

ORACLE CLOUD

Oracle Cloud Hosting and Delivery Policies

Statement of Changes

DECEMBER, 2017

VERSION 2.4



1. Section 1: Version 2.4, December 1, 2017

This document outlines changes made to:

- » Oracle Cloud Hosting and Delivery Policies dated June, 2017 and reflected in Oracle Cloud Hosting and Delivery Policies dated December 2017:

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated June, 2017 and reflected in the Oracle Cloud Hosting and Delivery Policies dated December, 2017:

1.1 Overview:

- » Replaced Remote Cloud Services with Cloud at Customer Services throughout the document

1.2 Oracle Cloud Security (Section 1):

- » New statement added to clarify the scope of customer data protection responsibilities:
 - » *Oracle Information Security Practices - General* (Section 1.1)
- » New statements added to clarify the scope of Oracle Data Center security responsibilities:
 - » *Physical Security Safeguards* (Section 1.2)
- » Single statement of the following section modified to provide clarity:
 - » *User Encryption for External Connections* (Section 1.5)
- » These sections are new:
 - » *System Access Controls* (Section 1.3)
 - » *Data Access Controls* (Section 1.4)
 - » *Input Control* (Section 1.6)
 - » *Data Segregation* (Section 1.7)
 - » *Confidentiality and Training* (Section 1.8)
 - » *Asset Management* (Section 1.9)
 - » *Oracle Internal Information Security Policies* (Section 1.10)
 - » *Internal Security Reviews and Enforcement* (Section 1.11)
 - » *External Reviews* (Section 1.12)

1.3 Oracle Cloud Service Level Objective Policy (Section 3):

- » Clarified penetration and vulnerability testing guidelines:
 - » *Customer Monitoring & Testing Tools* (Section 3.4.2)

1.4 Oracle Cloud Support Policy (Section 5):

- » Support period clarified:
 - » *Support Period* (Section 5.1.2)

1.5 Oracle Cloud Suspension and Termination Policy (Section 6):

- » Some content modified to provide clarity:
 - » *Termination of Oracle Cloud Services* (Section 6.1)
 - » *Suspension Due to Violation* (Section 6.3)

2. Section 2: Version 2.3, June 1, 2017

This document outlines changes made to:

- » Oracle Cloud Hosting and Delivery Policies dated Dec. 1, 2016 and reflected in Oracle Cloud Hosting and Delivery Policies dated June 1, 2017:

1.6 Oracle Cloud Security Policy (Section 1):

- » Some or all contents from Appendix A of Cloud Service Pillar documentation have been moved to this section:
 - » Oracle Information Security Practices – General (Section 1.1)

1.7 Oracle Cloud Service Continuity Policy (Section 2)

- » Some or all contents from Appendix A of Cloud Service Pillar documentation have been moved to this section
 - » *Oracle Cloud Services Backup Strategy* (Section 2.2)
- » Statement on restoration clarified in the following sections
 - » *Oracle Cloud Services Backup Strategy* (Section 2.2)

1.8 Oracle Cloud Service Level Objective Policy (Section 3):

- » Modified *System Availability* to *Service Availability* and *Uptime* to *Service Uptime* in this section:
 - » Service Availability (Section 3.2)
- » Some or all contents of the following sections from Appendix A of Cloud Service Pillar documentation have been moved to this section:
 - » Customer Monitoring and Testing Tools (Section 3.4.2)
- » Security testing allowed for select services in the section
 - » Customer Monitoring and Testing Tools (Section 3.4.2)

1.9 Oracle Cloud Change Management Policy (Section 4):

- » Some or all contents of the following sections from Appendix A of Cloud Service Pillar documentation have been moved to this section.
- » Statement on notification of anticipated impact to details moved to Change Management knowledge article referenced in corresponding pillar document

1.10 Oracle Cloud Support Policy (Section 5)

- » Some contents of the following section have been modified for consistency with CSA:
 - » *Support Period* (Section 5.1.2)

3. Section 3: Version 2.2, December 1, 2016

This document outlines changes made to:

- » Oracle Cloud Hosting and Delivery Policies dated Jul. 1, 2016 and reflected in Oracle Cloud Hosting and Delivery Policies dated December 1, 2016:

Overview and Table of Contents:

New paragraph added to clarify the scope of Oracle Remote Cloud Services.

References to “Oracle-managed” and “Customer-managed” Public Cloud Services removed for improved clarity and related content moved to applicable Cloud Service Pillar documentation.

