

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
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Certification Body Contact Information
Company name: CERTIFICATION INTERNATIONAL (SINGAPORE) PTE LTD
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Cloud Service Provider Background

Overview of service offering: E-Procurement & E-Marketplace Services

Through partnering with our large enterprise partners and practicing E-Procurement since its inception in 1999, SESAMi's team has acquired in-depth knowledge and procurement expertise that will only grow stronger with the challenges of e-enabling international trade. We're proud of our team who is key to delivering satisfaction and real value to our customers.

The products and services provided by SESAMi are as follows:

- a. Cloud Procurement Services
 -  E-Procurement Enablement & Transaction Management
 -  Spend Management
 -  Supplier Enablement
 -  Strategic Sourcing
- b. Customer Service and Technical Support
- c. Demand Aggregation Services
 -  Group Deals
 -  Corporate Fleet Discount Program
- d. Public E-Marketplace Services
 -  SESAMi World Connect
 -  E-Freight (WIP)
 -  E-Finance
 -  Pay Key
- e. Business Consulting
 -  Microsoft Partner for Office 365
 -  Training and Education

Service model:

- Virtual machine instances owned by the user
- Network facilities
- Compliance with applicable standards

Deployment model:

- Private cloud
- Community cloud
- Hybrid cloud

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<input checked="" type="checkbox"/> Public cloud Tier: <input type="checkbox"/> Level 1 <input checked="" type="checkbox"/> Level 2 <input type="checkbox"/> Level 3			
No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	<p>The user has the right to audit:</p> <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 checked="" type="checkbox"/> Others: Upon SESAMi Management approval	SESAMi provides customers with detailed information about security, Compliance, Policies upon request to help customers access our services against their own legal and regulatory requirement.
		<input type="checkbox"/> None Regulators recognized by Singapore law have the right to audit: <input checked="" 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 Audit / assessment reports that can be made available on request: <input type="checkbox"/> Penetration test <input type="checkbox"/> Threat and vulnerability risk assessment	

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		<input type="checkbox"/> Vulnerability scan <input checked="" type="checkbox"/> Audit reports	Audit reports can be shared upon approval of the SESAMi management Team.
2.	Compliance	<p>The following guidelines / standards / regulations are adhered to:</p> <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input 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	
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> <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: As per the agreement / SLA <input checked="" type="checkbox"/> Maximum data retention period is: As per the agreement / SLA <input type="checkbox"/> Deleted immediately <p>Log data is retained for a period of:</p> <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> <input checked="" type="checkbox"/> Minimum data retention period is: As per the agreement / SLA	Data retention period is defined in the agreement /SLA, mutually agreed with the customer.

		<p><input checked="" type="checkbox"/> Maximum data retention period is: As per the agreement / SLA</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><input type="checkbox"/> Other : _____</p>	
<p>5.</p>	<p>Data sovereignty</p>	<p>The primary data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input 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 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>1</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 type="checkbox"/> Yes, except as noted: _____</p> <p><input type="checkbox"/> No</p> <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> <p><input type="checkbox"/> Yes</p>	<p>By default SESAMi's primary data and backup data location is Singapore. As a cloud user, Customers have option to choose the data locations provided by Microsoft Azure and their data will stay within the location specified.</p>

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		<input checked="" type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No <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>	
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	
Provider Performance			
7.	Availability	<p>The committed network uptime is:</p> <input type="checkbox"/> _____ % <input checked="" type="checkbox"/> Varies according to price plan <p>The committed system uptime is:</p> <input type="checkbox"/> _____ % <input checked="" type="checkbox"/> Varies according to price plan <p>The cloud environment has the following single points of failure:</p> <input type="checkbox"/> _____ <input checked="" type="checkbox"/> none	<p>Network uptime and System uptime is stated in Service level agreement mutually agreed with the customer. By default we SESAMi will provide System and network uptime of 99.5%</p>

