

Information Disclosure Guidelines for Safety and Reliability of Data Centers (Second Edition)

Condition 1: Objective of information disclosure

Information disclosure would be made in a unit of each data center.

Condition 2: Definitions of “housing” and “IaaS/PaaS”

“Housing” and “IaaS/PaaS” of data center are defined in this guideline as follows.

- 1) “Housing” means “housing services”, which include buildings, facilities (electric power facilities, air conditioning facilities, racks etc.). It also includes services for equipment brought by users (servers, network equipment etc.)
- 2) “IaaS (Infrastructure as a Service)” means services which offer hardware resources, such as servers, hard disks and storages, necessary for ASP, SaaS or PaaS. In a broader sense, it means services which include data centers. “PaaS (Platform as a Service)” means services which offer system resources, development and operation resources and network facilities in a narrower sense, while meaning services which include data centers and IaaS in a broader sense. IaaS and PaaS are collectively called hosting services.

Items for Information Disclosure		Description	Essential / Optional
Time of the Information Disclosure	Date of the Information Disclosure	Year, month, date of information disclosure (in Western calendar)	Essential
Place of business enterprise / Business			
Business enterprise overview	Name of business enterprise	Formal name of business enterprise (trade name)	Essential
	Website of business enterprise	URL of homepage of business enterprise	Optional
	Established Year / Years in Business	Established year of business enterprise (in Western calendar)	Essential
		Years in data center business	
Office (enterprise place)	Address, postal code of head office of business enterprise	Essential	
	Number of offices (domestic, overseas) <Domestic> Number of data center locations		
Business overview	Principal business overview	Overview of principal business of business enterprise (Include other business than data center)	Essential
Human resources			
Management	Representatives	Name of representative	Essential
		Background of representative (age, academic, career, certificate etc.)	Optional
	Executive	Number of executives	Optional
Employees	Number of employees	Number of regular employees (single basis)	Optional

Financial Conditions			
Financial Data	Sales	Sales of the entire business enterprise (Consolidated base) (unit: Yen)	Essential
	Ordinary profit	Ordinary profit of the entire business enterprise (Consolidated base) (unit: Yen)	Optional
	Capital	Capital of the entire business enterprise (Consolidated base) (unit: Yen)	Essential
	Equity ratio	Ratio of equity capital of the entire business enterprise (Consolidated Base) (unit: %)	Optional
Financial Reliability	Listing on stock markets	Whether or not business enterprise is listed on stock market, name of market if listed	Optional
	Situation on Financial audit / Financial data	Select appropriate situation from the following; (1) accounting audit by accounting auditor, (2) audit by accounting adviser, (3) financial data based on checklist according to small and mid-sized enterprise accounting, or (4) none of the above	Optional
	Mandatory publication of financial statements	Whether or not financial statements is published mandatorily	Optional
Capital relationship / Business connections			
Capital relationship	Shareholder composition	Names of large shareholders (largest 5) and ratio of stock holding of each shareholder	Optional
Business connections	Main dealing financial institution	Name of main dealing financial institution	Optional
	Name of industry and/or non-governmental organizations which enterprise belongs	Names of industry organizations, economic organizations and others which enterprise belongs	Optional
Compliance			
Organization-system	Full-time section and meeting committee structure	Presence or absence of full-time section and meeting committee structure which is responsible for compliance, name of section and meeting committee if present	Optional
Rule-making and documentation of rules	Policies on the information security	Presence or absence of documents such as basic policies, organization rules, manuals etc. on the information security, names of documents if present	Essential
		Whether or not the above documents are approved by managements	
	Policies on the complaint procedure	Presence or absence of documents such as basic policies, organization rules, manuals etc. on the complaint procedure relating to data center service, names of documents if present	Essential
		Whether or not the above documents are approved by managements	
	Policies on the Business Continuity	Presence or absence of documents such as basic policies, plans, manuals etc. on business continuity, names of documents if present	Essential
Whether or not the above documents are approved by managements			
Policies on the Risk Management	Presence or absence of documents such as basic policies, plans, manuals etc. on risk management, names of documents if present	Essential	
		Whether or not the above documents are approved by managements	
Housing (Building and facilities)			
Building	Name of data center	Name or identification name of data center to disclose information	Essential
	Beginning year of the Data center	Year from which data center began its business	Essential
	Building for data centre or not	Select whichever is closer between building dedicated to data center and office building	Essential

