

# Cloud Service Provider Disclosure (SS 584:2020 MTCS)

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: 21st May 2024

Applicable cloud service(s): IAAS

## Cloud Service Provider Contact Information

Company name: NEC ASIA PACIFIC PTE LTD

Primary address: 80 Bendemeer Road #05-01/02  
Singapore 339949

Web address: https://sg.nec.com

Contact name: Ariel Paul Ruaro

Contact number: +65 9091 9804

Contact email: arielpaulvicente\_r@nec.com.sg

MTCS certificate number: C610714

Company stamp:



Company representative signature:

## Certification Body Contact Information

Company name: DNV Business Assurance Singapore Pte Ltd

Web address: https://dnv.com

Contact name: Chris Ng

Contact number: 98398016

Contact email: chris.ng@dnv.com

Company stamp:



Lead auditor signature:

## Cloud Service Provider Background

Overview of service offering:

Level 1 of Multi-tier Cloud Security System (MTCS) of NEC Asia Pacific Pte Ltd

located at 6 Changi South Lane #01-00, Singapore 486400, Supporting

the provision of NEC Cloud Services Using Infrastructure-as-Service (IaaS) model

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> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Virtual machine instances owned by the cloud service customer</li><li><input checked="" type="checkbox"/> Network facilities</li><li><input checked="" type="checkbox"/> Compliance with applicable standards</li><li><input checked="" type="checkbox"/> Technical controls</li><li><input checked="" type="checkbox"/> Policies and governance</li><li><input checked="" type="checkbox"/> Data centre facilities</li><li><input checked="" type="checkbox"/> Others <u>Upon management approval</u></li><li><input type="checkbox"/> None</li></ul> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</li><li><input checked="" type="checkbox"/> Network facilities</li><li><input checked="" type="checkbox"/> Compliance with applicable standards</li><li><input checked="" type="checkbox"/> Technical controls</li><li><input checked="" type="checkbox"/> Policies and governance</li><li><input checked="" type="checkbox"/> Data centre facilities</li><li><input type="checkbox"/> Others</li></ul>	

		<input type="checkbox"/> None Audit / assessment reports that can be made available on request: <input checked="" type="checkbox"/> Penetration test <input checked="" type="checkbox"/> Threat and vulnerability risk assessment <input checked="" type="checkbox"/> Vulnerability scan <input 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 checked="" type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO/IEC 27001 <input type="checkbox"/> ISO 9000 <input type="checkbox"/> ISO/IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input type="checkbox"/> PCI-DSS <input type="checkbox"/> Others _____	
Data Control			
3.	Data ownership	All data on the cloud service is owned by the cloud service customer except for: _____ The cloud service customer retains the ownership on the derived data or attributes of cloud usage except for the following: <input type="checkbox"/> Advertising or marketing <input checked="" type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others _____	
4.	Data retention	Data deleted by the cloud service customer is retained as follows: <input checked="" type="checkbox"/> Minimum data retention period is: <u>7 days</u> <input checked="" type="checkbox"/> Maximum data retention period is: <u>7 years</u> <input type="checkbox"/> Deleted immediately Log data is retained for a period of: <input checked="" type="checkbox"/> Minimum data retention period as follows: <u>3months</u>	

		<input checked="" type="checkbox"/> Maximum data retention period is: <u>1 year</u> <input type="checkbox"/> Not retained Cloud service customer data is retained for a period of: <input checked="" type="checkbox"/> Minimum data retention period is: <u>7 days</u> <input checked="" type="checkbox"/> Maximum data retention period is: <u>7 years</u> <input type="checkbox"/> Not retained The following types of data are available for download by the cloud service customer: <input type="checkbox"/> Log data <input type="checkbox"/> Others _____	
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"/> Others _____ The backup 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"/> Others _____ No. of countries in which data centres are operated: <u>1</u> The cloud service customer's data stored in the cloud environment will never leave the locations specified in item 5: <input type="checkbox"/> Yes <input type="checkbox"/> Yes, except as required by law <input checked="" type="checkbox"/> Yes, except as noted: <u>overseas customer data</u>	

		<input type="checkbox"/> No Cloud service customer's consent is required prior to transferring data to a location not specified in item 5 or a third party: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No  <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 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  <input checked="" type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
Provider Performance			
7.	Availability	The committed network uptime is: <input checked="" type="checkbox"/> 99.9 _____ % <input type="checkbox"/> Varies according to price plan  The committed system uptime is: <input checked="" type="checkbox"/> 99.9 _____ % <input type="checkbox"/> Varies according to price plan  The cloud environment has the following single points of failure: <input type="checkbox"/> _____ <input checked="" type="checkbox"/> none	
8.	3 <sup>rd</sup> party dependency	Highlight areas of critical dependency for service delivery: virtual hypervisor _____ _____	
9.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection	

		<input checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> Cloud service customer selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input checked="" type="checkbox"/> RPO <u>24hrs or less</u> <input checked="" type="checkbox"/> RTO <u>12hrs or less</u> <input type="checkbox"/> Others, please specify: _____ _____	
10.	Liability	<p>The following terms are available for the cloud service customers on failure of the provider to meet the service commitment:</p> <input checked="" type="checkbox"/> Network failure Liability: <u>as per agreed SLA</u> <input checked="" type="checkbox"/> Infrastructure failure Liability: <u>as per agreed SLA</u> <input checked="" type="checkbox"/> Virtual machine instance failure Liability: <u>as per agreed SLA</u> <input type="checkbox"/> Migrations Liability: _____ <input type="checkbox"/> Unscheduled downtime Liability: _____ <input checked="" type="checkbox"/> Database failure Liability: <u>as per agreed SLA</u> <input type="checkbox"/> Monitoring failure Liability: _____	
11.	Shared responsibility	<input type="checkbox"/> Communication of shared roles & responsibilities for which CSC needs to implement and manage for use of this cloud service URL (or attach file): _____	
Service Support			
12.	Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:	

