

## 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.

Date of disclosure: **2025-8-28**

Applicable cloud service(s): **Microsoft Dynamics 365**

### Cloud Service Provider Contact Information

Company name: Microsoft Corporation

Primary address: One Microsoft Way

Redmond, WA 98052-6399

Web address: [www.microsoft.com](http://www.microsoft.com)

Contact name: Colin Yuen

Contact number: +1 (425) 7064622

MTCS certificate number: \_\_\_\_\_

### Certification Body Contact Information

Company name: SOCOTEC Certification Singapore Pte Ltd

Web address: <https://www.socotec-certification-international.sg/>

Contact name: Agnes Wong



Contact email: [agneswong@socotec.com](mailto:agneswong@socotec.com)

### Cloud Service Provider Background

Overview of service offering:

Dynamics 365 is a connected and integrated portfolio of products that together help you with engaging your customers, optimizing operations, empowering your employees or transforming your products and services, Dynamics 365 gives you a deep understanding of your business to help digitally transform and achieve success in your own terms.

Dynamics 365 scope includes,

- Chat for Dynamics 365
- Dataverse
- Dynamics 365 Business Central
- Dynamics 365 Commerce
- Dynamics 365 Contact Center
- Dynamics 365 Customer Insights - Data
- Dynamics 365 Customer Insights - Journeys
- Dynamics 365 Customer Service
- Dynamics 365 Customer Service Insights
- Dynamics 365 Field Service

- Dynamics 365 Finance
- Dynamics 365 Guides
- Dynamics 365 Human Resources
- Dynamics 365 Intelligent Order Management
- Dynamics 365 Project Operations
- Dynamics 365 Sales
- Dynamics 365 Sales Insights
- Dynamics 365 Supply Chain Management
- Nuance Conversational IVR
- Microsoft Power Platform on Azure

Service model:

- ☐ Virtual machine instances owned by the cloud service customer
- ☐ 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 cloud service customer has the right to audit:</p> <p><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</p> <p><input type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p><input type="checkbox"/> Technical controls</p> | <p>Microsoft provides customers with detailed information about our security and compliance programs, including audit reports and compliance packages, to help customers assess our services against their own legal and regulatory requirements.</p> <p>In addition, Microsoft has developed an extensible compliance framework that enables it to design and build services using a single set of controls to speed up</p> |

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|    |            | <input checked="" type="checkbox"/> Policies and governance<br><input type="checkbox"/> Data centre facilities<br><input type="checkbox"/> Others _____<br><input type="checkbox"/> None<br>Regulators recognised by Singapore law have the right to audit:<br><input type="checkbox"/> Virtual machine instances owned by the cloud service customer<br><input type="checkbox"/> Network facilities<br><input checked="" type="checkbox"/> Compliance with applicable standards<br><input type="checkbox"/> Technical controls<br><input type="checkbox"/> Policies and governance<br><input type="checkbox"/> Data centre facilities<br><input type="checkbox"/> Others _____<br><input type="checkbox"/> None<br>Audit/assessment reports that can be made available on request:<br><input type="checkbox"/> Penetration test<br><input type="checkbox"/> Threat and vulnerability risk assessment<br><input type="checkbox"/> Vulnerability scan<br><input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation) | <p>and simplify compliance across a diverse set of regulations and rapidly adapt to changes in the regulatory landscape.</p> <p>We provide financial sector customers with a Regulator Right to Examine, which includes access to a number of audit-related materials and an opportunity to discuss with our auditor.</p> <p>As part of Dynamics 365 independent verification of security posture, the environment undergoes 3<sup>rd</sup> party penetration testing against the environment. In addition, the 3<sup>rd</sup> Party assessor, conducts detailed review of risk assessment and vulnerability scans.</p> <p>The list of audit reports can be at: <a href="https://servicetrust.microsoft.com/">https://servicetrust.microsoft.com/</a></p> |
| 2. | Compliance | <p>The following guidelines / standards / regulations are adhered to:</p> <input checked="" type="checkbox"/> Singapore Personal Data Protection Act<br><input checked="" type="checkbox"/> ISO / IEC 27001<br><input checked="" type="checkbox"/> ISO 9000<br><input checked="" type="checkbox"/> ISO / IEC 20000<br><input checked="" type="checkbox"/> CSA Open Certification Framework<br><input checked="" type="checkbox"/> PCI-DSS  | <p>By providing customers with compliant, independently verified cloud services, Microsoft makes it easier for customers to achieve compliance for the infrastructure and applications they run in Azure.</p> <p>Microsoft provides Azure customers with detailed information about our security and compliance programs, including audit reports and compliance packages, to help customers assess our services against their own legal and regulatory requirements.</p> <p>List of Certifications for Microsoft Dynamics</p>  |