	Ownership or rental of property	Indicate whether facility is owned by the enterprise, or rental facility	Essential
		Indicate whether the building is solely occupied by the enterprise (wholesale lease), or shared by other tenants (a portion of the building is used)	
	Year and month of construction	Year and month of completion of construction	Essential
	Location	Country name, regional block name (if Japan, e.g. Kanto, Tohoku)	Essential
		Access and travelling time from the nearest public transportation	Optional
		Describe notable geographical advantages if any (e.g. altitude, ground condition etc.)	Optional
	Scale of the building (Number of server racks)	Total floor space of server room in the building (m ³)	Optional
		Maximum number of racks that can be accommodated	Essential
	Earthquake resistant structures	Earthquake resistance value (seismic intensity)	Essential
		Building structure relevant to earthquake measures (quake-absorbing structure, quake-damping structure etc.)	
Fire resistant structures	Indicate whether or not the building is fire-resistant	Essential	
Water resistant structures	Presence or absence of water-resistant measures on outer wall, roof, and openings	Essential	
Bearing capacity of the floor	Load bearing capacity (maximum) per m ² of slab floor area of server room	Essential	
Electric power facilities	Uninterruptible power supply (UPS)	Presence or absence of measures to establish uninterruptible power supply (UPS installation etc.), minimum power supply duration if present, and relevance with start-up time of emergency power supply	Essential
	Power supply route	Whether or not 2 or more power supply routes via different substations are secured (except UPS and emergency power supply)	Essential
	Power receiving system	Power receiving method (loop power receiving system, spot network power receiving from substation, etc.)	Essential
	Monitoring of electric power facilities	Indicate whether or not centralized monitoring of electric power facilities is carried out	Essential
	Emergency power supply	Presence or absence of emergency power supply (private power generation), continuous operating time without refuelling if present, and description of emergency power supply operation measure (method of continuous fuel supply etc.)	Essential
Fire extinguishing systems	Fire extinguishing systems in the Server Room	Presence or absence of automated fire extinguishing system, whether or not it is gas-based fire extinguishing system (whether it is halon gas type or new gas type) if present	Essential
	Fire sensor / alarm system	Presence or absence of fire detection system and smoke detection system	Essential
Protection against thunders	Protection against direct thunders	Presence or absence of measures for direct lightning stroke	Essential
	Protection against induced lightning from thunders	Presence or absence of measures for induced lightning stroke, value of maximum endurable voltage if present (optional)	Essential
Air conditioning facilities	Adequate air conditioning facilities	Description of air conditioning facilities (upward blowing air conditioning on the floor, individual air conditioning dedicated for computer, water-cooling/air-cooling, other devices etc.)	Essential
		Capacity of air conditioning facilities (KVA/m ² , Kcal/m ² etc.)	Optional
Rack / Space	Rack Rental	Unit of rack rental (full, half, other)	Essential
	Space Rental	Availability of space rental, bringing user-owned racks	Essential
	Loading capacity	Loading capacity of rack (standard, maximum)	Essential
	Electricity	Amount of power that can be provided to each rack (standard, maximum)	Essential

