

## 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: NewMedia Express Pte Ltd

Primary address: 25 Kallang Avenue, #05-04, Singapore 339416

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### Certification Body Contact Information

Company name: DNV Business Assurance Pte Ltd

Web address: http://www.dnvba.com.sg

Contact name: Ros Oh

Contact email: ros.oh@dnvgl.com



### Cloud Service Provider Background

Overview of service offering:

Virtual Machine Hosting Service (Infrastructure as a Service), Service include: Compute, storage, network connectivity, data backup, OS/Platform managed 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> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Virtual machine instances owned by the user</li><li><input type="checkbox"/> Network facilities</li><li><input type="checkbox"/> Compliance with applicable standards</li><li><input type="checkbox"/> Technical controls</li><li><input type="checkbox"/> Policies and governance</li><li><input checked="" type="checkbox"/> Data centre facilities</li><li><input type="checkbox"/> Others _____</li><li><input type="checkbox"/> None</li></ul> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Virtual machine instances owned by the user</li><li><input type="checkbox"/> Network facilities</li><li><input type="checkbox"/> Compliance with applicable standards</li><li><input type="checkbox"/> Technical controls</li><li><input type="checkbox"/> Policies and governance</li><li><input checked="" type="checkbox"/> Data centre facilities</li><li><input type="checkbox"/> Others _____</li><li><input type="checkbox"/> None</li></ul> <p>Audit / assessment reports that can be made available on request:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Penetration test</li><li><input type="checkbox"/> Threat and vulnerability risk assessment</li><li><input type="checkbox"/> Vulnerability scan</li><li><input type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)</li></ul>	
2.	Compliance	The following guidelines / standards / regulations are adhered to:	



		<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 type="checkbox"/> Others	
<b>Data Control</b>			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: _____</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 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> <input checked="" type="checkbox"/> Minimum data retention period as follows: <u>6 month</u> <input checked="" type="checkbox"/> Maximum data retention period is: <u>36 month</u> <input type="checkbox"/> Not retained <p>User data is retained for a period of:</p> <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____ <input checked="" type="checkbox"/> Not retained <p>The following types of data are available for download by the cloud user:</p> <input type="checkbox"/> Log data <input type="checkbox"/> Other _____	



5.

Data sovereignty

The primary data locations are:

- Singapore
- Asia Pacific \_\_\_\_\_
- Europe \_\_\_\_\_
- United States
- Other \_\_\_\_\_

The backup data locations are:

- Singapore
- Asia Pacific \_\_\_\_\_
- Europe \_\_\_\_\_
- United States
- Other \_\_\_\_\_

No. of countries in which data centres are operated: 1

The user's data stored in the cloud environment will never leave the locations specified in item 5:

- Yes
- Yes, except as required by law
- Yes, except as noted: \_\_\_\_\_
- No

User's consent is required prior to transferring data to a location not specified in item 5 or a third party:

- Yes
- Yes, except as required by law
- Yes, except as noted: \_\_\_\_\_
- No

*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.*



6.	Non-disclosure	<input 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)	
<b>Provider Performance</b>			
7.	Availability	<p>The committed network uptime is:</p> <input checked="" type="checkbox"/> 99.9% <input type="checkbox"/> Varies according to price plan <p>The committed system uptime is:</p> <input checked="" type="checkbox"/> 99.9% <input type="checkbox"/> Varies according to price plan <p>The cloud environment has the following single points of failure:</p> <input checked="" type="checkbox"/> <u>Server Hardware (Motherboard, CPU, Memory)</u> <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 type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input checked="" type="checkbox"/> <u>RPO As per customer requirement</u> <input checked="" type="checkbox"/> <u>RTO As per customer requirement</u> <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 checked="" type="checkbox"/> Network failure Liability: <u>10% service credit for every 0.1% below 99.9% up to maximum 100% service credit</u> <input checked="" type="checkbox"/> Infrastructure failure Liability: <u>10% service credit for every 0.1% below 99.9% up to maximum 100% service credit</u> <input checked="" type="checkbox"/> Virtual machine instance failure	



