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**Requirements to Use Cloud Services [1]**

SA-14-003 Requirements to Use Cloud Services

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## **PURPOSE**

The National Institute of Standards and Technology (NIST) defines "cloud computing" as a computing model for "enabling ubiquitous, convenient, on- demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction." Cloud computing service models include network access to software applications (Software as a Service, SaaS), network access to an environment for customers to use, build and operate their own software (Platform as a Service, PaaS) or network access to traditional computing resources such as processing power and storage (Infrastructure as a Service, IaaS). The State of Georgia enterprise operational environment (EOE) provides infrastructure and network services in a proprietary private cloud environment which satisfied the requirements of PaaS and IaaS. State enterprise standard SO-10-003 "Enterprise Operational Environment" establishes the EOE as the standard operational environment for state agencies and provides a methodology for an agency to pursue a justified exemption from the standard.

This standard provides governance and expectations concerning State governmental agencies use of cloud services.

## **STANDARD**

- Cloud services (SaaS, PaaS or IaaS) are not allowed for agency use except as an exemption from SO-10-003 or according to the provisions of this standard. Agencies are allowed to Request an Exemption for a specific cloud service by both SO-10-003 and this standard.
- A Request for Exemption from SO-10-003 for any Cloud service shall be submitted on a form approved by GTA and include the following documentation:
  - Description of the project for which an exemption is requested. The description shall include the name of the service (application), its function, and its intended use by the agency. In addition, the description shall identify the hosting entity, the entity that provides the service (developer) and supports the service (maintains, provides trouble support, etc.), and the location at which the service will be hosted.
  - Assurance that the agency has submitted an APR and Business Case to GTA, or information in lieu of these items required by the Request for Exemption form.
  - A statement from the Senior Agency Information Security Officer that includes:
    - A security impact categorization of the service,
    - Assurance that the agency's security needs are met by the proposed vendor,
    - Any unresolved gaps between agency's security needs and security provisions of the proposed vendor are acceptable to the agency.
  - The cloud service provides appropriate back-up and recovery services to meet the needs of the agency and that state data can be retrieved should it be necessary.
- A cloud application to be used to provide for agency business (software that provides for an agency business service, not application development or testing) is allowed for agency use, without the agency first securing an