

Managed Cloud Operational Services



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IT Powered Possibility

Gold
Microsoft Partner


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Back-Up & Recovery

Advanced provide Back-Up and Recovery Services for Azure solutions. The technical solution may vary depending on the Azure products within the scope of Azure services, as well as the back-up and recovery design. Where Azure Platform-as-a-Service services are in use (from WebApps to SQL Database), back-up is fully dependent on the product. For example, currently, Standard or Premium plans for Azure WebApps include backup capability.

For 'Azure Back-Up', Advanced supports the configuration and management of Virtual Machine image back-up with the option to recover file level data with a 24-hour RPO and standard 30 day retention. Retention policies can be customised to meet specific requirements but are limited to Azure's capability. Back-up restoration time will be dependent on the volume and complexity of the restoration that is requested. Advanced's response times will adhere to standard ITSM SLAs.

Our back-up support services leverage the native Azure recovery services which offer the following capabilities:

- > Image Back-up: Upon your request, we will configure image-level backups for Infrastructure-as-a-Service Virtual Machines. Image-level backups are non-intrusive and provide you with the ability to restore an entire Virtual Machine. Currently, Azure supports application-consistent backups for Windows and file-consistent backups on Linux.
- > File and Data Recovery: We will recover individual files or folders from the image, back into the live Virtual Machine.
- > Operating System Native Backup and Recovery: This can include Windows Volume Shadow Copies being scheduled to allow for self-service file recovery from previous versions.



Patching

Patching your Operating System is key to delivering secure and stable IT Services. Advanced use Azure Automation to patch Operating Systems, placing servers into a standard patching schedule (shown in the table below).

Every 12 hours, Azure Update Management checks the state of each system, where each system should be, and what security and feature updates are available for the system.

Advanced's standard automated patch schedules align with 'Microsoft Patch Tuesday'. In consultation with you, servers are allocated to groups for patching.

First Wednesday of every month Group A Patch Deployment starts 06:00 Group B Patch Deployment starts 21:00	Third Wednesday of every month Group C Patch Deployment starts 06:00 Group D Patch Deployment starts 21:00
First Saturday of every month Group E Patch Deployment starts 06:00 Group F Patch Deployment starts 21:00	Third Saturday of every month Group G Patch Deployment starts 06:00 Group H Patch Deployment starts 21:00

For critical patching, we follow the same grouping and timing, over a maximum of four days, depending on the service tier provided. Additional services, including our Cyber Security Discovery Services, complement this by providing vulnerability intelligence scanning and reporting, highlighting any vulnerabilities caused by matching patches. This includes both your own and third party Advanced managed applications.





Notes:

- > We will not patch middleware or your applications that are outside of the scope of our contracted services, due to the potential harming of your environment.
- > If you elect to postpone the installation of critical security patches, you will indemnify Advanced against any and all (but not limited to) data loss, security and SLA breaches or other nefarious activities that may occur as a result.
- > We recommend customers phase the patching of their environments. For example, staging first, then production. Solutions and application workloads will be designed in consultation with you and with due regard for maintenance and patching requirements, i.e. so that automated patching and reboots have minimal impact to service availability.
- > In exceptional circumstances: For critical patches, Advanced reserve the right to patch outside of the predefined patching windows if it is deemed necessary to prevent imminent compromise. If a patching run causes problems with applications outside the scope of our Managed Services, it is your responsibility to fix the application or liaise with the application provider. If this cannot be resolved, a restoration from backup may be required. Patching issues with regards to in-scope Managed Services will remain the responsibility of Advanced to resolve.



Every

12 hours

**Azure Update Management
checks the state of each system**

Azure Monitoring Services

Advanced uses Azure Monitoring and Log Analytics to monitor the solution and event into our IT Service Management (ITSM) tool-driven Service Desk, via our Cloud Event Bridge system. Operational follow up on all Azure cloud-based network, security, compute and storage services also uses Azure Monitoring and Log Analytics. The Cloud Event Bridge auto-logs new, and acknowledges repeating, alerts into ITSM tickets, and has the capability to suppress new tickets for any known events that can be ignored.

