



ORACLE

Oracle Cloud for UK Government and Defence

Customer Product Summary and FAQs

January 2024
Copyright © 2024, Oracle and/or its affiliates
Public

Disclaimer

This document is provided for information purposes only and will not be incorporated into any contract. It is not a commitment to deliver any material, code, functionality, or certification or compliance status. The contents hereof are subject to change without notice and the development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, no contractual obligations are formed either directly or indirectly by this document and it should not be relied upon in making purchasing decisions. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle is a registered trademark of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

EXECUTIVE SUMMARY

Oracle is offering a sovereign, dedicated dual-region cloud for UK Government & Defence customers (UK Government Cloud) designed to reflect the requirements of UK Government. The dedicated dual-region cloud consists of two internet-connected cloud regions operated by UK citizens who hold SC Level Security Clearance, and it is restricted to UK Government & Defence customers and any UK Government-sponsored third parties (such as defence contractors).

The dedicated dual-region cloud is built to support OFFICIAL-SENSITIVE workloads, providing a fully sovereign model where your information (customer or operational) will never leave the environment without your express permission.

PHYSICAL CHARACTERISTICS

Oracle has built two geographically separate regions as part of the UK Government Cloud—one in London, England, and one in Newport, South Wales. These locations are interconnected via a highly resilient, private high-speed backbone to facilitate a responsive, distributed architecture enabling disaster recovery and high availability. The UK Government Cloud is physically isolated from our Public Cloud regions, with dedicated UK-based operations, support, and networking. Additionally, the UK Government Cloud provides a secure connection to the Internet to facilitate your intra- and inter-departmental operations and UK citizen services—for example, the HMRC Self Assessment systems.

OPERATIONAL CHARACTERISTICS

Only UK Government & Defence bodies listed by Crown Commercial Services (CCS) and documented in the Memorandum of Understanding (MOU) between UK Government, Oracle UK, and associated third parties are allowed tenancies in the UK Government Cloud. UK Government-sponsored third parties (such as defence contractors) will be provided tenancy only by agreement between UK Government and Oracle UK.

All Oracle access to transactional data stored in the cloud service (both physical and logical) is restricted to UK Citizens, residents who are present in the UK with SC Clearance. This applies to both operations and customer support, security, patching, and maintenance. OCI UK Government Global Customer Support adheres to this same compliance and security model. Additionally, Oracle has redesigned and moved our control and monitoring systems inside this self-contained dedicated cloud, maintaining the sovereignty of UK Government & Defence information, with no access allowed or required from outside the UK.

CAPABILITY

The majority of services available in Oracle's Public Cloud are available within the UK Government Cloud, affording UK Government & Defence customers the opportunity to leverage the breadth and depth of Oracle's commercial services within a dedicated environment. This is provided at no additional cost or reduction of capability from our public cloud.

COMPLIANCE

The UK Government Cloud supports the UK Data Protection Act (DPA), which enables customers to conduct business via Oracle Cloud services within the UK Government and Defence sectors.

DPA



The DPA is a domestic law governing the use of personal data and the flow of information in the United Kingdom.

Oracle offers a wide range of security solutions to help customers meet the requirements of the DPA, including services for administrative access controls, network security controls, logging, and encryption.

Cyber Essentials Plus



Cyber Essentials Plus is a UK Government-backed model that identifies the technical security controls an organisation needs within their IT systems to defend against common cyber threats. This model can help demonstrate that an organisation can identify and mitigate potential cyber risks, has adopted security controls to protect customer data, and is compliant with UK Government requirements to bid for UK Government contracts.

Cloud Security Principles – UK



National Cyber Security Centre

The 14 Cloud Security Principles, as established by the UK National Cyber Security Centre (NCSC), are designed to help purchasers of cloud services choose a Cloud Service Provider that meets their particular security needs.

The principles outline the security goals that cloud services should meet, including considerations for data in-transit protection, supply chain security, identity and authentication, and secure use of the service.

Oracle provides the following documentation that outlines how UK Government Cloud offerings align with the NCSC Cloud Security Principles.

[Learn More](#)



NHS Digital's Data Security and Protection Toolkit is a self-assessment tool that measures performance against the United Kingdom's National Health Service 10 data security standards. Any organisation that has access to NHS patient data and systems must use this toolkit to provide assurance of good data security practices, including the handling of personal data.

Oracle has been rated as "Standards Met" under this compliance standard.

[Learn More](#)

Police Assured Secure Facilities (PASF) Assurance

Oracle Cloud UK Government data centres achieve Police Assured Secure Facilities (PASF) assurance. Site visits were conducted by a PASF-qualified assessor, and Oracle Cloud UK Government data centres in London and Newport have been found to meet the established PASF requirements. These sites can now host law enforcement workloads and critical data.

[Learn More](#)

In addition to the aforementioned compliance standards, Oracle Cloud services are also available through various procurement frameworks and agreements such as Memorandum Of Understanding (MOU) between Oracle, CCS, G-Cloud, and the Digital Marketplace. Oracle's Digital Marketplace listing can be accessed [here](#).

FAQs

Q1. WHAT ARE THE BENEFITS OF THE UK GOVERNMENT CLOUD?