		<p>Liability: <u>10% service credit for every 0.1% below 99.9% up to maximum 100% service credit</u></p> <p><input type="checkbox"/> Migrations</p> <p>Liability: _____</p> <p><input checked="" type="checkbox"/> Unscheduled downtime</p> <p>Liability: <u>10% service credit for every 0.1% below 99.9% up to maximum 100% service credit</u></p> <p><input type="checkbox"/> Database failure</p> <p>Liability: _____</p> <p><input type="checkbox"/> Monitoring failure</p> <p>Liability: _____</p>	
<b>Service Support</b>			
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><input checked="" type="checkbox"/> Communication plan and procedures for proactive notification</p> <p><input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input type="checkbox"/> Ability to remain on old versions for a defined time period</p> <p><input type="checkbox"/> Ability to choose timing of impact</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 type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <p><input type="checkbox"/> Allow role-based access control (RBAC)</p> <p><input 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 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 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 type="checkbox"/> During office hours support, please specify the hours of operations: _____</p> <p><input type="checkbox"/> After office hours support, please specify the hours of operations: _____</p> <p>Service response time: <u>1 Hour</u></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 type="checkbox"/> Incident management assistance</p> <p>Incident response time: <u>1 Hour</u></p> <p>Mean time to repair on detection of faults: <u>1 Hour</u></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 for compute, per month for storage, and per user/processor per month for SaaS)</p> <p><input checked="" type="checkbox"/> Fixed pricing <u>Monthly / Yearly</u> (up to yearly/monthly/daily)</p> <p><input type="checkbox"/> Other pricing model _____</p> <p><input type="checkbox"/> Not disclosed</p> <p><input checked="" type="checkbox"/> Available billing history: <u>12</u> Months</p>	
14.	Data portability	<p>Importable VM formats:</p> <p>Downloadable formats:</p> <p>Supported operating systems: <u>Not Relevant</u></p> <p>Language versions of supported operating systems: <u>Not Relevant</u></p> <p>Supported database formats: <u>Not Relevant</u></p>	



		<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>	
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: 100Mbps</p>	
16.	User management	<p><input type="checkbox"/> Identity management</p> <p><input 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	<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>	
<b>Security Configurations</b>			
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>	





19.	Multi-tenancy	<input type="checkbox"/> Distinct physical hosts <input type="checkbox"/> Distinct physical network infrastructure <input 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	
<b>Service Elasticity</b>			
20.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <input type="checkbox"/> Programmatic interface to scale up or down <input checked="" type="checkbox"/> Mean time to start and end new virtual instances <u>1 Hour</u> <input type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input checked="" type="checkbox"/> Minimum duration to scale up computing resources <u>1 Hour</u> <input type="checkbox"/> Minimum additional capacity guaranteed per account (number of cores and GB memory)	
21.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <input checked="" type="checkbox"/> Redundant Internet connectivity links <input checked="" type="checkbox"/> Redundant Internal connectivity <input checked="" type="checkbox"/> Selectable bandwidth up to <u>1000 Mbps</u> <input type="checkbox"/> Maximum usable IPs _____ <input type="checkbox"/> Load balancing ports _____ <input 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 checked="" type="checkbox"/> Network traffic isolation, please specify: <u>Dedicated VLAN for each customer</u> _____ <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>Dedicated</u>	



		<p><u>Bandwidth for each customer</u></p> <p><input type="checkbox"/> QoS traffic control services</p> <p><input type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum performance during peak periods_____</p> <p><input checked="" type="checkbox"/> Minimum period to scale up network throughput: <u>1 Hour</u>, Maximum 1Gbps</p>	
22.	Storage redundancy and elasticity	<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 checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>Dedicated VLAN</u></p> <p><input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>Dedicated 1000Mbps Storage Network Bandwidth</u></p> <p><input 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> <p><input type="checkbox"/> Maximum expandable storage, please specify: _____</p> <p><input type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum storage I / O performance during peak periods _____</p> <p><input type="checkbox"/> Minimum period to scale up storage I / O throughput</p>	