These services cover:

- > Virtual Machines and Operating Systems (CPU, RAM, storage, services and event logs)
- > Azure products in scope such as firewalls, load balancers etc.
- > Azure back-up and recovery services including Azure Back-up and Azure Site Recovery
- > Azure fabric critical events

Advanced's approach to monitoring is to ensure that your solution is performant, available and protected. Events that are disrupting, or risk disrupting, business service will be alerted into our ITSM systems for an appropriate response. For example, breaches of compute performance (i.e. CPU, RAM, storage or limits of Azure products), or failure of critical maintenance jobs such as back-ups.

Response will involve the restoration of service and/or change to prevent future recurrence. This may involve leveraging the power of Azure to automate a response to future events with agreed action(s).





Remote Configuration and Troubleshooting

Microsoft Azure customers receive Operating System support, including configuration, monitoring and troubleshooting. Around this, Advanced ensure that access to your Infrastructure-as-a-Service Virtual Machine resources is managed, secured, time limited and audited.

We will create you a secure bastion server within a specific subnet, from known and controlled networks in our Data Centres. Support engineers will establish access using Remote Desktop Protocol or SSH and access your environment using RDP and/or WinRM and/ or SSH from the bastion host. Traffic from the bastion host will pass across the Azure bastion virtual subnet to the various subnets within your Azure Virtual Network.



IT Service Management

For fully managed solutions, Advanced provide monthly service level management reviews via a named Service Delivery Manager, including reports of monthly Azure and services costs. Service Delivery Managers are your advocate within Advanced's IT Services team and will create and manage service improvement plans as required.

On a quarterly basis, we will review and assess solution security, usage, and cost as well as offer advice regarding the optimisation of your solution. This review will help you to remain current and secure while ensuring an optimum level of cost control.

Incident Response

Advanced will respond to your support requests in the following timeframes:

Priority	Description	First Response Time	Update Frequency	KPI
1	<p>Major part of the system is unavailable/not operating correctly, affecting multiple users. No workarounds are in place and business operation are not possible</p> <p>OR</p> <p>Incident has critical impact on the business</p>	0:15 minutes	Every hour	<p>90% within 1 hour</p> <p>97% within 4 hours</p> <p>100% within 8 hours</p>
2	<p>Part of the system is unavailable/not operating correctly, affecting users in a single function. No workarounds are in place and business operations in this function are not possible or are severely impacted</p> <p>OR</p> <p>Incident has a serious impact on a specific part of the business</p>	0:30 minutes	Every 2 hours	<p>90% within 4 hours</p> <p>97% within 8 hours</p> <p>100% within 12 hours</p>
3	<p>Part of the system is unavailable/not operating correctly, affecting users in a single function. Workarounds are in place, but business operations are impacted, though not severely</p> <p>OR</p> <p>Incident has temporary impact on users and is non-critical or is a development issue</p>	1:00 hour	Every 4 hours	<p>90% within 15 hours</p> <p>97% within 20 hours</p> <p>100% within 30 hours</p>
4	<p>System incident that is causing inconvenience to the business, but is not impacting operations</p>	2:00 hours	Daily	<p>90% within 48 hours</p> <p>97% within 56 hours</p> <p>100% within 72 hours</p>



Change Management

The primary objective of Advanced Change Management is to enable as many beneficial changes as possible with minimal disruption to IT services. In achieving this, we are fully ITIL aligned.

Our Change Management invokes standardised, automated, and manual procedures to deliver on this objective. This enables the successful achievement of the controlled implementation of strategic, tactical and operational changes to IT services.

We will work with you on all changes to your environment while our support engineers will manage the change, keeping you fully informed throughout. All changes are managed using our Change Management System, ensuring audibility, tracking and alignment with other ITIL processes and practices, such as Problem and Incident Management.

