

Cloud Service Provider Contact Information

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Cloud Service Provider Background

Service Model VM own by user
Deployment model Private Cloud

Tier Level 1
Remark

Certificate Number

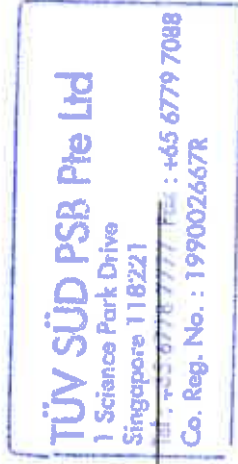
Company Stamp & Signature



Certification Body Contact Information

Company name: *TUV SUD PSB Pte Ltd*
Web address: *www.tuv-sud-psb.sg/*
Contact name: *+65 6778 7777, MS Department*
Contact number: *+65 6778 7777*

Company Stamp & Signature:



Write

Read

SS 584 MTCS

Self Disclosure

Legal & Compliance	
1 Right to audit	The user has the right to audit: <input checked="" type="checkbox"/> Virtual machine instances owned by the user <input type="checkbox"/> Network facilities <input 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 ISAE report will be send to customers <input type="checkbox"/> None
	Regulators recognised by Singapore law have the right to audit: <input type="checkbox"/> Virtual machine instances owned by the user <input type="checkbox"/> Network facilities <input type="checkbox"/> Compliance with applicable standards <input type="checkbox"/> Technical controls <input type="checkbox"/> Policies and governance <input type="checkbox"/> Data centre facilities <input type="checkbox"/> Other ¹⁵ <input type="checkbox"/> None
	Audit / assessment reports that can be made available on request: <input checked="" type="checkbox"/> Penetration test <input type="checkbox"/> Threat and vulnerability risk assessment <input checked="" type="checkbox"/> Vulnerability scan <input type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)
2 Compliance	The following guidelines / standards / regulations are adhered to: <input type="checkbox"/> Singapore Personal Data Protection Act <input type="checkbox"/> ISO / IEC 27001

<input checked="" 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 ISAE3402

Data Control

3 Data ownership

All data on the cloud service is owned by the cloud user except for:

The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:

Advertising or marketing

Statistics analysis on usage

Others

4 Data retention

Data deleted by the user is retained as follows:

Minimum data retention period is: 30days snapshot retention. If needed will need to restore VM for data retrieval

Maximum data retention period is:

Deleted immediately

Log data is retained for a period of:

Minimum data retention period as follows: 30days snapshot retention. If needed will need to restore VM for data retrieval

Maximum data retention period is:

Not retained

User data is retained for a period of:

Minimum data retention period is: 30days snapshot retention. If needed will need to restore VM for data retrieval

Maximum data retention period is:

Not retained

The following types of data are available for download by the cloud user:

Log data

Other

5 Data sovereignty

The primary data locations are:

Singapore

Asia Pacific

Europe

	<input type="checkbox"/> United States
	<input type="checkbox"/> Other
	The backup data locations are:
	<input checked="" type="checkbox"/> Singapore
	<input type="checkbox"/> Asia Pacific
	<input type="checkbox"/> Europe
	<input type="checkbox"/> United States
	<input type="checkbox"/> Other
	No. of countries in which data centres are operated: <input type="text"/>
	The user's data stored in the cloud environment will never leave the locations specified in item 5:
	<input checked="" type="checkbox"/> Yes
	<input type="checkbox"/> Yes, except as required by law
	<input type="checkbox"/> Yes, except as noted: <input type="text"/>
	<input type="checkbox"/> No
	User's consent is required prior to transferring data to a location not specified in item 5 or a third party:
	<input checked="" type="checkbox"/> Yes
	<input type="checkbox"/> Yes, except as required by law
	<input type="checkbox"/> Yes, except as noted: <input type="text"/>
	<input type="checkbox"/> No
	Note: Cloud users are responsible for determining the impact of data protection and data sovereignty.....
6 Non-disclosure	<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	For each cloud service offered, CSP should disclose relevant numbers)
	The committed network uptime is: <input type="text"/> %
	<input type="checkbox"/> Varies according to price plan
	The committed system uptime is: <input type="text"/>