1.11 Oracle Cloud Security Policy (Section 1):

- » These sections have new numbering:

- » *User Encryption for External Connections* (previous Section 1.3, new Section 1.2)
- » *Physical Security Safeguards* (previous Section 1.4, new Section 1.3)
- » *Oracle Software Security Assurance* (previous Section 1.5, new Section 1.4)
- » *Customer Security Related Obligations* (previous Section 1.6, new Section 1.5)
- » Some or all contents of the following sections have been moved to the applicable Cloud Service Pillar documentation:
 - » *Scope of Customer-Managed Public Cloud Services* (previous Section 1.2)

1.12 Oracle Cloud Service Continuity Policy (Section 2):

- » These sections have new numbering:
 - » *Oracle Cloud Services High Availability Strategy* (previous Section 2.2, new Section 2.1)
 - » *Oracle Cloud Services Backup Strategy* (previous Section 2.3, new Section 2.2)
- » Some or all contents of the following sections have been moved to the applicable Cloud Service Pillar documentation:
 - » *Scope* (previous Section 2.1)
 - » *Oracle Cloud Services Backup Strategy* (previous Section 2.3)

1.13 Oracle Cloud Service Level Objective Policy (Section 3)

- » These sections have a new title:
 - » *Service Availability Provisions* (Section 3.2) is changed to *Service Availability* (Section 3.2)
- » These sections are new:
 - » *Measurement of Availability* (new Section 3.2.1)
 - » *Reporting of Availability* (new Section 3.2.2)
- » Some or all contents of the following sections have been moved to the applicable Cloud Service Pillar documentation:
 - » *Definition of Unplanned Downtime* (Section 3.3)
 - » *Customer Monitoring & Testing Tools* (Section 3.4.2)

1.14 Oracle Cloud Change Management Policy (Section 4)

- » Some or all contents of the following sections have been moved to the applicable Cloud Service Pillar documentation:
 - » *Oracle Cloud Change Management and Maintenance* (Section 4.1)

4. Section 4: Version 2.1, July 1, 2016

This document outlines changes made to:

- » Oracle Cloud Enterprise Hosting and Delivery Policies dated Dec. 1, 2015
- » Oracle Cloud Hosting and Delivery Policies dated Dec. 1, 2015
- » Oracle Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies dated March 16, 2016
- » Oracle Cloud for Industry Hosting and Delivery Policies dated Dec. 30, 2015
- » Oracle Hospitality Cloud and Oracle Retail Cloud Hosting and Delivery Policies dated August 10, 2015

and reflected in Oracle Cloud Hosting and Delivery Policies dated July 1, 2016:

The following changes are made to the Oracle Cloud Enterprise Hosting and Delivery Policies dated Dec. 1, 2015 and reflected in the Oracle Cloud Hosting and Delivery Policies dated July 1, 2016:

Overview and Table of Contents:

New paragraph added to clarify the scope of Oracle-managed and Customer-managed Public Cloud Services and OPCM specific responsibilities.

1.15 Oracle Cloud Security Policy (Section 1):

- » These sections have new numbering:
 - » *User Encryption for External Connections* (previous Section 1.1, new Section 1.3)
 - » *Physical Security Safeguards* (previous Section 1.8, new Section 1.4)
 - » *Oracle Software Security Assurance* (previous Section 1.14, new Section 1.5)
- » These sections are added:
 - » *Oracle Information Security Practices – General* (new Section 1.1)
 - » *Scope of Customer-Managed Public Cloud Services* (new Section 1.2)
 - » *Customer Security Related Obligations* (new Section 1.6)
- » These sections are covered in the Security Practices document:
 - » *Segregation in Networks* (previous Section 1.2)
 - » *Network Access Control* (previous Section 1.3)
 - » *Network Bandwidth and Latency* (previous Section 1.4)
 - » *Network Routing Control* (previous Section 1.5)
 - » *Network Security Management* (previous Section 1.6)
 - » *System Hardening* (previous Section 1.7)
 - » *System Access Control & Password Management* (previous Section 1.9)
 - » *Review of Access Rights* (previous Section 1.10)
 - » *Security-Related Maintenance* (previous Section 1.11)
 - » *Data Management / Protection* (previous Section 1.12)
 - » *Regulatory Compliance* (previous Section 1.13)

1.16 Oracle Cloud System Resiliency Policy (previous Section 2) and Oracle Cloud Disaster Recovery Service Policy (previous Section 3) are combined into Oracle Cloud Service Continuity Policy (new Section 2):

- » *Scope* (new Section 2.1) is added to clarify the scope of Oracle-managed and Customer-managed Public Cloud Services.
- » These sections are combined into Oracle Cloud Services High Availability Strategy (new Section 2.2)
 - » *Oracle Cloud Services High Availability Strategy* (previous Section 2.1)
 - » *Redundant Power* (previous Section 2.2)
 - » *Redundant Network Infrastructure* (previous Section 2.3)
 - » *Redundant Program Servers* (previous Section 2.4)
 - » *Redundant Database Servers* (previous Section 2.5)