We will apply Change Management for all changes that are run by Advanced. You can raise a ticket or seek telephone support in situations where support or advice is required for changes proposed, owned and initiated by them.

Three Change Management service options exist, the first is included as standard and the other two are subject to additional charges.

1. Advanced Change Approval Board (CAB) Service:

- Available to all customers and included as standard
- CAB review meetings
- Includes expert technical and security review
- Standard monthly service reporting

2. Customer-tailored CAB Service:

- Customer-agreed schedule with customer attendance
- Tailored agendas, minutes, approval process and reporting

3. Integration with Customer-owned CAB:

- Includes making submissions to, and attending, customer-owned CAB

Types of Change:

- > Normal Change: Follows standard change management and CAB approvals
- > Standard Change: Pre-approved, repeatable standard change
- > Expedited Change: Outside of any existing schedule with expedited or pre-approval for exceptional change
- > Emergency Change: Changes to prevent an imminent incident that will affect business service or to recover from a business service affecting incident. This is typically processed in 30 minutes depending on the customer's authority and approval
- > Latent Change: Retrospective Change Management for a recent emergency





Problem Management

Advanced Problem Management is designed to ensure that repeat issues and any underlying technical challenges are identified and resolved quickly and efficiently.

Problem Management uses data to drive decisions, employing Pareto analysis, log analytics and machine learning to determine how best to deliver a permanent fix to any issue. All fixes are tested thoroughly in our lab environments prior to a controlled release into your environment.

Problem Management Service Level Agreements

Priority	Comment	Initial Root Cause Analysis Document	Final Root Cause Analysis and Recommendations
1	Resulting from a sequence of Priority 1 Critical Incidents	3 working days	5 working days
2	Resulting from a sequence of Priority 2 High Customer Impact Incidents	5 working days	10 working days
3	Resulting from a sequence of Priority 3 Medium Customer Impact Incidents	10 working days	20 working days
4	Resulting from a sequence of Low Customer Impact Incidents	15 working days	25 working days



You can raise

Tickets

using our
Customer Portal



Our service desk
is available

24x7x365

Support Services

Advanced are your Microsoft support partners. Through our longstanding partnership, we own the relationship, billing and vendor management so you don't have to.

While the majority of any tickets or issues will be resolved by Advanced, we will utilise our relationship with Microsoft in certain circumstances. For example:

- > An issue where Advanced has exhausted internal knowledge regarding a specific service
- > An Azure service outage that affects multiple customers
- > An issue which requires additional access, such as a service limit increase request
- > Azure Service Level Agreement credit management

There are two primary methods for engaging our Support Services:

Tickets: You can raise tickets using our Customer Portal. In addition, our automated systems will create tickets for events which occur on your Azure subscriptions. These tickets are distributed to our support teams for us to triage and take appropriate action.

Calls: Our service desk is available 24x7x365 to discuss your cloud issues, requests and concerns.

