

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: INFO-TECH SYSTEMS INTEGRATORS PTE LTD

Primary address: 30 Kallang Place, #07-14,
Singapore 339159

Web address: www.info-tech.com.sg

Contact name: Torrance Yeoh / Lim Yik Hai

Contact number: +65 81261021 / +65 91882636

Company Chop:  Company Representative Signature: 


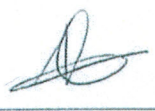
Certification Body Contact Information:

Company name: SOCOTEC Certification Singapore Pte Ltd

Web address: www.socotec-certification-international.sg

Contact name: John Cheong

Contact email: cheong.yuan-chun@socotec.com

Company Chop:  Lead Auditor Signature: 

Cloud Service Provider Background

Overview of service offering:

Info-tech offers Complete Cloud HR Software including industry first innovative Face Recognition with GPS Mobile / Tablet App for staff Attendance. Info-tech cloud HR Software has simple & user friendly yet comprehensive Attendance, Payroll, Leave, Claim, Appraisal & Job costing software modules.

Info-tech mobile app supports iOS & Android with “Your HR matters on the go” slogan. Employees can do attendance, apply leave, view their payslip, tax forms & any messages from HR. Managers will up be updated with live push notification of staff lateness, absent & Leave.

Products sand services provided by Info-Tech are as follows

- Mobile Attendance App
Industry first Mobile attendance App with Face Recognition & GPS integrated with complete HR Software
- Time Attendance Software
Real time sync employee's attendance from Biometric machines / Mobile Attendance App
- Payroll Software
Infopay is a simple & user-friendly payroll software to manage Singapore payroll calculation for employees.
- E-Leave Software
Electronic leave application system - Stay updated with Mobile Push Notification
- E-Claim Software
Electronic claim application system
- E-Appraisal Software
Electronic Appraisal Application System
- E-Staff Portal
Your HR Matters on the Go
- Project Costing Software
Project Cost Software / Project Cost system is a cloud-based software which captures the employee’s time spent on each project using mobile apps / biometric machines and compute the project costing based on their salaries & payroll benefits

Service model:

- Virtual machine instances owned by the user
- Network facilities
- Compliance with applicable standards

Deployment model:

- Private cloud
- Community cloud
- Hybrid Cloud
- Public cloud

Tier:

- Level 1
- Level 2
- Level 3

Legal and Compliance

1. Right to audit

The user has the right to audit:

- Virtual machine instances owned by the user
- Network facilities
- Compliance with applicable standards
- Technical controls
- Policies and governance
- Data centre facilities
- Others : Upon INFO-TECH management Approval (Info-Tech Provides customers with detailed information about security, compliance, Policies upon request)
- None

Regulators recognised by Singapore law have the right to audit:

- Virtual machine instances owned by the user
- Network facilities
- Compliance with applicable standards
- Technical controls
- Policies and governance
- Data centre facilities
- Others _____
- None

Audit / assessment reports that can be made available on request:

- Penetration test
- Threat and vulnerability risk assessment

- Vulnerability scan
- Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation) (Audit reports can be shared upon Info-Tech Management approval)

2. Compliance

The following guidelines / standards / regulations are adhered to:

- Singapore Personal Data Protection Act
- ISO / IEC 27001
- ISO 9000
- ISO / IEC 20000
- CSA Open Certification Framework
- PCI-DSS
- Others _____

Data Control

3. Data ownership

All data on the cloud service is owned by the cloud user except for: Application /System specific configuration data

The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:

- Advertising or marketing
- Statistics analysis on usage
- Others _____

4. Data retention

Data deleted by the user is retained as follows:

- Minimum data retention period is: 1 Day
- Maximum data retention period is: 7 Days (customer has option for taking 5 backups which they can keep as per their requirements)
- Deleted immediately

Log data is retained for a period of:

- Minimum data retention period as follows: 1Day
- Maximum data retention period is: 60 Days

Not retained

User data is retained for a period of:

Minimum data retention period is: 1 Day

Maximum data retention period is: 60 Days

Not retained

The following types of data are available for download by the cloud user:

Log data

Other _____

5. Data sovereignty

The primary data locations are:

Singapore

Asia Pacific _____

Europe _____

United States

Other _____

The backup data locations are:

Singapore

Asia Pacific _____

Europe _____

United States

Other _____

No. of countries in which data centres are operated: _____ 1 _____

The user's data stored in the cloud environment will never leave the locations specified in item 5:

Yes

Yes, except as required by law

Yes, except as noted: _____

No

User's consent is required prior to transferring data to a location not specified in item 5 or a third party:

Yes

Yes, except as required by law

Yes, except as noted: _____

No

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.