	Monitoring system	Presence or absence of power monitoring system of racks, indicate whether it is a standard feature or an option if present	Essential
Workspace	Office work space	Indicate whether or not office work space for users is secured in the building	Optional
Security	Monitoring system (24 hours and 365 days)	Indicate whether or not manned monitoring or alternative system is provided	Essential
	Existence of outsourcing	Presence or absence of operation outsourcing (agency staff, subcontractor)	Essential
	Control of people's entry and leaving	Separation of units according to security level (by floor, by rack, by partitioned rack space), and presence or absence of security measures such as entry/leaving management, locking etc. of each unit	Essential
		Presence or absence of entry and leaving record, how long record is kept if present	Essential
		Presence or absence of surveillance camera, operating hours and monitoring range of surveillance camera, how long videos are kept, and availability of alternation prevention feature if present	Essential
		Presence or absence of personal authentication system	Essential
		Describe method of authentication if personal authentication system is present	Optional
		Presence or absence of restrictions or measures (inspection etc.) on items brought into/from data center	Essential
		Presence or absence of data center staff attending to visitors at entry and work	Essential
	Stock of recording media	Presence or absence of cabinet with key lock or stock room to keep medium such as magnetic tape, optical media, etc.	Optional
		Presence or absence of stock control procedure document	
Other security measures	Other notable security measures	Optional	
Environmental management	Optimization of the consumption of the electricity	Presence or absence of target of electricity consumption optimization (such as PUE with specific measuring conditions etc.)	Optional
	Special environmental measures	Recycling initiatives (paper waste etc.) use of natural energy, waste heat measures, measures of hot spot between/within racks, water usage considerations, chemical and hazardous material controls, considerations for biological diversity, considerations of transportation, etc.	Optional
Housing (Network)			
Lines	Backbone network	Capacity of the backbone network which data center connects to (band, bandwidth)	Optional
	Access / interconnection line	Indicate whether or not 2 or more incoming routes to the building are available	Essential
		Presence or absence of dedicated line to the backbone network, maximum speed of dedicated line if present	
		Presence or absence of dedicated line to the backbone network, maximum speed of dedicated line if present (best-effort type, band-guaranteed type)	
		Availability of selecting multiple ISP providers on the network provided	
		Availability of an alternative line (such as ISDN line etc. for maintenance use) installed by ASP/SaaS provider with its own expenses, presence or absence of limitations on carriers etc. if available	
		Future scaling capability to increase network equipment routes (router etc.), to support IPv6, etc.	

Service	Network service menu which cloud service provider can provide	Description of network services which data center provider can offer (internet connection, configuration on behalf of user, security measures such as monitoring and intrusion detection)	Essential
Housing (Contents of service)			
Reception and inquiry of the services	References of the reception / application / inquiry	Contacts such as phone/Fax, Web, and email address	Essential
Change / termination of services	Prior notice of the change or termination of services	Time of prior notice to users (describe time of prior notice using such units as 1 month prior, 3 months, 6 months, and 12 months)	Essential
		Method of prior notice to users	
	Response and alternative measures for the change or termination of services	Presence or absence of basic policies on response and alternative service measures	Essential
		Presence or absence of specific response to users in accordance with basic policies (introducing alternative service etc.)	
Presence or absence of responsibility to return information assets at contact termination			
References relating to the change or termination of services	Presence or absence of point of contact, name and opening hours of point of contact if present	Essential	
Prices for the services	Pricing structure	Amount of initial cost	Essential
		Monthly charge	
		Minimum contract duration	
	Penalty for cancellation of the contract	Presence or absence of cancellation penalty (which user must pay)	Essential
Term for the prior notice of cancellation from users	Presence or absence of term for the prior notice of cancellation from users, due date if present (describe how many days/months prior the notice should be made)	Essential	
Service Quality	Service availability	Annual fault suspension time (downtime), history of fault suspension (in the last 5 years) Description and recurrence prevention measures of fault suspension if experienced in the last 5 years (the term fault suspension here means any suspension of customer service provided by data center due to any failure)	Essential
		Description of regular maintenance including inspection and its interval	
	Acquirement of Certification / Implementation of Audits	Acquirement of Privacy mark, ISMS (JIS Q 27001 etc.), ITSMS (JIS Q 20000-1 etc.), and ISO 14001, presence or absence of audit report created upon ASCR18 (SAS70 in US). Provide name of certification or audit if the above is present, and indicate whether the certification/audit is carried out for the data center or for the enterprise	Optional
	Treatment of personal information	Clear indication of purposes of collecting personal information	Essential
	History of award or commendation	History of awards received relevant to data center	Optional
	Service level agreement (SLA)	Whether or not disclosed items are attached to contract as SLA	Essential
Housing (Service support)			
Service	Business hours and	Business days and hours (open hours)	Essential