Other Value-Added Services

Service	Description
<p>Cyber Security Services Improve your Cyber Security posture to maintain confidence in your IT.</p>	
<p>Cyber Security Discovery Service (underpinned by industry-leading technology from Alert Logic)</p>	<p>Vulnerability and PCI-compliant scanning is included, along with asset discovery, extended end point protection, Cloud security configuration checks for AWS and Azure. There is also monthly vulnerability intelligence reporting and the expert management of any incidents identified.</p>
<p>Cyber Security Managed Detection and Response Service (underpinned by industry-leading technology from Alert Logic)</p>	<p>Secure log collection is delivered, as well as proactive threat management and intrusion detection. Alert Logic's intelligent Machine Learning platform is leveraged with security experts reviewing and assessing events as Advanced's Security Operations Centre provides full response and remediation against agreed Service Level Agreements.</p>
<p>Cyber Security Managed Detection and Response Service, Premium Service Options</p>	<ul style="list-style-type: none"> > Advanced Cyber Defence: A named security expert providing proactive advice and support in improving your security posture. This includes proactive threat-hunting of compromised credentials in the DarkWeb as well as monthly, in person, formal reviews. > Web Access Firewall (WAF) Integration Services: The provision of WAF services that is integrated into the overall, Alert Logic based, security platform.
<p>Information Security Manager</p>	<p>The provision of a named Information Security Manager (ISM), specifically assigned to you. This proactive security expert will offer support and guidance for IT-related security needs while acting as your IT security go-to point.</p>
<p>Application Monitoring, Response and Reporting Providing 24/7 application performance insight, so you can trust that your IT is working for you. The goal of this service is to detect and respond to service degradation as quickly as possible, before end users are impacted.</p>	
<p>Basic Website Monitoring, Response and Reporting</p>	<p>Basic website availability monitoring with predefined responses that provide service availability assurance. Monthly availability and page response time reporting are included.</p>
<p>Application Transaction Monitoring, Response and Reporting</p>	<p>Subject to technical compatibility, we can monitor the transactions of your application, responding as appropriate and maintaining reports of all activity.</p>

Service	Description
<p>Cloud Innovation Services We utilise Cloud Automation and assist and enable DevOps to overcome specific challenges. We provide a variety of capabilities, services and expertise to you.</p>	
<p>Workload and Environment Automated Provisioning</p>	<p>Solutions specific to you use the automation and configuration capability in which we have heavily invested. Coupled with Azure products, Advanced work with you to design develop and managed workload and/or environment provisioning. This may involve helping to develop new and customer specific templates or configuration scripts, such as Ansible, and integration with DevOps and CI/CD tooling. These options subject to additional charges and provisioning specific to you, as well as the configuration management service.</p>
<p>New Feature Exploitation</p>	<p>We recognise that Public Cloud Services such as our Managed Azure Services are continually evolving, as are your organisations and IT requirements. We can offer Professional Services and ongoing services throughout the lifecycle of your Azure use. These are subject to your requirements, agreements and additional charges.</p>
<p>Cloud Native Application Solution Design Assistance</p>	<p>This is design engagement, possibly linked with Application Modernisation, during which we help you realise new opportunities for or transform from legacy technology to, a Cloud Native approach. The potential areas of improvement include performance, security, scalability, manageability, availability and costs.</p>

Azure Cloud Regions & Feature Support

The table following defines Azure product alignment to Advanced's Managed Services.

Please note, not all Azure products are listed. This is due, in part, to the evolving nature of Azure and our Managed Azure Services roadmap. For components that are not listed ahead, Advanced may be able to accelerate our services roadmap. Alternatively, and subject to service requirements, we may provide services specific to you or deliver reasonable endeavours support with no guarantee regarding expertise.



Azure Region, Product and Category	Managed Enhanced Services	Premium Options
Azure Regions		
Europe: North and West		Other regions
New Feature Exploitation	✓	Other regions
Network and Security Connect your Cloud and on-premise infrastructure and services to provide customers and users the best possible experience, protecting your enterprise from advanced threats across hybrid Cloud workloads.		
Azure Active Directory	P1 ✓	P2 ✓
Azure Active Directory Domain Services	✓	
Security Centre	Standard ✓	
Azure Distributed Denial of Service Protection	Basic ✓	Standard ✓
Azure Information Protection		P1/2 ✓
Key Vault	✓	
Virtual Network	✓	
Application Gateway	✓	
Virtual Private Network Gateway	✓	
ExpressRoute	✓	
Load Balancer	✓	
Azure Firewall		✓
Azure Front Door Service		✓