- » *Redundant Storage* (previous Section 2.6)
- » This section has new numbering: *Oracle Cloud Services Backup Strategy* (previous Section 2.7, new Section 2.3)
- » These sections are covered in applicable Cloud Service Pillar documentation:
 - » *Scope* (previous Section 3.1)
 - » *Disaster Recovery* (previous Section 3.3)
- » These sections are covered in DR Practices document:
 - » *System Resiliency* (previous Section 3.2)
 - » *Approvals and Reviews* (previous Section 3.4)
 - » *Service Restoration* (previous Section 3.5)
 - » *Disaster Recovery Plan Objectives* (previous Section 3.6)
 - » *Plan Testing* (previous Section 3.7)

1.17 Oracle Cloud Service Level Objective Policy (previous Section 4, new Section 3)

- » This section has new numbering: *Hours of Operation* (previous in the *Overview* section, new Section 3.1)
- » These sections are combined into *Service Availability Provisions* (new Section 3.2)
 - » *Service Availability Provisions* (previous Section 4.1)
 - » *Target System Availability Level of Oracle Cloud Service* (previous Section 4.2)
- » These sections have new numbering and/or title:
 - » *Definition of Availability and Unplanned Downtime* (previous Section 4.3) is changed to *Definition of Unplanned Downtime* (new Section 3.3)
 - » *Monitoring* (previous Section 4.5, new Section 3.4)
- » Some or all contents of these sections are covered in applicable Cloud Service Pillar documentation:
 - » *Target System Availability Level of Oracle Cloud Service* (previous Section 4.2)
 - » *Measurement of Availability* (previous Section 4.4)

1.18 Oracle Cloud Change Management Policy (previous Section 5, new Section 4)

- » Reference to Change Management Knowledge Article in MOS is moved to applicable Cloud Service Pillar documentation
- » *Deprecated Features* (previous Section 5.2.3) is removed because the topic is addressed in the *Successor Cloud Services* section in the *Ordering Document*

1.19 Oracle Cloud Support Policy (previous Section 6, new Section 5)

- » *Policy Exceptions* (previous Section 6.6) is removed as exceptions to the *Cloud Hosting and Delivery Policies* are not permitted

1.20 Oracle Cloud Suspension and Termination Policy (previous Section 7, new Section 6)

- » *Termination of Cloud Services* (previous Section 7.1) is split into *Termination of Cloud Service* (new Section 6.1) and *Termination of Pilot Environments* (new Section 6.2)
- » This section has new numbering: *Suspension Due to Violation* (previous Section 7.2, new Section 6.3)
- » *Exportable Data* (previous Section 7.3) is removed as the exportable data may differ by service and some of the content is already covered in new Section 6.1.

1.21 Appendices (previous *Appendix A*, *Appendix B*):

- » Contents are moved to applicable Cloud Service Pillar documentation or Practices documents as applicable

The following changes are made to **Oracle Cloud Hosting and Delivery Policies** dated Dec. 1, 2015 and reflected in **Oracle Cloud Hosting and Delivery Policies** dated July 1, 2016:

1.22 Oracle Cloud Security Policy (Section 1):

- » These sections have new numbering:
 - » *User Encryption for External Connections* (previous Section 1.1, new Section 1.3)

- » *Physical Security Safeguards* (previous Section 1.7, new Section 1.4)
- » *Oracle Software Security Assurance* (previous Section 1.13, new Section 1.5)
- » These sections are added:
 - » *Oracle Information Security Practices – General* (new Section 1.1)
 - » *Scope of Customer-Managed Public Cloud Services* (new Section 1.2)
 - » *Customer Security Related Obligations* (new Section 1.6)

- » These sections are covered in the Security Practices document:
 - » *Network Access Control* (previous Section 1.2)
 - » *Network Bandwidth and Latency* (previous Section 1.3)
 - » *Anti-Virus Controls* (previous Section 1.4)
 - » *Firewalls* (previous Section 1.5)
 - » *System Hardening* (previous Section 1.6)
 - » *System Access Control & Password Management* (previous Section 1.8)
 - » *Review of Access Rights* (previous Section 1.9)
 - » *Security-Related Maintenance* (previous Section 1.10)
 - » *Data Management / Protection* (previous Section 1.11)
 - » *Regulatory Compliance* (previous Section 1.12)

