Oracle Dedicated Dual-Region UK Government Cloud, Customer Product Summary and FAQ's

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EXECUTIVE SUMMARY

Oracle is offering a sovereign, dedicated dual-region cloud, for UK Government & Defence customers (UK Government Cloud) designed to reflect the requirements of UK Government . The dedicated dual-region cloud consists of two internetconnected cloud regions operated by UK Citizens who hold SC Level Security Clearance, it is restricted to UK Government & Defence customers and any UK Government sponsored third parties (such as defence contractors).

The dedicated dual-region cloud is built to support OFFICIAL-SENSITIVE workloads, providing a fully sovereign model where your information (customer or operational) will never leave the environment without your express permission.

PHYSICAL CHARACTERISTICS

Oracle has built two geographically separate regions as part of the UK Government Cloud, - one in London, England and one in Newport, South Wales. These locations are interconnected via a highly resilient, private high-speed backbone to facilitate a responsive, distributed architecture enabling disaster recovery and high availability. The UK Government Cloud is physically isolated from our Public Cloud regions, with dedicated UK based operations, support, and networking. The UK Government Cloud additionally provides a secure connection to the Internet, to facilitate your intra and inter departmental operations, and UK citizen services, for example the HMRC Self Assesment systems.

OPERATIONAL CHARACTERISTICS

Only UK Government & Defence bodies listed by Crown Commercial Services (CCS) and documented in the Memorandum of Understanding (MOU) between UK Government and Oracle UK and associated 3rd parties, are allowed tenure in the UK Government Cloud. UK Government sponsored 3rd parties (such as defence contractors) will be provided tenancy by agreement only.

All Oracle access to transactional data stored in the cloud service (both physical and logical) is restricted to UK Citizens, resident and present in the UK with SC Clearance. This includes operations and support, including customer support, security, patching, and maintenance. OCI UK Government Global Customer Support adheres to this same compliance and security model. Additionally, Oracle has redesigned our control and even our monitoring systems to move them inside this self-contained dedicated cloud, maintaining the sovereignty of UK Government & Defence information, with no access allowed or required from outside the UK. This is distinct from a cloud environment where the data centres are within the UK, but operational control and support is not.

CAPABILITY

The majority of services available in Oracle's Public Cloud are available within the UK Government Cloud, affording UK Government & Defence customers the opportunity to leverage the breadth and depth of Oracle's commercial services within a dedicated environment. This is provided at no additional cost or reduction of capability from our public cloud.

COMPLIANCE

The UK Government Cloud supports the following UK, UK Government & EMEA compliance standards to support the capability of customers to conduct business with Oracle UK from the UK Government & Defence sectors.

DPA – UK

The Data Protection Act (DPA ACT) is a domestic law governing the use of personal data and the flow of information in the United Kingdom.

DPA - UK

Oracle offers a wide range of security solutions to help customers meet requirements of the DPA, including services for administrative access controls, network security controls, logging, and encryption.

Cyber Essentials Plus

Cyber Essentials Plus a UK Government-backed model that identifies the technical security controls an organization needs within their IT systems to defend against common cyber threats.
It can help demonstrate that an organization can identify and mitigate potential cyber risks, has adopted security controls to protect customer data, and is compliant with UK Government requirements to bid for UK Government contracts.

Cloud Security Principles – UK

Cloud Security Principles, as established by The UK National Cyber Security Centre (NCSC), these principles provide guidance on how to improve the security of and protect the UK internet and critical services from cyberattacks. The NCSC's 14 Cloud Security Principles outline the requirements that cloud services should meet including considerations for data in-transit protection, supply chain security, identity and authentication, and secure use of the service.

Oracle provides Assertion Statements which outline how UK Government Cloud offerings align with the UK National Cyber Security Centre (NCSC) Cloud Security Principles.

Learn More

NHS Digital

NHS Digital's Data Security and Protection Toolkit is a self-assessment tool that measures performance against the United Kingdom's National Health Service 10 data security standards. Any organization that has access to NHS patient data and systems must use this toolkit to provide assurance of good data security practices, including the handing of personal data.

Oracle has been rated as "Standards Exceeded" under this compliance standard and is now recognised as a Cloud Service Provider in the NHS England Cloud Centre of Excellence.

Learn More

Police Assured Secure Facilities (PASF) assurance

Oracle Cloud UK Government data centers achieve Police Assured Secure Facilities (PASF) assurance.
Site visits were conducted by a PASF-qualified assessor, and Oracle Cloud UK Government data centers in London and Newport have been found to meet the established PASF requirements. These sites can now host law enforcement workloads and critical data.

Learn More

In addition to the aforementioned compliance standards, Oracle Cloud services are also available through various procurement frameworks and agreements such as Memorandum Of Understanding (MOU) between Oracle and CCS, G-Cloud and the Digital Marketplace. Oracle's Digital Marketplace listing can be accessed here.

FAQS

Q1. WHAT ARE THE BENEFITS OF THE UK GOVERNMENT CLOUD?
1. A Dedicated and private cloud, purpose-built for the workloads of UK Government & Defence customers.
2. Follows a Sovereign Operating Model to ensure OFFICIAL-SENSITIVE workloads can be supported.
3. Provides a pathway for the migration of UK Gov Classic customers to OCI.
4. Provides disaster recovery and high availability capabilities for UK Gov customers without your systems or information leaving the environment.

