



CLOUD COMPUTING

August 2016

Contents

Summary.....	5
What is this document about?	5
Who is this for?.....	5
How does the University check this is followed?	5
Who can you contact if you have any queries about this document?.....	5
1.0 Introduction.....	6
1.1 Engagement with a cloud service provider	6
1.2 Cloud 'terms of service'	6
1.3 Personal Data	6

Document title		
Normal text		
Document author and department		
Normal text		
Approving body		
Normal text		
Date of approval		
Normal text		
Review date		
Normal text		
Edition no.		
Normal text		
ID Code		
Normal text		
Date of effect		
Normal text		
EITHER For public access online (internet)? Tick as appropriate		YES
For public access on request copy to be mailed Tick as appropriate	NO	YES
OR For staff access only (intranet)? Tick as appropriate		YES
Password protected Tick as appropriate	NO	YES
<p>External queries relating to the document to be referred in the first instance to the Corporate Governance team: email corporate-governance@port.ac.uk</p>		

If you need this document in an alternative format, please email corporate.communications@port.ac.uk

The latest version of this document is always to be found at:

<https://erecords.port.ac.uk/documents/qA43279>

Summary

What is this document about?

Cloud computing is a model for enabling ubiquitous network access to a shared pool of configurable computing resources. Data processed 'in the cloud' could be stored or processed anywhere in the world and the nature of the engagement between the customer and the cloud supplier is generally less formal than the traditional 'outsourced' model. Consequently, there are a variety of risks associated with this model of computing. This advisory sets out the guidelines for the secure adoption of cloud services.

Who is this for?

This IS advisory is aimed at all staff and to third parties working for the University.

How does the University check this is followed?

Annual review of this IS advisory will be performed to evaluate its effectiveness.

Who can you contact if you have any queries about this document?

Any questions about should be directed to servicedesk@port.ac.uk

1.0 Introduction

Data processed 'in the cloud' could be stored or processed anywhere in the world and the nature of the engagement between the customer and the cloud supplier is generally less formal than the traditional 'outsourced' model. The risks need to be identified, owned and managed. The steps are:

- a. Supplier/potential supplier completes the Cloud Questionnaire (contact IS EPS Networks and Security for a copy) - For a small contracts the supplier may not be prepared to answer these questions and depending on the data processed and purpose of the service this risk may have to be accepted.
- b. Customer (the risk owner) uses the questionnaire responses to guide a risk assessment. If 'personal data' is to be processed then a privacy impact assessment should also be carried out.
- c. Terms of service agreement are modified as appropriate.

1.1 Engagement with a cloud service provider

The 'Cloud Questionnaire' (contact IS EPS Networks and Security for a copy) should be completed by a potential supplier, for all projects that are likely to involve a 'cloud service' as all or part of the solution. The Cloud Questionnaire supports a dialogue between the University and the (potential) supplier. The responses will help inform any risk assessment undertaken. It is preferable that questionnaire is completed at an early stage in the project (e.g. during requirements gathering and analysis).

1.2 Cloud 'terms of service'

Privacy policy, data security and transmission security underpinning a cloud service are likely to be governed by the terms of service issued by the cloud service provider. It is important to ensure that any terms of service (including service level agreements) are framed so as to minimise the security risks, both to the data and to the service, and avoid changes being made at the provider's discretion without consultation with the University.

1.3 Personal Data

A Privacy Impact Assessment must be performed by the University before any personal data is processed by a cloud service provider or third party, either outside or inside the University's IT infrastructure (contact IS EPS Networks and Security for advice)

University of Portsmouth
Department of Human Resources
University House
Winston Churchill Avenue
Portsmouth PO1 2UP
United Kingdom

T: +44 (0)23 9284 3141
F: +44 (0)23 9284 3122
E: university.secretary@port.ac.uk
W: www.port.ac.uk