	<input checked="" type="checkbox"/> 99.5	6
	<input checked="" type="checkbox"/> Varies according to price plan	
	The cloud environment has the following single points of failure:	
	<input type="checkbox"/>	
	<input checked="" type="checkbox"/> None	
8 BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection	
	<input checked="" type="checkbox"/> Backup and restore service	
	<input type="checkbox"/> User selectable backup plans	
	<input type="checkbox"/> Escrow arrangements	
	<input type="checkbox"/> No BCP / DR is available	
	<input type="checkbox"/> RPO	
	<input type="checkbox"/> RTO	
	<input type="checkbox"/> Others, please specify	
9 Liability	The following terms are available for the users on failure of the provider to meet the service commitment:	
	<input type="checkbox"/> Network failure	
	Liability:	
	<input type="checkbox"/> Infrastructure failure	
	Liability:	
	<input type="checkbox"/> Virtual machine instance failure	
	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 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
Self-service provisioning and management portal	Provide self-service provisioning and management portal for users to manage cloud services: No: _____
	If yes, describe the functions of the self-service provisioning and management portal provided: <input type="checkbox"/> Allow role-based access control (RBAC) <input 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 <input type="checkbox"/> Track consumption of services <input type="checkbox"/> Others: _____
Incident and problem management	Delivery mode of support: <input checked="" type="checkbox"/> Access via email <input type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input 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: _____ The following are available to users upon request: <input type="checkbox"/> Permanent access to audit records of customer instances <input type="checkbox"/> Incident management assistance
	Incident response time: _____
	Mean time to repair on detection of faults: _____

<p>13 Billing</p>	<p>The following billing modes are available (please elaborate granularity of charges and measurements)</p> <p><input 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)</p> <p><input checked="" type="checkbox"/> Fixed pricing monthly (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>
<p>14 Data portability</p>	<p>Importable VM formats: <input type="checkbox"/> VMDK separate charging</p> <p>Downloadable formats: <input type="checkbox"/> VMDK separate charging</p> <p>Supported operating systems: <input type="checkbox"/> Windows 2008/2012, Rhel 5/6/7</p> <p>Language versions of supported operating systems: <input type="checkbox"/> English</p> <p>Supported database formats: _____</p> <p>API: _____</p> <p><input type="checkbox"/> Common</p> <p><input type="checkbox"/> Customised</p>
<p>15 Access</p>	<p>Upon service termination, data is available through:</p> <p><input checked="" type="checkbox"/> Physical media</p> <p><input type="checkbox"/> Standard methods as described above</p> <p><input type="checkbox"/> Other methods _____</p> <p>Type of access to the service is through:</p> <p><input 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>16 User management</p>	<p>Public access speed (shared bandwidth) in Mbps: _____</p> <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 type="checkbox"/> Integration with Identity management solutions</p> <p><input type="checkbox"/> Others _____</p>

17 Lifecycle	The cloud user may select the following for service upgrades and changes:
	<input type="checkbox"/> Automatic provisioning
	<input checked="" type="checkbox"/> User customisable provisioning
Security configuration	
18 enforcement checks	Security configuration enforcement checks are performed:
	<input checked="" type="checkbox"/> Manually
	<input type="checkbox"/> Using automated tools
	How often are enforcement check being performed to ensure all security configurations are applied?
19 Multi-tenancy	<input type="checkbox"/> Distinct physical hosts
	<input type="checkbox"/> Distinct physical network Infrastructure
	<input checked="" type="checkbox"/> Virtual Instance grouping
	<input 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	The following capacity elasticity options are available:
	<input 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
Network resiliency and elasticity	
21 elasticity	The following network resiliency and elasticity options are available:
	<input checked="" 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 checked="" type="checkbox"/> Load balancing protocols

<input checked="" 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:
<input type="checkbox"/>	Shared or dedicated bandwidth, please specify:
<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
Storage redundancy and elasticity	
The following storage redundancy and elasticity options are available:	
<input checked="" 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 checked="" 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