
Q. & A. – Cloud Security

Q. Does Primed Online have Security Policies around the ‘Cloud’?

A. Yes. Primed Online have an embedded Security Policy in their Cloud Service level Agreement.

Q. Is there documented evidence to support Primed Online’s Security Policies around the ‘Cloud’?

A. Yes. You can view case studies at <http://www.microsoft.com/windowsazure/evidence/>

You can also view a video tour of the Microsoft cloud data centres:

1. http://www.youtube.com/watch?v=hOxA11pQlw&feature=player_embedded or
2. Case Studies: <http://www.microsoft.com/casestudies/Windows-Azure/CASON/Industrial-Solutions-Supplier-Deploys-Monitoring-Application-in-the-Cloud/4000009243>
3. Case Studies: http://www.microsoft.com/casestudies/Case_Study_Detail.aspx?CaseStudyID=400006197
4. Westpac Bank: <http://www.itnews.com.au/News/266585,westpac-bursts-risk-analysis-to-azure.aspx>

Q. Who else uses ‘Cloud’ services?

A. 70% of ASX companies use Windows Azure Cloud services. Just a few of the big names that use the ‘Cloud’ are:

- Westpac.
- AXA.
- NSW Department of Education and Training.
- Australian Communications and Media Authority.
- Brisbane City Council.
- Master Builders Association.
- Curtin University.
- Coca-Cola Amatil.
- Amalgamated Holdings Limited.

Q. Is the Client able to keep the database at the client-site? i.e., the application/web site will run in the cloud and the data will reside in the client-site. What are the options and risks involved?

A. You can do this either by exposing the on-premise SQL Server connection ports to Windows Azure (i.e. the internet) or you can use Windows Azure Connect to create IP-based network connectivity between on-premises and Windows Azure resources (this would essentially create a VPM between Azure and the database server).

The main considerations are:

- Latency – You will add 100-180 m/s per database call going from the Data Centre.
- Bandwidth costs – You will pay additional outbound bandwidth charges for the calls made to the on-premise SQL Server

The other option is to have the database in Azure and replicate it (using Data Sync) to an on-premise instance as well.

Q. I don't want to read all the evidence and documents. Do you have an overview snapshot of who uses the 'Cloud' and who they are?

A. Yes. Here is a quick overview of a random selection of Microsoft Azure clients using the 'Cloud'.

Cloud' user	Employees	Use of the 'Cloud'	Data in the 'Cloud'	'Cloud' user information
Westpac Bank	28,000	The Bank's risk calculations using methods developed by Westpac's quantitative analysts.	Yield curves and data, commodity and security prices, indices, Reuters and Bloomberg feeds	Westpac is a multinational Financial services, one of the Australian 'big four' banks and the second-largest bank in New Zealand. Westpac posted a \$4 billion half year profit for 2011
Coca-Cola Enterprises	72,000	Worldwide intranet with messaging and collaboration tools, which are accessible to all employees from any device	Any information that is shared between employees from all Departments, including Finance and Senior Management.	Coca-Cola Enterprises (CCE) is the world's largest marketer, producer, and distributor of nonalcoholic beverages.
HCL Technologies	62,000	HCL on-premises application resides on the Windows Azure platform, and Windows Azure Software Development Kit for Java Developers.	All client data (including financial information) and all development data	Based in India, HCL is a global technology firm. Along with its subsidiaries, HCL had consolidated revenues of U.S. \$5 billion as of March 2010.
NASA	17,900	NASA's website called BeAMartian that is designed to attract "citizen-scientists" to Mars exploration activities	All space exploration data is stored in the 'Cloud'	Established in 1959, NASA's mission is to pioneer the future in space exploration, scientific discovery, and aeronautics research.
3M	79,000	3M's client Visual Attention Service (VAS) is a Web-based application, with high performance, scalability, and low infrastructure and management costs.	All client data, including demographics and financial information and data	3M develops an extensive range of consumer and industrial products. Well-known 3M brands include Scotch, Post-it, Thinsulate, and Scotch-Brite.
City of Miami	4,000	Internet mapping application that disseminate the city's spatial data to the public.	All issues reported to Council by residents. Eg. Location of potholes and resident information.	The City of Miami encompasses approximately 36 square miles of land in southeastern Florida. Its municipal government provides a range of services to more than 425,000 citizens.
Curtin University	3,500	Student data repository and Learning Management system	All student data, including demographics and financial information and data.	Curtin University in Perth, Australia, is a global education and research institution with more than 40,000 students at 16 locations in Australia, Singapore, and Malaysia and an IT staff of 200