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|              |                | <input checked="" type="checkbox"/> Others: SOC1, SOC2_(SSAE16/ISAE 3402); CSA Cloud Controls Matrix, FedRAMP (US Only); HIPAA BAA and other listed in remarks   | 365: <a href="https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings/">https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings/</a>   |
| Data Control |                |  |  |
| 3.           | Data ownership | <p>All data on the cloud service is owned by the cloud service customer except for: _____</p> <p>The cloud service customer retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <p><input type="checkbox"/> Advertising or marketing</p> <p><input checked="" type="checkbox"/> Statistics analysis on usage</p> <p><input checked="" type="checkbox"/> Others Service telemetry_____</p>   | <p>The following lists several frequently asked questions with regards to data ownership in Dynamics 365,</p> <p><a href="https://www.microsoft.com/en-us/trustcenter/privacy/">https://www.microsoft.com/en-us/trustcenter/privacy/</a></p>   |
| 4.           | Data retention | <p>Data deleted by the cloud service customer is retained as follows:</p> <p><input checked="" type="checkbox"/> Minimum data retention period is: 90 days</p> <p><input checked="" type="checkbox"/> Maximum data retention period is: 180 days after end of contract</p> <p><input checked="" type="checkbox"/> Deleted immediately</p> <p>Log data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period as follows: _____</p> <p><input checked="" type="checkbox"/> Maximum data retention period is: 30 days for data which may contains EUIL</p> <p><input type="checkbox"/> Not retained</p> <p>Cloud service customer data is retained for a period of:</p> <p><input checked="" type="checkbox"/> Minimum data retention period is: 90 days</p> <p><input checked="" type="checkbox"/> Maximum data retention period is: 180 days</p> <p><input type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud service customer:</p> <p><input checked="" type="checkbox"/> Log data</p> <p><input checked="" type="checkbox"/> Other : see side remarks</p> | <p>For Dynamics 365, upon request, Tenant Admin can download technical documentation on deleting Tenant and User data. These guides can be requested via customer support service.</p> <p>On log data retention, this varies by type of log. Logs controlled by the user are retained for whatever period the user sets. Most, but not all, platform logs are retained 30 days unless there is no possibility EUIL may be contained therein, these logs are usually kept for 90 days.</p> <p>Users can download logs maintained within their own subscription.</p> |
| 5.           | Data           | The primary data locations are:  | Customers can choose their data locations and their data will stay within that   |