1.23 Oracle Cloud System Resiliency Policy (previous Section 2) is covered in **Oracle Cloud Service Continuity Policy** (new Section 2):

- » These sections are added:
 - » *Scope* (new Section 2.1)
 - » *Oracle Cloud Services High Availability Strategy* (new Section 2.2)
- » This section has new numbering: *Oracle Cloud Services Backup Strategy* (previous Section 2.1, new Section 2.3)

1.24 Oracle Cloud Service Level Objective Policy (Section 3)

- » This section has new numbering: *Hours of Operation* (previous in the Overview section, new Section 3.1)
- » These sections are combined as *Service Availability Provisions* (new Section 3.2)
 - » *Service Availability Provisions* (previous Section 3.1)
 - » *Target System Availability Level of Oracle Cloud Service* (previous Section 3.2)
- » These sections have new numbering or title:
 - » *Definition of Availability and Unplanned Downtime* (Section 3.3) is changed to *Definition of Unplanned Downtime* (Section 3.3)
 - » *Monitoring* (previous Section 3.5, new Section 3.4)
- » Some or all contents of these sections are covered in applicable Cloud Service Pillar documentation:
 - » *Target System Availability Level of Oracle Cloud Service* (previous Section 3.2)
 - » *Measurement of Availability* (previous Section 3.4)

1.25 Oracle Cloud Change Management Policy (Section 4)

- » Reference to Change Management Knowledge Article in MOS is moved to applicable Cloud Service Pillar documentation
- » *Deprecated Features* (previous Section 4.2.3) is removed because the topic is addressed in the Successor Cloud Services section in the Ordering Document

1.26 Oracle Cloud Support Policy (Section 5)

- » *Policy Exceptions* (previous Section 5.6) is removed as exceptions to the Cloud Hosting and Delivery Policies are not permitted

1.27 Oracle Cloud Suspension and Termination Policy (Section 6)

- » *Termination of Cloud Services* (previous Section 6.1) is split into *Termination of Cloud Service* (new Section 6.1) and *Termination of Pilot Environments* (new Section 6.2)
- » This section has new numbering: *Suspension Due to Violation* (previous Section 6.2, new Section 6.3)

1.28 Appendices (previous *Appendix A, Appendix B, Appendix C, Appendix D, Appendix E*):

- » Contents are moved to applicable Cloud Service Pillar documentation or Practices documentation

The following changes are made to Oracle **Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies** dated March 16, 2016 and reflected in **Oracle Cloud Hosting and Delivery Policies** dated July 1, 2016:

1.29 Oracle Cloud Security Policy (Section 1)

- » *Scope* (previous Section 1.1) and *Customer Responsibilities* (previous Section 1.2) are combined into *Scope of Customer-Managed Public Cloud Services* (new Section 1.2)
- » These sections are added:
 - » *Oracle Information Security Practices – General* (new Section 1.1)
 - » *User Encryption for External Connections* (new Section 1.3)
 - » *Physical Security Safeguards* (new Section 1.4)
 - » *Oracle Software Security Assurance* (new Section 1.5)

1.30 Oracle Cloud Service Continuity Policy (new Section 2) is added.

1.31 Oracle Cloud Service Level Objective Policy (previous Section 2, new Section 3)

- » These sections are added:
 - » *Hours of Operation* (new Section 3.1)
 - » *Monitoring* (new Section 3.4)
- » These sections have new numbering:
 - » *Service Availability Provisions* (previous Section 2.1, new Section 3.2)
 - » *Definition of Unplanned Downtime* (previous Section 2.2, new Section 3.3)

1.32 Oracle Cloud Change Management Policy (new Section 4) is added

1.33 Oracle Cloud Support Policy (new Section 5) is added

1.34 Oracle Cloud Suspension and Termination Policy (new Section 6) is added

The following changes are made to **Oracle Cloud for Industry Hosting and Delivery Policies** dated Dec. 30, 2015 and **Oracle Hospitality Cloud and Oracle Retail Cloud Hosting and Delivery Policies** dated August 10, 2015 and reflected in **Oracle Cloud Hosting and Delivery Policies** dated June, 2016:

1.35 Oracle Cloud Security Policy (Section 1):

- » These sections have new numbering and/or title:
 - » *Encryption - External Connections* (previous Section 1.1) is changed to *User Encryption for External Connections* (new Section 1.3)
 - » *Data Center Physical Security* (previous Section 1.2) is changed to *Physical Security Safeguards* (new Section 1.4)
- » These sections are added:
 - » *Oracle Information Security Practices – General* (new Section 1.1)
 - » *Scope of Customer-Managed Public Cloud Services* (new Section 1.2)
 - » *Oracle Software Security Assurance* (new Section 1.5)
 - » *Customer Security Related Obligations* (new Section 1.6)
- » These sections are covered in the Security Practices document:
 - » *Network Security* (previous Section 1.3)
 - » *Administration Access & Control* (previous Section 1.4)
 - » *Network Connectivity and Service Level Availability* (previous Section 1.5)

