

ORACLE

Oracle Cloud for Australian Government and Defence

Customer Product Summary and FAQs

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EXECUTIVE SUMMARY

Oracle Cloud Infrastructure has added a government cloud region built for Australian Government (including Defence) customers and their service providers. Designed to provide cloud services for federal, state, and local government customers, the new cloud region in Canberra is isolated from Oracle's other hyperscale cloud regions, including the existing Sydney and Melbourne regions that are available to all Oracle Cloud customers.

With more than 100 Oracle Cloud services available, government agencies can monitor their cloud and data storage while meeting data sovereignty requirements for locally hosted data, often required when dealing with the sensitive data of Australia and its citizens.

The Oracle Cloud for Australian Government and Defence is a complete IaaS and PaaS cloud infrastructure platform that enables customers to build and run applications in a highly secure, scalable, and government community cloud. Agencies can lift and shift legacy workloads to a single platform without requiring costly re-architecture, dramatically improving the total cost of ownership. Agencies also have access to development services that will help them incrementally modernise their technology stack while reducing the risk and expense of adopting new technologies.

DESIGNED WITH SECURITY AND COMPLIANCE BUILT-IN

Oracle Cloud Infrastructure is designed with built-in compliance and security, along with industry-leading [Service Level Agreements for availability, performance, and manageability](#). Oracle Cloud for Australian Government and Defence has been independently assessed by an [Information Security Registered Assessors Program \(IRAP\)](#) assessor against the Information Security Manual (ISM) PROTECTED controls. Assessment at PROTECTED level assures government customers that Oracle Cloud has the appropriate security controls in place for the processing, storage, and transmission of information classified up to and including the level of PROTECTED.

Oracle Cloud for Australian Government and Defence is certified for [Hosting Certification Framework \(HCF\) at Certified Strategic level](#), which is the highest level of assurance available under HCF. This certifies that Oracle Cloud Infrastructure meets the Australian Government's requirements for security and other controls required for hosting PROTECTED workloads.

Oracle Cloud Infrastructure services will be offered to Australian government entities (including defence) and service providers to Australian government entities. Service providers will access and use the cloud services solely for one or more of the following purposes:

- Storing Australian Government data on behalf of Australian government entities
- Serving or buying on behalf of Australian government entities
- Building products intended to serve Australian government entities¹

The Oracle Cloud for Australian Government and Defence will enable Australian Government customers to demonstrate alignment with key regulatory frameworks that are included in Oracle Cloud Infrastructure's key audit programs:

- IRAP certification for processing of customer data at the PROTECTED level

¹ Australian Government Entities are Commonwealth, State, or Local Government agencies, bodies established for a public purpose by Commonwealth or State legislation, entities controlled by the Commonwealth, or State Government and certain higher education providers.

- [HCF certification for hosting of customer data at the Certified Strategic level](#)
- System and Organization Controls - SOC1, SOC2, and SOC3
- International Organization for Standardization (ISO) 27001, 27017, and 27018

SECURITY, DATA SOVEREIGNTY, AND RESILIENCY

Oracle Cloud Infrastructure considers security to be our highest priority. Security is built into our fundamental cloud architecture, and we offer capabilities across a broad array of services that make highly secure implementations easy, cost effective, and fully integrated.

Australian customer data such as content stored in databases on Oracle Cloud Infrastructure is subject to governance measures to ensure that access to such data is restricted, and that stored data (excluding telemetry²) will not be transferred outside of Australia without explicit permission from the customer or actions by the customer, including the provision of technical support.

The Oracle Cloud for Australian Government and Defence region has three fault domains, which are groupings of hardware that form logical data centres for high availability and resilience against hardware and network failures. Fault domains allow customers to distribute instances so that the instances are not on the same physical hardware within a single region. A service or application can be replicated in all three fault domains to protect against unexpected hardware or power supply failures.

ACCESS TO THE SAME SERVICES, VALUE, AND INNOVATION AS PUBLIC CLOUD

Oracle is providing Australian Government customers with Oracle Cloud Infrastructure that has the same services and consistent global pricing as our public cloud regions. This allows our customers the flexibility to use all available Oracle Cloud Infrastructure services, compute shapes, and capabilities.

