service Support			
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>Communication plan and procedures for proactive notification</p> <ul style="list-style-type: none"> <input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued <input type="checkbox"/> Ability to remain on old versions for a defined time period <input type="checkbox"/> Ability to choose timing of impact 	<p>Assistance in migration to new services when legacy solutions are provided by guidance documentations.</p> <p>Change are authorised, logged, tested, approved and documented and most changes are in a manner that will not impact the customer.</p> <p>STT Connect will communicate with customers, either via email or through Portal Dashboard when there is a chance they may be affected.</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 type="checkbox"/> Track and manage the lifecycle of each service</p> <p><input checked="" type="checkbox"/> Track consumption of services</p> <p><input type="checkbox"/> Others: _____</p>	
12.	Incident and problem management	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email</p> <p><input checked="" type="checkbox"/> Access via portal</p> <p><input checked="" type="checkbox"/> Access via phone support</p> <p><input checked="" type="checkbox"/> Direct access to support engineers</p> <p>Availability of support:</p> <p><input checked="" type="checkbox"/> 24 x 7</p> <p><input checked="" type="checkbox"/> During office hours support, please specify the hours of operations: 9 AM to 6 PM (weekdays)</p> <p><input type="checkbox"/> After office hours support, please specify the hours of operations: _____</p> <p>Service response time: As per the agreement / SLA</p> <p>The following are available to users 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: As per the agreement / SLA</p>	

13.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <p><input checked="" type="checkbox"/> Pay per usage per hour (up to per min /hour/ day / month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS)</p> <p><input checked="" type="checkbox"/> Fixed Pricing _monthly / quarterly / yearly pricing (up to yearly/monthly/daily)</p> <p><input type="checkbox"/> Other pricing model: _____</p> <p><input type="checkbox"/> Not disclosed</p> <p><input type="checkbox"/> Available billing history: _____ Months</p>	
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14.	Data portability	<p>Importable VM formats:</p> <p>Downloadable formats:</p> <p>Supported operating systems: CentOS 6, CentOS 7, Debian 8, OpenSUSE 13, RHEL 7.3, Ubuntu 14.04, Ubuntu 16.04, Windows 2008R2, Windows 2012R2. (this is the current list which may evolve over time)</p> <p>Language versions of supported operating systems: English</p> <p>Supported database formats:</p> <p>API: Will be provided based on the requirements</p> <hr/> <p><input checked="" type="checkbox"/> Common: _____</p> <p><input type="checkbox"/> Customized: _____</p> <p>Upon service termination, data is available through:</p> <p><input type="checkbox"/> Physical media</p> <p><input checked="" type="checkbox"/> Standard methods as described above</p> <p><input type="checkbox"/> Other methods: _</p>	<p>STT Connect Images are pre-configured with an ever growing list of operating systems. We also provide the ability for users to import the following image formats:</p> <p>We support the following image formats:</p> <ul style="list-style-type: none"> * aki - An Amazon kernel image. * ami - An Amazon machine image. * ari - An Amazon ramdisk image. * iso - An archive format for the data contents of an optical disc, such as CD-ROM. * qcow2 - Supported by the QEMU emulator that can expand dynamically and supports Copy on Write. * raw - An unstructured disk image format; if you have a file without an extension it is possibly a raw format. * vdi - Supported by VirtualBox virtual machine monitor and the QEMU emulator. * vhd - The VHD disk format, a common disk format used by virtual machine monitors from VMware, Xen, Microsoft, VirtualBox, and others. * vmdk - Common disk format supported by many common virtual machine monitors. <p>There are specific image requirements that have to be met for the image to be able to support all the features:</p> <ul style="list-style-type: none"> * Disk partitions and resize root partition on boot (cloud-init) * No hard-coded MAC address information * SSH server running * Disable firewall * Access instance using
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			ssh public key (cloud-init) * Process user data and other meta-data (cloud-init)
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>_____</p> <p>Public access speed (shared bandwidth) in Mbps:</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"/> 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 customizable 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 checks being performed to ensure all security configurations are applied?</p> <p>Security configurations are monitored daily and enforcement checks are done monthly. External Audits are done annually as per MTCS Standards.</p> <p>_____</p> <p>_____</p> <p>_____</p>	

19.	Multi-tenancy	<input checked="" type="checkbox"/> Distinct physical hosts <input 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 customizable 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 <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods <p>Minimum duration to scale up computing resources</p> <input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)	We have auto scaling option to adjust the capacity and load balancer to share the load based on the capacity.

21.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Redundant Internet connectivity links <input checked="" type="checkbox"/> Redundant Internal connectivity <input type="checkbox"/> Selectable bandwidth up to __1__ Gbps <input checked="" type="checkbox"/> Maximum usable IPs: None <input checked="" type="checkbox"/> Load balancing ports <input checked="" 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: Multiple layers of security starting with DDOS Protection, Network Filtering, External Firewalls, IDS / IPS and Monitoring <hr/> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Network traffic isolation, please specify: Isolated between production and testing environment <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: We provide shared network connectivity and also support dedicated network connections from any carrier. <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: <input type="checkbox"/> Minimum period to scale up network throughput: 	
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22.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <ul style="list-style-type: none"> <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: <hr/> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: 40 GB Shared <input type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: N/A <input checked="" type="checkbox"/> Maximum storage capacity for single user, please specify: Unlimited <input checked="" type="checkbox"/> Maximum expandable storage, please specify: Unlimited <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input checked="" type="checkbox"/> Minimum storage I / O performance during peak periods N/A <input checked="" type="checkbox"/> Minimum period to scale up storage I / O throughput N/A 	Block Storage is replicated within the single DC in a Highly Redundant configuration. Object Storage is replicated between DC's
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