desk (Com- plaints desk)	dates	Availability of outside hours response	Essential
	Coverage / measures of sup- port	Support coverage Contact method (phone/Fax, E-mail etc.)	
Guarantee and Con- tinuity of the ser- vices	Liability and amount of Limit of the accident	Presence or absence of document stating liability of data center provider at accident occurrence and compensation coverage policy, name of docu- ment if present	Essential
Notifica- tion and report of Services	Prior notice of temporary closures by such as maintenances	Time of prior notice to users (Describe time of prior notice using such units as 1 month prior, 3 months, 6 months, and 12 months)	Essential
		Methods of prior notice to users Presence or absence of emergency maintenance with shorter notification period than described above	
	Notification sys- tems of accidents and disasters	Presence or absence of notification at failure occurrence	Essential
	Periodical Reports	Presence or absence of regular reporting to users	Essential
Opera- tion and mainte- nance ser- vices for equipment and devic- es which users own and install in the data center	Trouble-shooting	Presence or absence of trouble-shooting service for user-owned equip- ments, description of service if present (failure isolation and recovery, arrangements to vendor, etc.)	Essential
	Regular operation	Presence or absence of regular operation service for user-owned equip- ments, description of service if present (power ON/OFF and restart, checking indicator LED of equipments, daily operation according to oper- ation procedure manual etc.)	Essential
	Operation / maintenance	Presence or absence of operation/maintenance support service for us- er-owned equipments, description of service if present (live-or-death mon- itoring, failure monitoring, resource monitoring, operation support, oper- ations such as backup, etc.)	Essential
IaaS / PaaS (Contents of Services) <Confine description solely to IaaS/PaaS provided in the data center with identification name indicated in the above item No.32>			
Structure of Services (System platform services)	Provided OS	Presence or absence of provision of virtualized OS Describe OS that serves as single OS (Windows, Unix, Linux, etc.)	Essential
	Server mainte- nance	Description of services such as server OS initialization, patch update for OS, etc.	Essential
	ASP / SaaS Sup- port Services	Description of services such as search, authentication, clearing/billing, security, location data, timestamp, media, language conversion, etc.	Essential
	Network services for remote maintenance	Description of access methods such as remote desktop, SSH, etc.	Essential
	Backup and restore services	Description of backup service, restore service at system failure, etc.	Essential
	Other services	Description of administrative application service, clearing service, repre- sentative service, consulting service etc.	Essential

Structure of Services (Development and execution platform services)	Support services for software development	Provision of Java, Servlet, Perl, PHP, Ruby, C/C++ and other open source development environments etc.	Essential
Structure of Services (Application platform services)	Services for domain name management	Description of services for IP address management, domain acquisition/management, DNS server management, etc.	Essential
	Mail Services	Description of services for Web mail, mailing list, etc.	Essential
	Web Services	Description of services for Web server, FTP server, Web account, access control, access log analysis, access log acquisition, blog, BBS etc.	Essential
	Others	Description of services for API, DB server, etc.	Essential
Structure of Services (Hardware platform services)	Service menu for server hosting	Description of services for shared server, dedicated server, etc.	Essential
	Storage services	Description of storage hosting service	Essential
	Operation & Maintenance services for rental equipment	Presence or absence of trouble-shooting service, regular operation service, operation/maintenance support service for rental equipments, description of services if present	Essential
	Services for integrated resource	Description of services offered by integrating virtual resources (virtual machine, server, storage, network etc.)	Essential
Structure of Services (Network platform services)	Load balancer services	Description of load balancer service	Essential
	Network device outsourcing services	Description of services to provide network equipment such as router, switch, etc.	Essential
Data management	Location of the data	Location of saved customer data (place where data exists) when IaaS + PaaS service is provided (describe country name)	Essential
	Location of the other data center	Identification name of other data center which is simultaneously used when IaaS + PaaS service is provided	Essential