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|  | <p>sovereignty</p> <p> <input checked="" type="checkbox"/> Singapore<br/> <input type="checkbox"/> Asia Pacific _____<br/> <input type="checkbox"/> Europe _____<br/> <input type="checkbox"/> United States<br/> <input type="checkbox"/> Other _____         </p> <p>The backup data locations are:</p> <p> <input checked="" type="checkbox"/> Singapore<br/> <input checked="" type="checkbox"/> Asia Pacific: Hong Kong<br/> <input type="checkbox"/> Europe _____<br/> <input type="checkbox"/> United States<br/> <input type="checkbox"/> Other _____         </p> <p>No. of countries in which data centres are operated:</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<br/> <input checked="" type="checkbox"/> Yes, except as required by law<br/> <input type="checkbox"/> Yes, except as noted: _____<br/> <input type="checkbox"/> No         </p> <p>The cloud service customer'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<br/> <input checked="" type="checkbox"/> Yes, except as required by law<br/> <input type="checkbox"/> Yes, except as noted: _____<br/> <input type="checkbox"/> No         </p> <p><i>Note: Cloud service customers are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, cloud service customers should understand the risks associated with relevant laws that may allow for law</i></p> | <p>location they specify (Singapore and Hong Kong), this includes service logs that contain customer authored data.</p> <p>Please find the details of Dynamics 365 data center locations here:<br/> <a href="https://learn.microsoft.com/en-us/dynamics365/get-started/availability">https://learn.microsoft.com/en-us/dynamics365/get-started/availability</a> </p> <p>Dynamics 365 Trust Centre link:<br/> <a href="https://www.microsoft.com/en-us/trust-center">https://www.microsoft.com/en-us/trust-center</a> </p> |
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|                      |                                  | <i>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<br><br><input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)  | <p>Non-disclosure is addressed in the service agreement, which includes the following commitment:</p> <p>Microsoft will not disclose Customer Data to a third party (including law enforcement, other government entity, or civil litigant; excluding our subcontractors) except as Customer directs or unless required by law. Should a third party contact Microsoft with a demand for Customer Data, Microsoft will attempt to redirect the third party to request that data directly from Customer. As part of that, Microsoft may provide Customer's basic contact information to the third party. If compelled to disclose Customer Data to a third party, Microsoft will promptly notify Customer and provide a copy of the demand, unless legally prohibited from doing so.</p> |
| Provider Performance |                                  |   |   |
| 7.                   | Availability                     | <p>The committed network uptime is:</p> <p><input type="checkbox"/> _____%</p> <p><input checked="" type="checkbox"/> Varies according to price plan</p> <p>The committed system uptime is:</p> <p><input type="checkbox"/> _____%</p> <p><input checked="" 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 checked="" type="checkbox"/> none</p> | <p>Minimum SLA for all services in scope is 99.9%.</p> <p>No single point of failure since the Underlying infrastructure is distributed.</p>  |
| 8.                   | 3 <sup>rd</sup> party dependency | Highlight areas of critical dependency for service delivery: see side remarks   | Dynamics 365 manages the internal dependencies with 3 <sup>rd</sup> parties and provides leverage several open sources and process for SLA service credit claims.   |
| 9.                   | BCP / DR                         | <input checked="" type="checkbox"/> Disaster recovery protection<br><br><input checked="" type="checkbox"/> Backup and restore service<br><br><input type="checkbox"/> Cloud service customer selectable backup plans   | <p>Microsoft does not provide escrow arrangements but will provide process for SLA service credit claims.</p>   |

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|                 |                       | <input type="checkbox"/> Escrow arrangements<br><input type="checkbox"/> No BCP / DR is available<br><input checked="" type="checkbox"/> RPO _____<br><input checked="" type="checkbox"/> RTO _____<br><input type="checkbox"/> Others, please specify: _____   |  |
| 10.             | 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<br>Liability: Same as Network Failure<br><input checked="" type="checkbox"/> Infrastructure failure<br>Liability: Same as Network Failure<br><input type="checkbox"/> Virtual machine instance failure<br>Liability: _____<br><input type="checkbox"/> Migrations<br>Liability: _____<br><input checked="" type="checkbox"/> Unscheduled downtime<br>Liability: Same as Network Failure<br><input checked="" type="checkbox"/> Database failure<br>Liability: Same as Network Failure<br><input checked="" type="checkbox"/> Monitoring failure<br>Liability: Same as Network Failure | <p>Liability for outages is addressed in the Service Level Agreement for Microsoft Online Services covering the applications described therein, available at <a href="https://www.microsoft.com/licensing/docs/view/Service-Level-Agreements-SLA-for-Online-Services">https://www.microsoft.com/licensing/docs/view/Service-Level-Agreements-SLA-for-Online-Services</a></p> <p>Applications not listed in the SLA are outside of coverage. General liability for damages other than unplanned outages is covered in the standard subscription licensing agreement available upon request.</p> |
| 11.             | Shared responsibility | <p>Communication of shared roles &amp; responsibilities for which CSC needs to implement and manage for use of this cloud service</p> <p>URL (or attach file):<br/> <a href="https://azure.microsoft.com/en-us/resources/shared-responsibilities-for-cloud-computing/">https://azure.microsoft.com/en-us/resources/shared-responsibilities-for-cloud-computing/</a> </p>  |  |
| Service Support |                       |   |  |
| 12.             | Change management     | <p>The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:</p>   | <p>Assistance in migration to new services when legacy solutions are provided via guidance documentations.</p>   |

