

Annex B

June 2015

FACTSHEET *Multi-Tier Cloud Security Singapore Standard*

Background

The Multi-Tier Cloud Security (MTCS) Singapore Standard (SS) 584 is the world's first cloud security standard that covers multiple tiers of cloud security. It can be applied by Cloud Service Providers (CSPs) to meet differing cloud user needs for data sensitivity and business criticality. In Singapore's drive as a Smart Nation, such security clarity is a key part of building trust through transparency as cloud grows in importance.

The MTCS standard seeks to drive cloud adoption across industries by giving clarity around the security service levels of cloud providers, while also increasing the level of accountability and transparency from CSPs. Certification of the CSP is carried out by accredited third-party Certification Bodies.

Alongside certification, a standardised self-disclosure document must be produced by CSPs. This document creates a consistent disclosure format on services offered. This enables users to discern services uniformly across various CSPs. The disclosure areas include but are not limited to: Data retention; data sovereignty; data portability; liability; availability; BCP/DR; incident and problem management.

Key Updates

Positive Adoption in Phase 1

The **first major phase** of MTCS certifications has seen positive results. **13 CSPs** across various "as a Service" platforms are now certified across different tiers. The full table is listed below.

This first phase primarily sought to target Infrastructure-as-a-Service (IaaS) CSPs, and has seen success; 10 IaaS CSPs in Singapore are now certified, making up about a third of the Singapore-based market.

Targeting IaaS was considered key, as Singapore business IaaS adoption rates (at 14%) have lagged behind Software-as-a-Service (SaaS) rates (at 26%). This is according to a 2013 Singapore Cloud Adoption survey commissioned by IDA of businesses with internet connectivity here.

Deeper focus on robust vertical portion of ecosystem with Phase 2

More can be done to drive vertical MTCS certification across the cloud services hierarchy, which will give enterprises even greater security assurance for data sensitivity and business criticality.

In **Phase 2** of the MTCS, IDA is introducing a new programme - '**Support for Cloud-enabled Certified Secure SaaS' (SUCCESS)**. The programme aims to collaborate with MTCS-certified IaaS CSPs to encourage and support more Independent Software Vendors (ISVs) with SaaS offerings towards MTCS certification. ISVs sign on to host their services on a SUCCESS partner for a range of incentives. In return, they must undertake MTCS certification for their SaaS.

Some of these incentives can include: SaaS Enablement Support, Training & Professional Services Support, Technical Consultancy Support and Discounted Pricing for Cloud Services.

As a start, the SUCCESS programme will have **six** of the Singapore-based IaaS work in collaboration with IDA. The **IaaS** offering this programme from today are:

- Acclivis Technologies & Solutions
- Clearmanage
- Microsoft Azure
- Readyspace
- Starhub
- Telin Singapore

About MTCS

A January 2015 survey conducted by the Cloud Security Alliance indicated cloud security continues to dominate as the main concern against adoption. An overwhelming 82% of IT professionals in the Asia Pacific region continued to regard cloud data security as an executive-level concern for their organization. Against this backdrop, the MTCS SS 584 is a key pillar in building trust through transparency around cloud security and encourages a trusted cloud services ecosystem.

Security Level System

MTCS SS has three different levels of security, Level 1 being the base and Level 3 being the most stringent.

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- Level 1:
Designed for non-business critical data and system, with baseline security controls to address security risks and threats in potentially low impact information systems using cloud services (e.g.: Web site hosting public information)
- Level 2:
Designed to address the need of most organisations running business critical data and systems through a set of more stringent security controls to address security risks and threats in potentially moderate impact information systems using cloud services to protect business and personal information (e.g.: Confidential business data, email, CRM – customer relation management systems)
- Level 3:
Designed for regulated organisations with specific requirements and more stringent security requirements. Industry specific regulations may be applied in addition to these controls to supplement and address security risks and threats in high impact information systems using cloud services (e.g.: Highly confidential business data, financial records, medical records)

While the adoption of MTCS SS is voluntary for CSPs, being certified under SS 584 is a requirement for CSPs participating in public cloud services bulk tenders for Government procurement of public cloud services.

Development of the MTCS SS584 commenced in April 2012 after a Working Group was formed under the IT Standard Committee. The standard was published in November 2013 and is now available from SPRING's standards publication website.

MTCS Cross-Certification

IDA has harmonised MTCS SS 584 with other international standards – the International Standard Organization (ISO) 27001 Information Security Management System and Cloud Security Alliance (CSA) Open Certification Framework (OCF) – to help CSPs already certified against them meet MTCS SS 584 and vice versa. As a result of harmonisation of standards, a set of guidelines assisting in walking through certification have been published to help CSPs seeking to cross-certify between MTCS and either ISO27001 certification and/or CSA OCF.

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MTCS Certified CSPs

As of 18 May 2015, there are a total of **13** MTCS-certified CSPs. Three of these CSPs are MTCS Level 3 certified. The other ten CSPs are MTCS Level 1 certified.

MTCS Level 3 Certified

Cloud Service Provider	IaaS	PaaS	SaaS
Amazon Web Services (Singapore)*	✓	✓	
Clearmanage*	✓		
Ribose Group			✓

MTCS Level 1 Certified

Cloud Service Provider	IaaS	PaaS	SaaS
Acclivis Technologies and Solution*	✓	✓	
Ascenix	✓		
Auctorizium			✓
Inspire-Tech*			✓
M1	✓		✓
Microsoft Azure*	✓	✓	✓
NewMedia Express*	✓		
Readyspace	✓		
Starhub	✓		
Telin Singapore	✓		

* Services available under Government bulk tender

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