Azure Region, Product and Category	Managed Enhanced Services	Premium Options
Compute Access Cloud compute capacity and scale on demand, ensuring you only pay for the resources you use.		
Virtual Machines	✓	
Virtual Machine Scale Sets		✓
Azure Kubernetes Services		✓
Container Instances		✓
Storage Invest in secure, scalable Cloud storage for your data, apps and workloads.		
Storage Accounts	✓	
Disk Storage	✓	
Azure File Store	✓	
Azure Backup	✓	
Databases Support rapid growth and innovate faster with secure, enterprise-grade and fully managed, database services.		
SQL Server on Virtual Machines	✓	
Azure SQL Database	✓	
Azure Cache for Redis	✓	
Web Build, deploy and scale powerful web applications, quickly and efficiently.		
Web Applications	✓	

Azure Region, Product and Category	Managed Enhanced Services	Premium Options
Migration, Management and Recovery Simplify and accelerate migration to the Cloud with guidance, tools and resources.		
Data Box (statement of works driven by Professional Services)		✓
Cost Management	✓	
Azure Site Recovery	✓	
Azure Migrate (statement of works driven by Professional Services)		✓
Azure Database Migration (statement of works driven by Professional Services)		✓
Azure Backup	✓	
Azure Advisor	✓	
Azure Portal	✓	
Azure Monitor	✓	
Azure Service Health	✓	

Managed Azure Services Responsibility Matrix

The below RACI (Responsible, Accountable, Consulted, Informed) matrix provides clarity with regards to the Managed Service activities and the associated responsibilities of Advanced- the service provider, and you- the customer. For the avoidance of doubt, the below matrix applies to Standard and Premium service options.

Microsoft’s obligation is to provide effective functionality, as per Microsoft product service descriptions, while securely managing Data Centre locations and physical infrastructure in delivering against Microsoft Cloud Services Service Level Agreements.

Advanced’s services adhere to Microsoft’s shared responsibility model, partnering with Microsoft as a Gold Partner and leveraging Microsoft premier support. For customers with Microsoft accounts, we may collaboratively work with Microsoft in the design and realisation of new or changed solutions.

Managed Service Activity	Customer	Advanced	Microsoft
Cloud Advisor			
<i>Discover and Assess</i>			
Business Drivers and Needs	R,C,I	A,R	N/A
Stakeholders, Scope and Objectives	R,C,I	A,R	N/A
Current State Discovery (Azure Migrate)	R,C,I	A,R	Tooling
Infrastructure, Application and Service Dependency Assessment	R,C,I	A,R	Tooling
Cloud-Readiness Assessment	R,C,I	A,R	Support
Requirements Capture (High Level)	A,R	R,C,I	N/A

Managed Service Activity	Customer	Advanced	Microsoft
Cloud Advisor			
Strategy and Vision			
Cloud Platform Strategy	R,C,I	A,R	Support
Application/Workload Cloud Modernisation Strategy	R,C,I	A,R	Support
Operational Services Strategy	R,C,I	A,R	N/A
Application/Workload Grouping and Bridging (High Level)	R,C,I	A,R	N/A
Change Approach and Timeline (High Level)	R,C,I	A,R	Support
Commercial Modelling (High Level)	C,I	A,R	Support
Cloud Design			
Solution Architecture			
Technical Solution and Azure: a documented solution covering the technical solution architecture and services that are provided to meet your requirements, delivered in diagrammatic and written form	C,I	A,R	Support
Your Technical and Service Requirements: including performance, availability, scalability, recovery, monitoring, management and security	C,I	A,R	N/A
Azure Tenant, Group and Subscription Hierarchy and Tagging	C,I	A,R	N/A
Service Solution: defining ongoing operational, monitoring and security services	C,I	A,R	N/A
Change Approach (Low Level)	R,C,I	A,R	N/A
Commercial Solution (Low Level)	C,I	A,R	N/A
Solution Design Acceptance	A,R	C,I	N/A