1. A dedicated and private cloud, purpose-built for the workloads of UK Government & Defence customers.
2. Follows a Sovereign Operating Model to ensure OFFICIAL-SENSITIVE workloads can be supported.
3. Offers a pathway for the migration of UK Government Classic customers to OCI.
4. Offers disaster recovery and high availability capabilities for UK Government customers without your systems or information leaving the environment.

Q2. WHAT IS A SOVEREIGN OPERATING MODEL, AND WHAT DOES IT MEAN FOR THE UK GOVERNMENT CLOUD?

The Sovereign Operating Model ensures that transactional data stored within the cloud service that is sensitive to UK Government & Defence will not leave the environment, and it will only be accessed by authorised personnel who meet the stipulations listed below:

1. UK located at the time of access
2. UK Resident
 - “Residing in the UK” means living in one of the following countries: England, Wales, Scotland, and Northern Ireland
 - Minimum of 5 years of residency in the UK, with no more than 6 months outside of the UK at any one time
3. UK Citizens
 - Can live and work in the UK free of any immigration controls
 - Automatic ability to hold a UK Passport
4. SC cleared

Q3. HOW DOES ORACLE ENSURE SOVEREIGNTY AND SECURITY OF DATA WITHIN THIS DEDICATED CLOUD?

Both data centres in the dedicated dual-region cloud for UK Government & Defence customers conform to the United Kingdom’s data protection laws listed below:

- Data centres are physically located within region boundaries.
- All data stored in the data centres does not leave the cloud throughout its lifecycle without the express permission of the customers and on their behalf.

A centralised operations team located in the UK provides hands-on operational support from within the region. This ops team will follow the UK Government secure remote support (SRS) model to ensure that only authorised personnel have logical or physical access to the environment, while allowing supervised and secure remote assistance from non-UK support teams as needed. Control, monitoring, and logging systems are located in the region. Users who do not have the appropriate permissions are prevented from operating in the cloud via a permissions system, which is administered by UK-authorized personnel.

Q4. WHEN DID THE DEDICATED DUAL-REGION CLOUD FOR UK GOVERNMENT & DEFENCE CUSTOMERS BECOME AVAILABLE?

The dedicated cloud consists of two regions: London, which was made available on December 3, 2019, and Newport, which was made available on July 31, 2020. On August 30, 2020, the sovereignty model was activated, which restricted access and implemented the additional controls as agreed upon with the UK Government.

Q5. WHAT CONNECTIVITY IS AVAILABLE TO THIS CLOUD?

The UK Government Cloud is connected to and accessible via the internet. The two regions are interconnected via a secure, non-internet backbone for inter-region traffic. In addition, Oracle provides dedicated private network connectivity between the environment and the OCI Classic UK Government Cloud, enabling customers to access IaaS, PaaS, & SaaS services, including Fusion Applications from within the dedicated dual-region cloud.

Q6: HOW DOES A UK GOVERNMENT OR DEFENCE BODY GAIN ACCESS TO THIS CLOUD?

To gain access as a UK Government customer, you must be a recognised government entity by CCS and listed in the jointly agreed upon MOU between Oracle UK and CCS. Only eligible customers are allowed any access to provision and consume Oracle's cloud services within the dedicated cloud.

Q7: HOW IS TENANCY FOR UK GOVERNMENT-SPONSORED THIRD PARTIES GRANTED AND TRACKED?

In order to be granted a tenancy, a UK Government-sponsored third party must have a signed sponsorship agreement in place. Sponsored entities will be required to complete an annual self-assertion to justify tenancy and provide to Oracle a statement of sponsorship from the sponsoring UK Government department.

Q8: I AM A CURRENT UK GOV CLASSIC CUSTOMER. WHAT STEPS ARE NEEDED IN ORDER TO UTILISE THE DEDICATED DUAL-REGION CLOUD FOR UK GOVERNMENT & DEFENCE?

As an existing user of the UK Government OCI "GEN 1" environment, you automatically have the privileges to access and consume OCI Cloud Services in the UK Government & Defence Cloud. Any existing Universal Credits that you have can be used in both environments to fund your consumption. Future credits procured can also be used in either cloud.

Q9: ARE UK GOVERNMENT & DEFENCE CUSTOMERS CHARGED FOR THE ADDITIONAL SECURITY AND PRIVACY OF THE DEDICATED DUAL-REGION CLOUD FOR UK GOVERNMENT & DEFENCE?

There is no additional cost associated with use of OCI cloud services to UK Government & Defence customers. This holds true even if a customer was to decide not to purchase through the existing MOU differentiated pricing.

Q10: HOW DID ORACLE DETERMINE THE CONTROLS AND OPERATIONS MODEL FOR THE UK GOVERNMENT CLOUD?

At the end of 2019, Oracle carried out a survey of various UK Government departments and the MOD, which resulted in a set of requirements for staffing, compliance, sovereignty, and security. The highest requirement in each area was taken, and the UK Government Cloud was designed to meet these stated requirements. Oracle will continue to gather changing requirements from UK Government customers with a view to future capability.

RESOURCES

- [Oracle Cloud Global Public Sector](#)
- [Oracle Cloud Government Compliance](#)
- [Oracle Cloud Infrastructure Security Architecture](#)
- [Oracle Cloud Cost Estimator](#)
- [Oracle Cloud Pricing](#)