



هيئة الاتصالات والفضاء والتقنية
Communications, Space &
Technology Commission

Guide for Cloud Computing Service Providers

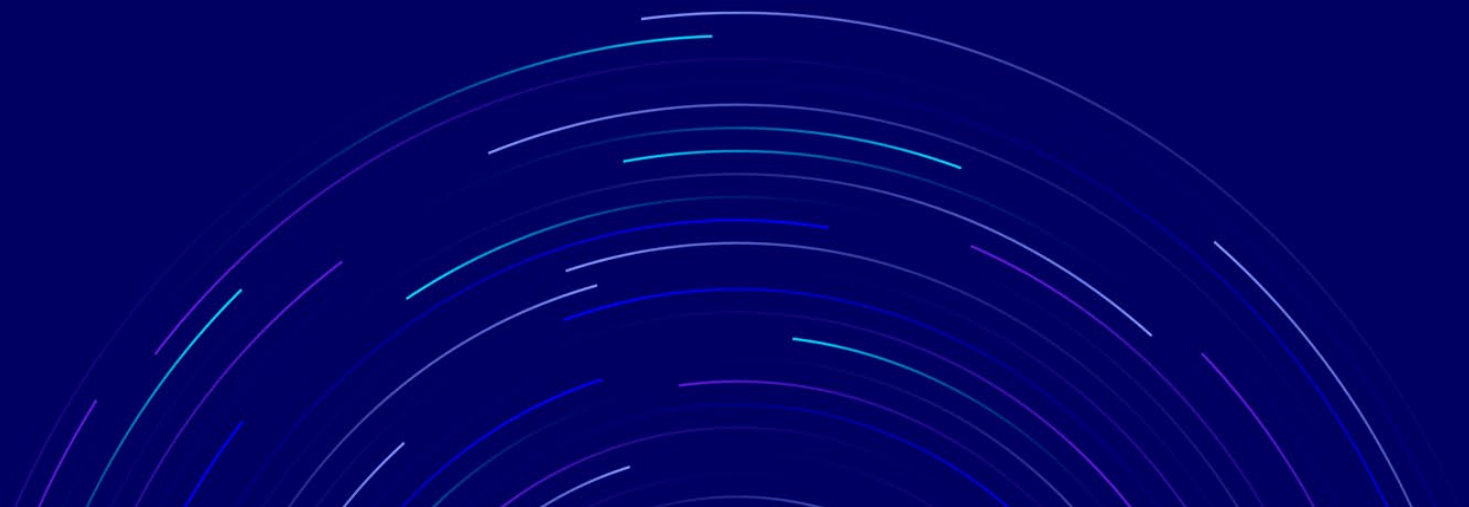
The Communications and Information
Technology Commission

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1. Introduction

The Communications and Information Technology Commission (“CITC”) is responsible for regulating the communications and information technology sector in the Kingdom of Saudi Arabia, in accordance with the Communications Law issued by Royal Decree No. M/12, dated 12/03/1422H (4/6/2001G). The Communications Law sets the regulatory framework to develop and regulate this sector, under which the Implementing Regulations have been issued. CITC issues regulatory frameworks, rules, controls, procedures and licenses based on market developments, technologies and services in accordance with its terms of reference from time to time to help improve markets and provide services to end users. Cabinet Resolution No. (292), dated 27/04/1441H, in Article Seven, affirmed the continuation of the Ministry of Communications and Information Technology and CITC in accordance with its powers stipulated in the Communications Law and CITC’s Statute in regulating the matters related to information technology, including cloud computing.

This document (Guide for Cloud Computing Service Providers) issued by CITC has been produced to implement the provisions of the “Regulatory Framework for Cloud Computing” (the Regulatory Framework), and to clarify the registration procedures and requirements for cloud computing service providers operating in the Kingdom. This Guide and its contents are subject to review periodically from time to time at the discretion of CITC, noting that the terms defined in the Regulatory Framework, the Communications Law and its Implementing Regulations shall have the same meanings in this Guide.

In addition, the Regulatory Framework for Cloud Computing and other relevant CITC’s regulations govern the provision of cloud computing services in addition to other laws and regulations in the Kingdom, for example, but not limited to; the Anti-Cyber Crime Law issued by Cabinet Resolution No. 79, dated 07/03/1428H, and the Electronic Transactions Law issued by Cabinet Resolution No. 80, dated 03/07/1428H, and other laws and regulations governing the provision of cloud computing services in the Kingdom. Likewise, entities operating in the public and private sectors may be subject to compliance with internal rules or specific sectors in relation to requirements for cybersecurity and confidentiality, requirements of the National Data Management Office related to data classification and personal data protection, or other matters related to cloud computing. Accordingly, the legal responsibility rests with the providers of cloud computing services registered with CITC and other concerned parties if they have any doubts about the implications of the relevant regulations in the Kingdom to provide or benefit from cloud computing services.