Managed Service Activity	Customer	Advanced	Microsoft
Cloud Transform			
Project Preparation, Setup and Internal Kick-off	C,I	A,R	Support
Customer and Advanced Project Kick-off	R	A,R	Support
Target Platform Operational and Infrastructure Implementation			
Azure Landing Zone Deployment for First Migration/Deployment	C,I	A,R	N/A
Subscription Procurement/Cloud Solution Provider Licensing	C,I	A,R	Support
Management Systems Deployment and IT Service Management Integration	I	A,R	N/A
Azure Regions and Virtual Network Deployment	C,I	A,R	N/A
Administrative Identity and Access Management Solution: includes Azure Active Directory with connectivity to any existing Active Directory solution and the building of new solutions	C,I	A,R	N/A
Connectivity and Access Solution	C,I	A,R	N/A
Resource Groups and Resources (Infrastructure-as-a-Service Virtual Machines, Platform-as-a-Service Services etc.)	C,I	A,R	N/A
Setup of Azure Site Recovery Manager and Azure Backup Solution as per design	C,I	A,R	N/A
Advanced Managed Server Malware Protection (Microsoft Defender)	C,I	A,R	N/A
Customer Managed Server Malware Protection	A,R	C,I	N/A
Bridging to Existing Advanced Locations and/ or Solution(s)	C,I	A,R	N/A
Bridging to Existing Advanced Locations and/ or Solution(s)	A,R	C,I	N/A

Managed Service Activity	Customer	Advanced	Microsoft
Cloud-Readiness of Legacy Workloads/Applications			
Execute Cloud-Readiness Activities for Legacy Workloads/Applications	R,C,I	A,R	N/A
Test and Multi-Phase Deployments/Migrations			
Test Strategy Workshop	R,C,I	A,R	Support
Baseline for Application/Workload Testing	A,R	C,I	N/A
Wave 1 to N - Workloads/Applications Deployments/Migrations			
Target Platform Operational and Infrastructure Implementation	C,I	A,R	N/A
Migration Tool Readiness and Test Run	C,I	A,R	N/A
Perform Dry Run	R,C,I	A,R	N/A
Advanced Managed Application/Data Deployment/Migration	C,I	A,R	N/A
Customer Managed Application/Data Deployment/Migration	A,R	C,I	N/A
Configuration of Azure Backup and Recovery Solution to Account for New Workload/ Application	C,I	A,R	N/A
Regression (Functional) Testing	A,R	C,I	N/A
Integration Testing	A,R	C,I	N/A
User Acceptance Testing	A,R	C,I	N/A
Proceed with Production to Go Live for Wave 1 to N	C,I	A,R	N/A

Managed Service Activity	Customer	Advanced	Microsoft
Transition to Live			
Customer and Advanced Operational Handover	C,I	A,R	N/A
System Management Checks: including monitoring, backup and security management system checks	C,I	A,R	N/A
Customer Run Book and Standard Operating Procedures	C,I	A,R	N/A
Go Live Acceptance	A,R	C,I	N/A
Cloud Support and Managed			
Azure Platform Support			
Azure Platform Support and Management: provided by telephone, email and portal ticketing covering ITIL/DevOps aligned Request, Access, Incident, Change, Problem, Release, Performance, Capacity and Availability Management. Service Level Agreement response times are per the service description and contract between you and Advanced	C,I	A,R	Physical infrastructure provision and secure management
Security Management			
Azure Administration Identity and Access Management	C,I	A,R	Support
Customer Active Directory and Managed Application Identity and Access Management	A,R	C,I	Support
Customer Compliance Obligations and Data Classification	A,R	C,I	N/A