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|     |   | <input checked="" type="checkbox"/> Communication plan and procedures for proactive notification<br><input checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued<br><input checked="" type="checkbox"/> Ability to remain on old versions for a defined time period<br><input type="checkbox"/> Ability to choose timing of impact  |   |
| 13. | Self-service provisioning and management portal | <p>Provide self-service provisioning and management portal for cloud service customers to manage cloud services:</p> <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No<br><p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <input checked="" type="checkbox"/> Allow role-based access control (RBAC)<br><input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates<br><input checked="" type="checkbox"/> Track and manage the lifecycle of each service<br><input checked="" type="checkbox"/> Track consumption of services<br><input type="checkbox"/> Others: _____   | RBAC is implemented in Dynamics 365.  |
| 14. | Incident and problem management                 | <p>Delivery mode of support:</p> <input checked="" type="checkbox"/> Access via email<br><input checked="" type="checkbox"/> Access via portal<br><input checked="" type="checkbox"/> Access via phone support<br><input checked="" type="checkbox"/> Direct access to support engineers<br><p>Availability of support:</p> <input checked="" type="checkbox"/> 24 x 7<br><input checked="" type="checkbox"/> During office hours support, please specify the hours of operations: Dependent on local business hours<br><input checked="" type="checkbox"/> After office hours support, please specify the hours of operations: 24x7 support in English<br><p>Service response time: Dependent on severity of incident and type of support plan; between 15</p> | <p>Please find the different support plans as follows:<br/> <a href="https://www.microsoft.com/en-us/dynamics-365/support">https://www.microsoft.com/en-us/dynamics-365/support</a></p> <p>Customers have continuous access to their own subscription and other services.</p> |



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|     |                  | <p>minutes – 8 hours</p> <p>The following are available to cloud service customers upon request:</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances</p> <p><input checked="" type="checkbox"/> Incident management assistance</p> <p>Incident response time: Dependent on severity of incident and type of support plan; between 15 minutes – 8 hours.</p> <p>Mean time to repair on detection of faults: _____</p>   |   |
| 15. | Billing          | <p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <p><input type="checkbox"/> Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per cloud service customer per hour/day/month/year for SaaS)</p> <p><input type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily)</p> <p><input checked="" type="checkbox"/> Other pricing model: Enterprise Agreement for Dynamics 365</p> <p><input type="checkbox"/> Not disclosed</p> <p><input type="checkbox"/> Available billing history: _____ Months</p> | <p>Microsoft Dynamics 365 offers four levels of user subscription licenses (USLs). To provide you with the flexibility to license the solution based on how your users use Dynamics 365 functionality you have the ability mix and match these licenses within a deployment. <a href="https://dynamics.microsoft.com/en-us/pricing/">https://dynamics.microsoft.com/en-us/pricing/</a></p> <p>Customers are able to see the entire billing history since the subscription starts.</p> |
| 16. | Data portability | <p>Importable VM formats: _____</p> <p>Downloadable formats: _____</p> <p>Supported operating systems: _____</p> <p>Language versions of supported operating systems: _____</p> <p>Supported database formats: _____</p> <p>API:</p> <p><input checked="" type="checkbox"/> Common: See side Remark_</p> <p><input checked="" type="checkbox"/> Customised: See side Remark</p> <p>Upon service termination, data is available through:</p>  | <p>API: Open Data standards, REST Management API, Web Services, etc.</p>  |

