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.

A. Company information

Company name: _____
Primary address: _____
_____
_____
_____
Web address: _____
Contact number: _____
Contact name: _____
Contact designation: _____
Contact email: _____

Company stamp: _____ Signature of company representative: _____

Date of Disclosure:

B. Applicable cloud services

Service description: _____

Type of service (tick √ one):

☐ IaaS ☐ PaaS ☐ SaaS ☐ Others _____

No.	Parameter	"As-is" COIR practice	Remarks
1	Service availability %		
2	Historical record of availability		
3	Recovery time objective (RTO)		
4	Recovery point objective (RPO)		
5	Support hours		
6a	Notification channel of planned maintenance		
6b	Notification lead time of planned maintenance		
7	Frequency of health monitoring of cloud service		
8	Availability of health monitoring mechanisms for use by CSC		
9	Sharing of CSP's COIR plan		
10	Exercise of CSP's COIR plan		
11	Notification time of cloud outage incident		
12	Communication channel used for notification of cloud outage incident		
13	Communication channel available for use by cloud user to report cloud outage incident		
14	Response time by CSP		
15	Frequency of status update of reported outage		
16	Channel of communication used for status update		

Notes:

1. For each service disclosed, CSPs may choose to identify the closest COIR category to disclose their existing operating COIR practices for each parameter. CSPs are not expected to change their current outage protection practices to meet the indicative value of the categories for the parameters.
2. CSPs can highlight any derivations from the category's indicative value of the parameters in the Remark column. The differences could include values that are better than the indicative or multiple values that are associated with different costs.
3. For bespoke cloud services, CSPs may refer to similar past/exemplary implementations to declare the COIR parameters.

Detailed Description of COIR Parameters:

No.	Parameter	Description
Availability and resiliency		
1	Service availability %	Availability of subscribed cloud service in percentage = ((Total hours per year – Planned maintenance time – Unplanned outage period) X 100%)/(Total hours per year – Planned maintenance time). Note 1 – Availability is a recommended SLO (10.3.2) in the Availability components in ISO/IEC 19086-3. Note 2 – Planned maintenance time refers to scheduled down time during the maintenance period.
2	Historical record of availability	A period of time for which the historical records detailing the actual availability of subscribed cloud service maintained by the CSP.
3	Recovery time objective (RTO)	Overall time taken by CSP to resolve the incident and recover the subscribed cloud service. Note – This COIR parameter is equivalent to the RTO SLO (10.11.4.2) recommended in the Disaster recovery component in ISO/IEC 19086-3.
4	Recovery point objective (RPO)	Maximum time up to which data might be lost due to an incident. Note – This COIR parameter is equivalent to the RPO SLO (10.11.4.3) recommended in the Disaster recovery component in ISO/IEC 19086-3.
Support and planned maintenance		
5	Support hours	Period where CSC is able to obtain support from CSP. Note – This COIR parameter is equivalent to the Support hours SLO (10.8.2) recommended in the Cloud service support component in ISO/IEC 19086-3.
6a	Notification channel of planned maintenance*	Available channel(s) used for communicating the planned maintenance which affects subscribed service used by the CSCs. Note – This COIR parameter is equivalent to the Service change notification method SQO (10.10.4) in the Changes to the cloud service features and functionality component recommended in ISO/IEC 19086-3.
6b	Notification lead time of planned maintenance	A period of time prior to the planned maintenance which affects the subscribed service used to the CSCs. Note – This COIR parameter is equivalent to the Minimum service change notification period SLO (10.10.2) in the Changes

No.	Parameter	Description
		to the cloud service features and functionality component recommended in ISO/IEC 19086-3. See also parameter no. 9.
Health monitoring		
7	Frequency of health monitoring of cloud service	Frequency of activity performed by the CSP to check the health of the subscribed service. The component for checking may include: • Hardware/Software/Network Health • Hardware/Software/Network Capacity • Contractual SLA/KPIs Note – This COIR parameter is equivalent to the Monitoring parameters SQO (9.4.2) in Service monitoring component recommended in ISO/IEC 19086-3. However, ISO/IEC 19086-3 does not specifically identify frequency as one of the parameters.
8	Availability of health monitoring mechanisms for use by CSC*	Available mechanism(s) provided by CSPs to CSC for health monitoring of the subscribed cloud service. Note – This COIR parameter is equivalent to the Monitoring mechanisms SQO (9.4.3) in the Service monitoring component recommended in ISO/IEC 19086-3.
Outage response plan		
9	Sharing of CSP's COIR plan	Sharing of a detailed plan defining the roles and responsibilities, notification protocol and various steps to be taken to respond to an incident outage by the CSP. This parameter defines whether this plan should be developed and shared with CSC. Note – ISO/IEC 19086-3 recommends an SLO (10.10.2) of Minimum service change notification period in the Changes to the cloud service features and functionality component. However, sharing of CSP's outage handling plan is not one of the SQOs in the component.
10	Exercise of CSP's COIR plan	Execution of a detailed plan defining the roles and responsibilities, notification protocol and various steps to be taken to respond to an incident by the CSP. This parameter defines the frequency of exercise and involvement of the CSCs.
Outage handling		
11	Notification time of cloud outage incident	Lead time of first notification by CSP to CSC as a result of incident detected by CSP. Note – ISO/IEC 19086-3 recommends an SLO (10.8.4) of Service incident notification time in the cloud service support component. The SLO is about time interval in which the CSP shall provide a notification of a service incident. See also parameter No. 15.
12	Communication channel used for notification of cloud outage incident*	Available communication channel(s) used by CSP to notify CSC of incident detected by CSP*.
13	Communication channel available for use by CSC to report cloud outage incident*	Available communication channel(s) used by CSC to notify CSP of a cloud outage incident*. Note – This COIR parameter is equivalent to the SQO (10.8.10) of Service incident reporting (i.e., options which the CSC may use to report service incidents to the CSP) in the Cloud service support component recommended in ISO/IEC 19086-3.
14	Response time by CSP	Time taken by CSP to acknowledge the incident reported by CSC and start the incident investigation.

No.	Parameter	Description
		Note – This COIR parameter is equivalent to the Maximum first response time SLO (10.8.5) which specifies the maximum time between a customer reporting an incident and the cloud service provider's initial response to the report in the Cloud service support component recommended in ISO/IEC 19086-3.
15	Frequency of status update of reported outage	Frequency of status update of outage remediation progress by CSP. Note – ISO/IEC 19086-3 recommends service incident notification time SLO (10.8.4) as one of the Cloud service support component. The SLO is about time interval in which the CSP shall provide a notification of a service incident but it does not specifically indicate the frequency of status update. See also parameter No. 11.
16	Channel of communication used for outage status update*	Available method(s) of communication between CSC and CSP during incident. Note – ISO/IEC 19086-3 recommends an SQO (10.8.11) of Service incident notification which documents the terms and conditions under which the CSP shall disclose the details of a service outage or condition that affects the operation of the service in the cloud service support component. However, it does not specifically identify the mechanisms for outage status update.

Note – In table above, the number shown within the parentheses following the SLO or SQO indicates the sub-clause number in ISO/IEC 19086-3.