Managed Service Activity	Customer	Advanced	Microsoft
Active Directory			
Azure Active Directory Configuration Management, as required for administrative access	C,I	A,R	Support
Configuration Management of Azure Active Directory P1, P2 Features (these are subject to additional Service Options)	C,I	A,R	Support
Customer Specific Group Policy, Active Directory Group Hierarchy and Configuration Specific to You	A,R	C,I	Support
Monitoring, Events and IT Service Management			
Monitoring: for critical, security, performance and capacity with eventing via our Cloud Event Bridge into Advanced's IT Service Management ticketing system for response	C,I	A,R	Cloud Services level availability
Deployment and Management of Azure Monitor and Integration with Log Analytics	C,I	A,R	Support
Deployment, Management and Response to Website/Service Monitoring (this is subject to Service Options)	C,I	A,R	N/A
Deployment and Configuration of Azure Application Insights, including alerting, reporting and dashboards (this is subject to Service Options)	A,R	C,I	Support
Patching			
Automated Patching of Advanced Managed Servers and Applications, as per the service description and services provided	C,I	A,R	Support
Patching of Non-Advanced Managed Servers, Applications and Services	A,R	I	N/A
Backup and Recovery			
Configuration and Management of Azure Backup and Recovery Solution: this is done to meet your needs and includes annual test restorations for your validation	C,I	A,R	Support
Validation of Test Restorations	A,R	C,I	N/A

Managed Service Activity	Customer	Advanced	Microsoft
Disaster Recovery			
Specific to Your Organisation: business continuity planning, invocation, testing and management, in relation to in scope technology	A,R	C,I	N/A
Advanced Managed Azure Solution Disaster Recovery Invocation Management, including annual testing and maintenance as per the agreed solution and is subject to the services provided	R,C,I	A,R	N/A
Validation of Annual Failover Testing and Communicating Change to Requirements, this many require Cloud Design and Professional Services	A,R	C,I	N/A
Service Management and Reporting			
Provision of named Service Delivery Manager and dedicated Account Director	C,I	A,R	N/A
Monthly Service Management, Cost and Service Level Agreement Review	C,I	A,R	N/A
Quarterly Cloud Usage and Cost Optimisation Review	C,I	A,R	N/A
Bi-annually and, as required, Azure Roadmap Sessions with You and Advanced	R,C,I	A,R	Support
Solution Lifecycle of New, Changed and Retired Products and Features	C,I	A,R	N/A
Service Improvement Plan Creation and Management (as required)	C,I	A,R	N/A
Cloud Innovation - subject to scope/additional charges			
Configuration and Management of Azure Backup and Recovery Solution: this is done to meet your needs and includes annual test restorations for your validation	C,I	A,R	Support
Validation of Test Restorations	R,C,I	A,R	Support
Specific to Your Organisation: business continuity planning, invocation, testing and management, in relation to in scope technology	C,I	A,R	Support

Microsoft Azure Compliance Standards

Microsoft maintains a number of compliance standards for Azure. A non-exhaustive list is shown below:

PCI	Payment Card Industry regulatory frameworks
PAS 555	Umbrella standard for Cyber Security
ISO/IEC 270xx	Mutually supporting Information Security standards that, together, provide a globally recognised framework for best-practice Information Security Management
CCM	Cloud Security Alliance's Cloud Controls Matrix
FISMA	Federal Information Security Management Act (FIPS 199, FIPS 200)
DIACAP DoD	Information Assurance Certification and Accreditation Process (DoDI 8510.bb)
ISO 27001	ISO/IEC 27001:2005 Information Security Management Standard
HIPAA	Health Insurance Portability and Accountability Act
GLBA	Gramm-Leach-Bliley Act
SOX (Sarbox)	Sarbanes-Oxley Act of 2002

Note

The process of achieving and maintaining compliance certifications is owned and executed by you, alongside Advanced's support and enablement.

The Microsoft Azure platform is created using some of the most rigorous security and compliance standards in the world. Get independent audit reports verifying that Azure adheres to security controls for ISO 27001, ISO 27018, SOC 1, SOC 2, SOC3, FedRAMP, HITRUST, MTCS, IRAP, and ENS ([click here](#)).

Make **IT** work



More Information

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Advanced Computer Software Group Limited is a company registered in England and Wales under company number 05965280, whose registered office is Ditton Park, Riding Court Road, Datchet, SL3 9LL. A full list of its trading subsidiaries is available at www.oneadvanced.com/legal-privacy.


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