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|     |                  | <input checked="" type="checkbox"/> Physical media<br><input checked="" type="checkbox"/> Standard methods as described above<br><input checked="" type="checkbox"/> Other methods: Physical-disk shipping subject to geographical availability.   |   |
| 17. | Interoperability | Use of industry standards and availability of APIs to support interoperability:<br><input checked="" type="checkbox"/> Transport supported (e.g. REST based HTTPS/MQTT) : REST API<br><input checked="" type="checkbox"/> Format supported (e.g. JSON/XML)<br><input checked="" type="checkbox"/> APIs supported: Open Data Standard<br><input checked="" type="checkbox"/> Other methods: Web services<br><br>Guide available:<br><a href="https://docs.microsoft.com/en-us/rest/dynamics365/">https://docs.microsoft.com/en-us/rest/dynamics365/</a> |   |
| 18. | Access           | Type of access to the service is through:<br><input checked="" type="checkbox"/> Public access<br><input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link)<br><input type="checkbox"/> IPv6 access is supported<br><input type="checkbox"/> Other access methods _____<br><br>Public access speed (shared bandwidth) in Mbps: _____   |   |
| 19. | User management  | <input checked="" type="checkbox"/> Identity management<br><input checked="" type="checkbox"/> Role based access control<br><input checked="" type="checkbox"/> Federated access model<br><input checked="" type="checkbox"/> Integration with Identity management solutions<br><input type="checkbox"/> Others _____  | For Dynamics 365, Role Based Access Control (RBAC) is used to identify and control the access privileges of each service team's personnel. Customer can implement RBAC through the utilization of Microsoft Entra ID. Entra ID is a Commercial Off The Shelf (COTS) directory service implemented by Microsoft for Windows domain networks. Dynamics 365 MT uses it to implement Role Based Access Control (RBAC) and Entity Base Access Controls via the use of EntraID groups. For the purposes of this control, the term "security group" references an Microsoft EntraID group which is used to enforce RBAC permissions. |
| 20. | Lifecycle        | The cloud service customer may select the following for service upgrades and changes:<br><input checked="" type="checkbox"/> Automatic provisioning  |   |

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|                         |   | <input type="checkbox"/> Cloud service customer customisable provisioning   |  |
| Security Configurations |   |   |  |
| 21.                     | Security configuration enforcement checks | <p>Security configuration enforcement checks are performed:</p> <p><input type="checkbox"/> Manually</p> <p><input checked="" type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p>External audits are done semi-annually. Self-assessment is performed regularly.</p>   |  |
| 22.                     | 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 checked="" type="checkbox"/> Cloud service customer definable security domains</p> <p><input checked="" type="checkbox"/> Cloud service customer customisable firewall</p> <p><input checked="" type="checkbox"/> Cloud service customer definable access policies</p>  |  |
| 23.                     | Hybrid cloud provision                    | <p>Ability to monitor, track, apply and enforce CSC's security &amp; privacy policies on its cloud workloads:</p> <p><input checked="" type="checkbox"/> Data protection and encryption key mgmt. enforcement geolocation-based/resource pools and secure migration of cloud workloads</p> <p><input checked="" type="checkbox"/> Key mgmt. and keystore controlled by CSC</p> <p><input checked="" type="checkbox"/> Persistent data flow segmentation before and after geolocation-based/resource pools secure migration</p> <p><input checked="" type="checkbox"/> Compliance enforcement for regulated workloads between on-premises private and hybrid/public cloud</p> <p><input type="checkbox"/> Others</p> |  |
| Service Elasticity      |   |   |  |
| 24.                     | Capacity elasticity                       | <p>The following capacity elasticity options are available:</p> <p><input type="checkbox"/> Programmatic interface to scale up or down</p>  |  |

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|     |                                   | <input type="checkbox"/> Mean time to start and end new virtual instances _____<br><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage<br><input type="checkbox"/> Minimum performance during peak periods _____<br><input type="checkbox"/> Minimum duration to scale up computing resources _____<br><input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)  |  |
| 25. | Network resiliency and elasticity | <p>The following network resiliency and elasticity options are available:</p> <input checked="" type="checkbox"/> Redundant Internet connectivity links<br><input checked="" type="checkbox"/> Redundant Internal connectivity<br><input type="checkbox"/> Selectable bandwidth up to _____ Mbps<br><input checked="" type="checkbox"/> Maximum usable IPs _You can use IP address range defined in RFC1918<br><input checked="" type="checkbox"/> Load balancing ports _____<br><input checked="" type="checkbox"/> Load balancing protocols _____<br><input checked="" type="checkbox"/> Anti-DDOS protection systems or services<br><input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify:<br>_____<br><input checked="" type="checkbox"/> Network traffic isolation, please specify:<br>_____<br><input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify:<br>Shared/Dedicated based on geographical availability.<br><input type="checkbox"/> QoS traffic control services<br><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage<br><input type="checkbox"/> Minimum performance during peak periods _____<br><input type="checkbox"/> Minimum period to scale up network throughput _____ |  |
| 26. | Storage                           | The following storage redundancy and elasticity  |  |

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|  | redundancy<br>and elasticity | <p>options are available:</p> <p><input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre</p> <p><input checked="" 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 type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____</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 cloud service customer, 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> |  |
|--|------------------------------|--|--|