Q2. WHAT IS A SOVEREIGN OPERATING MODEL AND WHAT DOES IT MEAN FOR THE UK GOVERNMENT CLOUD?
The Sovereign Operating Model ensures that transactional data stored within the service that is sensitive to UK Government & Defence will not leave the environment, and will only be accessed by authorized personnel who meet the stipulations listed below -

1. UK located at the time of access

2. UK Resident

- "Residing in the UK" means living in one of the following countries: England, Wales, Scotland, and Northern Ireland
- Minimum of 5 years of residency in the UK, with no more than 6 months outside of the UK at any one time
3. UK Citizens
   - Can live and work in the UK free of any immigration controls
   - Automatic ability to hold a UK Passport
4. SC cleared

Q3. HOW DOES ORACLE ENSURE SOVEREIGNTY AND SECURITY OF DATA WITHIN THIS DEDICATED CLOUD?

Both data centers in the dedicated dual-region cloud, for UK Government & Defence customers, conform to the United Kingdom's data protection laws – physically located within region boundaries, all data stored in the data centers does not leave the cloud throughout its lifecycle, without the express permission of the customers and on their behalf . A centralized operations team located in the UK provides hands-on operational support from within the region. This ops team will follow the UK Government secure remote support model (SRS) to ensure that only authorized personnel have logical or physical access to the environment, while allowing supervised and secure remote assistance, from non-UK support teams as needed. Control, monitoring and logging systems were migrated to the regions and users who do not have the appropriate permissions are prevented from operating in the cloud via a permissions system which is itself adminstered by UK authorised personnel.

Q4. WHEN DID THE DEDICATED DUAL-REGION CLOUD, FOR UK GOVERNMENT & DEFENCE CUSTOMERS BECOME AVAILABLE?

The dedicated cloud consists of two regions, London which was made available on December 3, 2019 and Newport which was made available on July 31, 2020. On August 30, 2020 the sovereignty model was activated, restricting access and implementing the additional controls as agreed with UK Government.

Q5. WHAT CONNECTIVITY IS AVAILABLE TO THIS CLOUD?

The UK Government Cloud is connected to and accessible via the internet. The two regions are interconnected via a secure, non-internet backbone for inter-region traffic. In addition, Oracle provides dedicated private network connectivity between the environment and the OCI Classic UK Government Cloud, enabling customers to access IaaS, PaaS & SaaS services, including Fusion Applications from within the dedicated dual-region cloud.

Q6: HOW DOES A UK GOVERNMENT OR DEFENCE BODY GAIN ACCESS

As a UK Government customer to gain access you must be a recognized Government entity by Crown Commercial Services (CCS) and listed in the jointly agreed MOU between Oracle UK and CCS. Only eligible customers are allowed any access to provision and consume Oracle's cloud services within the dedicated Cloud.

Q7: HOW IS TENANCY FOR UK GOVERNMENT-SPONSORED THIRD PARTIES GRANTED AND TRACKED?

In order to be granted a tenancy, a UK Government sponsored third party must have a signed sponsorship agreement in place. Sponsored entities will be required to complete an annual self-assertion to justify tenancy and provide a statement of sponsorship from the sponsoring UK Government department to Oracle.

Q8: I AM A CURRENT UK GOV CLASSIC CUSTOMER, WHAT STEPS ARE NEEDED IN ORDER TO UTILISE THE DEDICATED DUAL-REGION CLOUD, FOR UK GOVERNMENT & DEFENCE?

As an existing user of the UK Government OCI "GEN 1" environment you automatically have the privileges to access and consume OCI Cloud Services in the UK Government & Defence Cloud. Any existing Universal Credits that you have, can be used in both environments, to fund your consumption. Future credits procured can also be used in either Cloud.

Q9: ARE UK GOVERNMENT & DEFENCE CUSTOMERS CHARGED FOR THE ADDITIONAL SECURITY AND PRIVACY OF THE DEDICATED DUAL-REGION CLOUD, FOR UK GOVERNMENT & DEFENCE?

There is no additional cost associated with use of OCI cloud services to UK Government & Defence customers. This holds true even if a customer was to decide not to purchase through the existing Memorandum of Understanding (MOU) differentiated pricing.

Q10: HOW DID ORACLE DETERMINE THE CONTROLS AND OPPORATIONS MODEL FOR THE UK GOVERNMENT CLOUD?

At the end of 2019 Oracle carried out a survey or various UK Government departments and the MOD. From this came a set of requirements for staffing, compliance, sovereignty and security. The highest requirement in each area was taken and the UK Government Cloud was designed to meet these stated requirements. Oracle will continue to gather changing requirements from UK Government customers with a view to future capability.

RESOURCES
Oracle Cloud Global Public Sector
Oracle Cloud Government Compliance
Oracle Cloud Infrastructure Security Architecture
Oracle Cloud Cost Estimator
Oracle Cloud Pricing