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 checked="" type="checkbox"/> RPO – 24 hours <input checked="" type="checkbox"/> RTO – 12 hours <input type="checkbox"/> Others, please specify:	SESAMi doesn't provide escrow arrangements, will provide process for SLA service credit claims mutually agreed with customers.
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9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <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: As per the agreement / SLA <input checked="" type="checkbox"/> Unscheduled downtime Liability: As per the agreement / SLA <input checked="" type="checkbox"/> Database failure Liability: As per the agreement / SLA <input checked="" type="checkbox"/> Monitoring failure L Liability: As per the agreement / SLA	Liability for outages is addressed in the Service level Agreement mutually agreed with Customers.
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 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	<p>Provide self-service provisioning and management portal for users to manage cloud services:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <p>If yes, describe the functions of the self-service provisioning and management portal provided: _____</p>	

		<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: _____	
<p>12.</p>	<p>Incident and problem management</p>	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email</p> <p><input 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 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 Incident response time:</p> <p>Mean time to repair on detection of faults: As per the agreement / SLA</p>	
<p>13.</p>	<p>Billing</p>	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <p><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)</p> <p><input checked="" type="checkbox"/> Fixed Pricing _____ pricing (up to yearly/monthly/daily)</p> <p><input type="checkbox"/> Other pricing model: _____</p>	

		<input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
14.	Data portability	Importable VM formats: __ vmdk __,vhd _____ Downloadable formats: ____ vmdk,vhd _____ Supported operating systems: _____ Win 2008, 2012 _____ Language versions of supported operating systems: English _____ Supported database formats: _____ MSSQL _____ API: Will be provided based on the requirements _____ <input type="checkbox"/> Common: _____ <input checked="" type="checkbox"/> Customized: _____ Upon service termination, data is available through: <input checked="" type="checkbox"/> Physical media <input type="checkbox"/> Standard methods as described above <input type="checkbox"/> Other methods: _____	
15.	Access	Type of access to the service is through: <input checked="" type="checkbox"/> Public access <input type="checkbox"/> Private access (e.g. VPN, dedicated link) <input type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods: _____ _____ _____ Public access speed (shared bandwidth) in Mbps:	
16.	User management	<input type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input type="checkbox"/> access model <input type="checkbox"/> Integration with Identity management solutions	

		<input type="checkbox"/> Others	
17.	Lifecycle	<p>The cloud user may select the following for service upgrades and changes:</p> <p><input 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 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>	
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 customizable 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 checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum performance during peak periods</p> <p>Minimum duration to scale up computing resources</p> <p><input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)</p>	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> <p><input checked="" type="checkbox"/> Redundant Internet connectivity links</p>	

		<p><input checked="" type="checkbox"/> Redundant Internal connectivity</p> <p><input type="checkbox"/> Selectable bandwidth up to _____ Mbps</p> <p><input checked="" type="checkbox"/> Maximum usable IPs ___ 57 _____</p> <p><input checked="" type="checkbox"/> Load balancing ports _____</p> <p><input checked="" type="checkbox"/> Load balancing protocols _____</p> <p><input checked="" type="checkbox"/> Anti-DDOS protection systems or services</p> <p><input type="checkbox"/> Defence-in-depth mechanisms, please specify: _____ _____</p> <p><input checked="" type="checkbox"/> Network traffic isolation, please specify: Isolated between production and testing environment</p> <p><input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: Dedicated for testing and Production</p> <p><input type="checkbox"/> QoS traffic control services</p> <p><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum performance during peak periods : _____</p> <p><input type="checkbox"/> Minimum period to scale up network throughput:- _____</p>	
<p>22.</p>	<p>Storage redundancy and elasticity</p>	<p>The following storage redundancy and elasticity options are available:</p> <p><input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre</p> <p><input type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud</p> <p><input type="checkbox"/> Storage traffic isolation, please specify: _____</p> <p><input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: 4GB Dedicated</p> <p><input checked="" 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 type="checkbox"/> Maximum storage capacity for single user, please specify:</p> <hr/> <hr/>	
	<p><input type="checkbox"/> Maximum expandable storage, please specify:</p> <hr/> <hr/>	
	<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> <hr/>	
	<p><input type="checkbox"/> Minimum period to scale up storage I / O throughput</p>	