


## COIR disclosure

This form is to be completed for each cloud service where COIR protection parameters are used by CSPs to share their capabilities to manage outages of the subscribed cloud service.

<b>A. Company information</b>			
Company name: <u>ReadySpace SG Pte Ltd</u>			
Primary address: <u>20 Ayer Rajah Crescent #09-29 Singapore 139964</u>			
Web address: <u>www.readyspace.com.sg</u>			
Contact number: <u>64960090</u>			
Contact name: <u>Poh Yong Hwang</u>			
Contact designation: <u>Senior Engineer</u>			
Contact email: <u>poh@readyspace.com</u>			
Company stamp: 		Signature of company representative: 	
<b>Date of Disclosure:</b> <u>9th April 2018</u>			
<b>B. Applicable cloud services</b>			
Service description: <u>Cloud Hosting</u>			
Type of service (tick <input checked="" type="checkbox"/> one):			
<input checked="" type="checkbox"/> IaaS <input checked="" type="checkbox"/> PaaS <input type="checkbox"/> SaaS <input type="checkbox"/> Others _____			
No.	Parameter	"As-is" COIR practice	Remarks
1	Service availability %	99.9%	
2	Historical record of availability	6 months	
3	Recovery time objective (RTO)	8 hours	
4	Recovery point objective (RPO)	1 day	
5	Support hours	24/7 Live Chat, 9am -6pm phone call on weekdays	
6a	Notification channel of planned maintenance	Helpdesk.readyspace.com	
6b	Notification lead time of planned maintenance	At least 1 day in advance	
7	Frequency of health monitoring of cloud service	5 minutes	
8	Availability of health monitoring mechanisms for use by CSC	Public facing is not available yet. It is for internal monitoring	
9	Sharing of CSP's COIR plan	Sharing upon request by CSCs	
10	Exercise of CSP's COIR plan	Once a year exercise	
11	Notification time of cloud outage incident	Within the first hour	Incident report will be provided
12	Communication channel used for notification of cloud outage incident	Helpdesk, social media like facebook, twitter	
13	Communication channel available for use by cloud user to report cloud outage incident	Helpdesk, phone call and live chat	
14	Response time by CSP	First reponse within 15 minutes	
15	Frequency of status update of reported outage	1 hour	
16	Channel of communication used for status update	Helpdesk, social media like facebook and twitter	