- » *Audit, Configuration and Vulnerability Management* (previous Section 1.6)
- » *Application Access Control – Customer Responsibilities* (previous Section 1.7)
- » *Data Management / Protection* (previous Section 1.8)
- » *Data Privacy, Information Protection & Regulatory Governance* (previous Section 1.9)

1.36 Oracle Cloud System Resiliency Policy (previous Section 2) and **Oracle Cloud Disaster Recovery Service Policy** (previous Section 3) are combined into **Oracle Cloud Service Continuity Policy** (new Section 2):


- » *Scope* (new Section 2.1) is added to clarify the scope of Oracle-managed and Customer-managed Public Cloud Services.
- » These sections are combined into *Oracle Cloud Services High Availability Strategy* (new Section 2.2)
 - » *Oracle Cloud Services High Availability Strategy* (previous Section 2.1)
 - » *Redundant MEP Infrastructure* (previous Section 2.2)
 - » *Redundant Network Infrastructure* (previous Section 2.3)
 - » *Redundant Application Servers* (previous Section 2.4)
 - » *Redundant Database Servers* (previous Section 2.5)
 - » *Redundant Storage* (previous Section 2.6)
- » This section has new numbering: *Oracle Cloud Services Backup Strategy* (previous Section 2.7, new Section 2.3)
- » These sections are covered in the Global Business Units Cloud Services Pillar documentation:
 - » *Scope* (previous Section 3.1)
 - » *Disaster Recovery* (previous Section 3.3)
- » These sections are covered in DR Practices document:
 - » *System Resilience* (previous Section 3.2)
 - » *Approvals and Reviews* (previous Section 3.4)
 - » *Service Restoration* (previous Section 3.5)
 - » *Disaster Recovery Plans* (previous Section 3.6)
 - » *Plan Testing* (previous Section 3.7)

1.37 Oracle Cloud Service Level Objective Policy (previous Section 4, new Section 3)

- » This section has new numbering: *Hours of Operation* (previous in the Overview section, new Section 3.1)
- » These sections are combined into *Service Availability Provisions* (new Section 3.2)
 - » *Service Availability Provisions* (previous Section 4.1)
 - » *Target System Availability Level of Oracle Cloud Service* (previous Section 4.2)
- » These sections have new numbering and/or title:
 - » *Definition of Availability and Unplanned Downtime* (previous Section 4.3) is changed to *Definition of Unplanned Downtime* (new Section 3.3)
 - » *Monitoring* (previous Section 4.5, new Section 3.4)
- » Some or all contents of these sections are covered in the Global Business Units Cloud Services Pillar documentation:
 - » *Target System Availability Level of Oracle Cloud Service* (previous Section 4.2)
 - » *Measurement of Availability* (previous Section 4.4)

1.38 Oracle Cloud Change Management Policy (previous Section 5, new Section 4)

- » This section has new numbering: *Oracle Cloud Change Management and Maintenance* (previous Section 5.1, new Section 4.1)
- » Some or all contents of these sections are covered in the Global Business Units Cloud Services Pillar documentation:
 - » *Application Upgrades and Updates* (previous Section 5.1.1)
 - » *Core System Maintenance* (previous Section 5.1.2)
 - » *Routine Infrastructure Maintenance* (previous Section 5.1.3)
 - » *End of Life for Oracle Global Business Unit Cloud Services* (previous Section 5.2)



» *Deprecated Features* (previous Section 5.3) is removed because the topic is addressed in the Successor Cloud Services section in the Ordering Document

1.39 Oracle Cloud Support Policy (previous Section 6, new Section 5)

» *Policy Exceptions* (previous Section 6.6) is removed as exceptions to the *Cloud Hosting and Delivery Policies* are not permitted

1.40 Oracle Cloud Suspension and Termination Policies (previous Section 7, new Section 6)

» *Termination of Cloud Services* (previous Section 7.1) is split into *Termination of Cloud Services* (new Section 6.1) and *Termination of Pilot Environments* (new Section 6.2)

» *Termination of Trial Environments* (previous Section 7.1.2) is removed

» This section has new numbering: *Suspension Due to Violation* (previous Section 7.2, new Section 6.3)

» *Exportable Data* (previous Section 7.3) is removed as the exportable data may differ by service and some of the content is already covered in new Section 6.1.



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