



Annex A
(normative)

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: NTT Worldwide Telecommunications Corporation Primary address: OTEMACHI PLACE WEST TOWER 2-3-1 Otemachi, Chiyoda-ku, Tokyo 100-8019, Japan _____ _____	
Web address: https://www.ntt.com/en/index.html Contact name: Shinji Fukui Contact number: +81 3-6733-9562 MTCS Certificate Number: MTCS 700882	
Company Chop 	Company Representative Signature: <i>Kenichiro Iida</i> <i>Kenichiro Iida</i>
Certification Body Contact Information	
Company name: <u>BSI Group Singapore Pte Ltd</u> Web address: <u>https://www.bsigroup.com/en-SG/</u> Contact name: <u>Mary Ann de Jesus</u> Contact email: <u>maryann.dejesus@bsigroup.com</u>	
Company Chop: 	Lead Auditor Signature: <u>Andreas Gehrmann</u> <i>Andreas Gehrmann</i>
Cloud Service Provider Background	
Overview of service offering: Enterprise Cloud is a hybrid cloud environment supporting traditional and cloud-native ICT and offering high security, highly stable operations, and designed-in flexibility and agility. _____	
Service model: <input checked="" type="checkbox"/> Virtual machine instances owned by the user <input checked="" type="checkbox"/> 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
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Legal and Compliance

1.	Right to audit	<p>The user has the right to audit:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input type="checkbox"/> Network facilities</p> <p><input type="checkbox"/> Compliance with applicable standards</p> <p><input type="checkbox"/> Technical controls</p> <p><input type="checkbox"/> Policies and governance</p> <p><input type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others _____</p> <p><input type="checkbox"/> None</p> <p>Regulators recognised by Singapore law have the right to audit:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input type="checkbox"/> Network facilities</p> <p><input type="checkbox"/> Compliance with applicable standards</p> <p><input type="checkbox"/> Technical controls</p> <p><input type="checkbox"/> Policies and governance</p> <p><input type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others _____</p>	
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		<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 <input type="checkbox"/> Vulnerability scan <input checked="" 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 checked="" type="checkbox"/> ISO / IEC 27001 <input type="checkbox"/> ISO 9000 <input checked="" type="checkbox"/> ISO / IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input checked="" type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others :SOC 1 /SSAE 16/ISAE 3402(formerly SAS70)	
Data Control			
3.	Data ownership	All data on the cloud service is owned by the cloud user except for: None The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following: <input type="checkbox"/> Advertising or marketing <input type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others	
4.	Data retention	Data deleted by the user is retained as follows: <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____ <input checked="" type="checkbox"/> Deleted immediately Log data is retained for a period of: <input type="checkbox"/> Minimum data retention period as follows: _____ <input type="checkbox"/> Maximum data retention period is: _____	https://ecl.ntt.com/en/documents/service-descriptions/rsts/management/monitoring.html

		<input type="checkbox"/> Not retained User data is retained for a period of: <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____ <input type="checkbox"/> Not retained The following types of data are available for download by the cloud user: <input type="checkbox"/> Log data <input type="checkbox"/> Other _____	
5.	Data sovereignty	The primary 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 _____ The backup data locations are: <input type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input checked="" type="checkbox"/> Other : Backup is customer responsibility No. of countries in which data centres are operated: 7 countries The user's data stored in the cloud environment will never leave the locations specified in item 5: <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>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><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><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>	
6.	Non-disclosure	<p><input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider</p> <p><input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)</p>	
Provider Performance			
7.	Availability	<p>The committed network uptime is:</p> <p><input type="checkbox"/> _____%</p> <p><input type="checkbox"/> Varies according to price plan</p> <p>The committed system uptime is:</p> <p><input type="checkbox"/> _____%</p> <p><input 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 type="checkbox"/> none</p>	Enterprise Cloud SLA is as follows. https://ecl.ntt.com/en/sla/
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 type="checkbox"/> RPO _____</p> <p><input type="checkbox"/> RTO _____</p>	

		<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> <p><input checked="" type="checkbox"/> Network failure Liability: _____</p> <p><input checked="" type="checkbox"/> Infrastructure failure Liability: _____</p> <p><input checked="" type="checkbox"/> Virtual machine instance failure Liability: _____</p> <p><input type="checkbox"/> Migrations Liability: _____</p> <p><input type="checkbox"/> Unscheduled downtime Liability: _____</p> <p><input type="checkbox"/> Database failure Liability: _____</p> <p><input type="checkbox"/> Monitoring failure Liability: _____</p>	Enterprise Cloud SLA is as follows. https://ecl.ntt.com/en/sla/
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><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 checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If yes, describe the functions of the self-service provisioning and</p>	

		<p>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 type="checkbox"/> Access via email</p> <p><input checked="" type="checkbox"/> Access via portal</p> <p><input type="checkbox"/> Access via phone support</p> <p><input 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: _____</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: _____</p> <p>Mean time to repair on detection of faults: _____</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 _____ (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 type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily)</p> <p><input type="checkbox"/> Other pricing model _____</p>	Enterprise Cloud Pricing is as follows. https://ecl.ntt.com/en/pricing/

		<input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
14.	Data portability	Importable VM formats: _____ Downloadable formats: _____ Supported operating systems: _____ Language versions of supported operating systems: _____ Supported database formats: _____ API: <input type="checkbox"/> Common _____ <input checked="" type="checkbox"/> Customised _____ Upon service termination, data is available through: <input type="checkbox"/> Physical media <input checked="" type="checkbox"/> Standard methods as described above <input type="checkbox"/> Other methods _____ _____	https://ecl.ntt.com/en/documents/service-descriptions/rsts/server/virtual-server.html
15.	Access	Type of access to the service is through: <input checked="" type="checkbox"/> Public access <input checked="" 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 checked="" type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input type="checkbox"/> Federated 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 checked="" type="checkbox"/> Automatic provisioning</p> <p><input 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>_____</p>	Security configuration enforcement is conducting in accordance with 1S027001 and PCIDSS requirements.
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 checked="" type="checkbox"/> User customisable 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 checked="" 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 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 duration to scale up computing resources _____</p> <p><input type="checkbox"/> Minimum additional capacity guaranteed per account (number of cores and GB memory) _____</p>	
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 checked="" type="checkbox"/> Selectable bandwidth up to _____ Mbps</p> <p><input checked="" type="checkbox"/> Maximum usable IPs _____</p>	https://ecl.ntt.com/en/documents/service-descriptions/rsts/network/index.html

		<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 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 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 _____	
22.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <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 type="checkbox"/> Alerts to be sent for unusual high usage	https://ecl.ntt.com/en/documents/service-descriptions/rsts/storage/index.html

	<input type="checkbox"/> Minimum storage I / O performance during peak periods _____	
	<input type="checkbox"/> Minimum period to scale up storage I / O throughput _____	

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