		<input checked="" type="checkbox"/> Communication plan and procedures for proactive notification <input checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued <input checked="" type="checkbox"/> Ability to remain on old versions for a defined time period <input checked="" type="checkbox"/> Ability to choose timing of impact	
13.	Self-service provisioning and management portal	Provide self-service provisioning and management portal for cloud service customers to manage cloud services: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe the functions of the self-service provisioning and management portal provided: <input type="checkbox"/> Allow role-based access control (RBAC) <input type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates <input type="checkbox"/> Track and manage the lifecycle of each service <input type="checkbox"/> Track consumption of services <input type="checkbox"/> Health monitoring <input type="checkbox"/> Others: _____ _____	
14.	Incident and problem management	Delivery mode of support: <input checked="" type="checkbox"/> Access via email <input checked="" type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input checked="" type="checkbox"/> Direct access to support engineers Availability of support: <input checked="" type="checkbox"/> 24 x 7 <input checked="" type="checkbox"/> During office hours support, please specify the hours of operations: <u>0900 - 1800</u> <input checked="" type="checkbox"/> After office hours support, please specify the hours of operations: <u>1800-0900</u> Service response time: <u>4hrs (standard)</u>	

		<p>Notification time of cloud service outage incident: <u>2hrs</u></p> <p>Communication channel used for notification of cloud service outage incident: <u>Email(Primary), Phone Call</u></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: _____</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 checked="" type="checkbox"/> Fixed pricing <u>monthly</u> (up to yearly/monthly/daily)</p> <p><input checked="" type="checkbox"/> Other pricing model <u>One time charges</u></p> <p><input type="checkbox"/> Not disclosed</p> <p><input type="checkbox"/> Available billing history: _____ months</p>	
16.	Data portability	<p>Importable VM formats: <u>VMDK, VIM</u></p> <p>Downloadable formats: JSON/XML/other open formats (to specify) _____</p> <p>Supported operating systems: <u>Windows, linux</u></p> <p>Language versions of supported operating systems: <u>English</u></p> <p>Supported database formats: <u>MS SQL, Oracle</u></p> <p>Policy/guide available: _____</p> <p>API:</p> <p><input type="checkbox"/> Common _____</p> <p><input type="checkbox"/> Customised _____</p> <p>Upon service termination or prolonged outage, data is available through:</p>	

		<input checked="" type="checkbox"/> Physical media <input type="checkbox"/> Standard methods as described above <input type="checkbox"/> Other methods _____ _____	
17.	Interoperability	Use of industry standards and availability of APIs to support interoperability: <input type="checkbox"/> Transport supported (e.g. REST based HTTPS/MQTT) _____ <input type="checkbox"/> Format supported (e.g. JSON/XML) _____ <input type="checkbox"/> APIs supported _____ <input type="checkbox"/> Other methods _____ _____ Guide available _____	
18.	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 checked="" type="checkbox"/> Other access methods <u>site-to-site vpn, megaPOP,</u> <u>dedicated routers</u> _____ Public access speed (shared bandwidth) in Mbps: <u>100Mbps</u>	
19.	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 _____	
20.	Lifecycle	The cloud service customer may select the following for service upgrades and changes: <input type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> Cloud service customer customisable provisioning	

Security Configurations			
21.	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>Quarterly _____</p>	
22.	Multi-tenancy	<p><input type="checkbox"/> Distinct physical hosts</p> <p><input type="checkbox"/> Distinct physical network infrastructure</p> <p><input 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 type="checkbox"/> Data protection and encryption key mgmt. enforcement geolocation-based/resource pools and secure migration of cloud workloads</p> <p><input type="checkbox"/> Key mgmt. and keystore controlled by CSC</p> <p><input 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> <p><input type="checkbox"/> Mean time to start and end new virtual instances _____</p> <p><input checked="" 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</p>	

		_____ (number of cores and GB memory)	
25.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Redundant Internet connectivity links</li> <li><input checked="" type="checkbox"/> Redundant Internal connectivity</li> <li><input checked="" type="checkbox"/> Selectable bandwidth up to <u>200</u> Mbps</li> <li><input type="checkbox"/> Maximum usable IPs _____</li> <li><input type="checkbox"/> Load balancing ports _____</li> <li><input type="checkbox"/> Load balancing protocols _____</li> <li><input checked="" type="checkbox"/> Anti-DDOS protection systems or services</li> <li><input type="checkbox"/> Defence-in-depth mechanisms, please specify: _____ _____</li> <li><input type="checkbox"/> Network traffic isolation, please specify: _____ _____</li> <li><input type="checkbox"/> Shared or dedicated bandwidth, please specify: _____ _____</li> <li><input checked="" type="checkbox"/> QoS traffic control services</li> <li><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</li> <li><input type="checkbox"/> Minimum performance during peak periods _____</li> <li><input type="checkbox"/> Minimum period to scale up network throughput _____</li> </ul>	
26.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre</li> <li><input type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud</li> <li><input type="checkbox"/> Storage traffic isolation, please specify: _____ _____</li> <li><input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____ _____</li> <li><input type="checkbox"/> Quality of service storage traffic control services</li> <li><input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify: <u>Based on subscription</u></li> </ul>	

		<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 checked="" 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>	
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