Oracle Cloud for Australian Government and Defence SKUs can be purchased under the appropriate Customer Ordering Document by selecting either the Pay-As-You-Go model or the Annual Universal Credit commitment model.

FAQs

Q1. Who can use the Oracle Cloud for Australian Government and Defence?

Oracle Cloud Infrastructure services will be offered to Australian government entities (including defence) and service providers who provide services to Australian government entities for one or more of the following reasons:

- Storing Australian Government data on the Australian government entities' behalf
- Serving or buying on behalf of an Australian government entity
- Building products intended to serve an Australian government entity

Q2. What are the benefits of the Oracle Cloud for Australian Government and Defence?

1. The Oracle Cloud for Australian Government and Defence is a government community cloud that is purpose-built for the workloads of Australian Government customers and their

² Telemetry data includes administration of capacity, consumption, and billing.

service providers. It is specifically for up to PROTECTED level and Certified Strategic level workloads.

2. Australian data residency and hosting requirements can be addressed to provide local data sovereignty.
3. The Oracle Cloud for Australian Government and Defence contains three fault domains, which are groupings of hardware that form logical data centres with high availability and resilience against hardware and network failures.
4. Pricing for Oracle Cloud Infrastructure services in the Oracle Cloud for Australian Government and Defence is the same as Oracle's Public Cloud.

Q3. How does Oracle ensure the sovereignty and security of data in the Oracle Cloud for Australian Government and Defence?

1. The Oracle Cloud for Australian Government and Defence was designed to comply with Australian data protection laws. All data stored in the data centre is not transferred from the data centre region throughout its lifecycle without the express permission or action of the customer and/or on their behalf (e.g., providing technical support).
2. Australian customer data, such as content stored in databases on Oracle Cloud Infrastructure but excluding telemetry, is subject to governance measures designed to ensure that access to such data is restricted and is not transferred outside of the Oracle Cloud for Australian Government and Defence region without explicit permission from the customer.
3. Physical Security Clearance Levels are required for access:
 - Data centre technical operations staff are considered 'Relevant Personnel' and must have NV1 level clearance to access the data centre cages.
 - Ancillary personnel to include security and maintenance must have 'Baseline level clearance'.
 - Third party vendor staff such as cleaners must be escorted by an NV1-cleared person.

Q4. How does an Australian Government or Defence entity gain access to the Oracle Cloud for Australian Government and Defence?

Australian Government and Defence customers can purchase Oracle Cloud credits, set up their tenancy, and begin using their credits immediately. Credits can be used for over 100 Oracle Cloud Infrastructure services. For more information, contact your Oracle account lead in Australia.

Q5. Does telemetry data related to billing and provisioning of accounts leave the Oracle Cloud for Australian Government and Defence region?

Yes, because customer billing, consumption, and capacity telemetry, required for administration of the customer's tenancy, is not considered sensitive information based on contract terms. As stated above, all other Australian customer data, such as content stored in databases on Oracle Cloud Infrastructure is subject to governance measures to ensure that access to such data is restricted, and that stored data (excluding telemetry) will not be transferred outside of Australia without explicit permission from the customer or actions by the customer, including the provision of technical support.

Q6. What security assessment has the Oracle Cloud for Australian Government and Defence completed?

Oracle Cloud Infrastructure undergoes periodic assessment by an Information Security Registered Assessors Program (IRAP) assessor against the Information Security Manual (ISM) PROTECTED controls. Assessment at PROTECTED level provides assurance to customers that Oracle Cloud has the appropriate security controls in place for the processing, storage, and transmission of information classified up to and including the level of PROTECTED.

Additionally, Oracle Cloud Infrastructure has undergone the assessment against the Hosting Certification Framework (HCF) and has achieved Certified Strategic level HCF certification.

RESOURCES

- [Talk to your Oracle account lead in Australia](#)
- [Oracle Cloud for Australian Government and Defence Landing Page](#)
- [Oracle Cloud for Australian Government Services Listing](#)
- [Oracle Government Cloud Documentation](#)
- [Oracle Cloud Compliance](#)
- [Oracle Cloud Infrastructure Security Architecture](#)
- [Oracle Cloud Pricing and Cost Estimator](#)