6. Non-disclosure

Non-disclosure agreement template can be provided by Cloud Service Provider

Cloud Service Provider may use customer's NDA

Provider Performance

7. Availability

The committed network uptime is:

_____%

As per SLA

The committed system uptime is:

_____%

As per SLA

The cloud environment has the following single points of failure:

none

8. BCP / DR

Disaster recovery protection

Backup and restore service

User selectable backup plans

Escrow arrangements

No BCP / DR is available

RPO _____ 24Hrs _____

RTO _____ 24 Hrs _____

Others, please specify: _____

9. Liability

The following terms are available for the users on failure of the provider to meet the service commitment:

- Network failure
- Liability: As per agreement
- Infrastructure failure
- Liability: As per agreement
- Virtual machine instance failure
- Liability: As per agreement
- Migrations
- Liability: As per agreement
- Unscheduled downtime
- Liability: As per agreement
- Database failure
- Liability: As per agreement
- Monitoring failure
- Liability: As per agreement

Service Support

10. Change management

The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:

- Communication plan and procedures for proactive notification
- Assistance in migration to new services when legacy solutions are discontinued
- Ability to remain on old versions for a defined time period
- Ability to choose timing of impact

11. Self-service provisioning and management portal

Provide self-service provisioning and management portal for users to manage cloud services:

- Yes
- No

If yes, describe the functions of the self-service provisioning and management portal provided:

- Allow role-based access control (RBAC)
- Manage resource pools (e.g. VMs, storage, and network) and service templates
- Track and manage the lifecycle of each service
- Track consumption of services
- Others: Service extension

12. Incident and problem management

Delivery mode of support:

- Access via email
- Access via portal
- Access via phone support
- Direct access to support engineers

Availability of support:

- 24 x 7
- During office hours support, please specify the hours of operations: 9AM to 6PM Weekdays Singapore Time
- After office hours support, please specify the hours of operations: _____
- Service response time: _____

The following are available to users upon request:

- Permanent access to audit records of customer instances
- Incident management assistance

Incident response time: As per agreement

Mean time to repair on detection of faults: As per agreement

13. Billing

The following billing modes are available (please elaborate granularity of charges and measurement):

- 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)
- Fixed pricing _____ (up to yearly/monthly/daily)

- Other pricing model _____
- Not disclosed
- Available billing history: _____ Months

14. Data portability

Importable VM formats: _____ VHD _____

Downloadable formats: _____ VHD _____

Supported operating systems: _____ 2012,2016,2019 _____

Language versions of supported operating systems:
_____ English _____

Supported database formats: _____ MSSQL _____

API:

- Common : Will be provided based on the requirements
- Customised _____

Upon service termination, data is available through:

- Physical media
- Standard methods as described above
- Other methods _____ Downloadable as reports from portal _____

15. Access Type of access to the service is through:

- Public access
- Private access (e.g. VPN, dedicated link)
- IPV6 access is supported
- Other access methods _____

Public access speed (shared bandwidth) in Mbps: _____

16. User management

- Identity management
- Role based access control

- Federated access model
- Integration with Identity management solutions
- Others_____

17. Lifecycle The cloud user may select the following for service upgrades and changes:

- Automatic provisioning
- User customisable provisioning

Security Configurations

18. Security configuration enforcement checks

Security configuration enforcement checks are performed:

- Manually
- Using automated tools

How often are enforcement checks being performed to ensure all security configurations are applied?
VA and Pen tests are done quarterly. External Audits are done annually as per MTCS Standards

19. Multi-tenancy

- Distinct physical hosts
- Distinct physical network infrastructure
- Virtual instance grouping
- User definable security domains
- User customisable firewall
- User definable access policies

Service Elasticity

20. Capacity elasticity

The following capacity elasticity options are available:

- Programmatic interface to scale up or down

- Mean time to start and end new virtual instances _____
- Alerts to be sent for unusual high usage
- Minimum performance during peak periods _____
- Minimum duration to scale up computing resources _____
- Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)

21. Network resiliency and elasticity

The following network resiliency and elasticity options are available:

- Redundant Internet connectivity links
- Redundant Internal connectivity
- Selectable bandwidth up to _____ Mbps
- Maximum usable IPs _____
- Load balancing ports _____
- Load balancing protocols _____
- Anti-DDOS protection systems or services
- Defence-in-depth mechanisms, please specify: _____
- Network traffic isolation, please specify: Isolated between staging and production environments
- Shared or dedicated bandwidth, please specify: _____
- QoS traffic control services
- Alerts to be sent for unusual high usage
- Minimum performance during peak periods _____
- Minimum period to scale up network throughput _____

22. Storage redundancy and elasticity

The following storage redundancy and elasticity options are available:

- Redundant storage connectivity links within each data centre
- Redundant storage connectivity links between data centres belonging to the same cloud

- Storage traffic isolation, please specify: _____
- Shared or dedicated storage network bandwidth, please specify: ___10GBPS Shared___
- Quality of service storage traffic control services
- Maximum storage capacity for entire cloud, please specify: _____
- Maximum storage capacity for single user, please specify: _____
- Maximum expandable storage, please specify: _____
- Alerts to be sent for unusual high usage
- Minimum storage I / O performance during peak periods _____
- Minimum period to scale up storage I / O throughput _____