2 Who needs to register?

The obligation to register, as explained in Paragraph No. 1-2-3 of the Regulatory Framework for Cloud Computing, shall apply to any service provider who exercises direct or effective control over the data center or the critical infrastructure of a cloud computing system hosted and used in the Kingdom, in whole or in part, for the purpose of providing cloud computing services, before performing the correct and complete registration with CITC; provided that it uses the communications infrastructure, including international communications, through those authorized by CITC.

“Data Center” has been defined in the Regulatory Framework as “the facility that contains essential cloud computing infrastructure and its supporting components, which are hosted on the same site, and are used at least partially for storing and/or processing subscriber content and data”

The service provider to whom the aforementioned registration obligation applies shall register with CITC, as registration will provide additional guarantees for itself and subscribers with regard to quality and reliability, and it will be a reason for attracting subscribers to deal only with service providers registered with CITC.

CITC has the right to reject the registration application, at its absolute discretion, and without obligation to provide a justification. CITC may do so if it has any reasons to believe that, for example, the relevant service provider does not sufficiently prove that it meets the required minimum technical qualifications, sufficient experience, quality standards, financial resources or other reasons.

3 Registration Requirements

1-3 Prerequisites:

The entity requesting to register with CITC to provide cloud computing services shall apply via the electronic platform on CITC's website; provided that the application includes the submission of the following information and documents:

1. A brief description of the nature of the work of the applicant body in the Kingdom or elsewhere, the ownership details, and information about the group to which the applicant belongs, if any.
2. Information that clarifies the type of cloud computing service(s) that are intended to be provided or that have been provided earlier to cloud computing subscribers through data centers and/or other capabilities in the Kingdom to:
(A) Subscribers who have a subscriber's residence or address in the Kingdom (b): Subscribers outside the Kingdom.
3. A brief description of the cloud computing system(s) that are or will be used to provide subscribers with cloud computing services.
4. Information about:

- a. Any data centers in the Kingdom will be used to provide cloud computing services with their full addresses, contact information (phone / fax / email), and the website.
 - b. Relationship that clearly describes the applicant's access to data center capacities and infrastructure (for example: owner, operator, partner operator, leased capacity, tenant, resale, etc ...).
 - e. The country or foreign countries in which its data centers are located, if those centers are used in the processing, storage, transit, or transfer of the content of the subscriber who has a residence or address in the Kingdom, and CITC has the right to refuse any of those centers.
 - h. Any international commitment with respect to cloud computing services (including but not limited to: international agreements, international and local laws and regulations).
5. A brief description of any major networks or equipment related to the above-mentioned data centers and the relationship that describes well the applicant's access to that key equipment and the way it is used. The description must include the location and main features of the network connection, whether wired or wireless, between the communications infrastructure licensed by CITC and the cloud ecosystem of the service provider inside the Kingdom.
 6. A statement explaining the applicant's experiences in the field of providing communications and information technology services, or its qualifications in general as a "cloud computing service provider".
 7. Information about storage and processing capacities, data center space (or leased parts), electricity consumption, and expansion plans.
 8. Information about target customers (individuals, private sector, government sector).

2-3 Special requirements for each category of registration:

9. Documents proving conformity with the technical standards / requirements mentioned in the table below or exceptionally any technical standards that are equivalent to or exceeding those standards must be submitted according to CITC's absolute discretion:

<i>Service Provider Registration Category</i>	<i>Minimum Standards / Requirements</i>
<i>Class A</i>	<ul style="list-style-type: none"> • ISO / IEC 27001 • ISO / IEC 27017 • ISO / IEC 27018 (or ISO / IEC 27701) • Constructed Facility Certificate Tier 2 or above (or ISO / IEC 27001 for the datacenters)

<i>Class (B)</i>	<p>The standards / requirements set out below, in addition to what is stated in the Minimum Standards / Requirements for Category A:</p> <ul style="list-style-type: none"> • Constructed Facility and Operational Sustainability Certificate Tier 3 or above • CSA STAR Certification (CSA STAR LEVEL 2)
<i>Category (C)</i>	<p><i>Standards / Requirements for Class (B), in addition to referring to CITC to obtain the necessary approvals in accordance with the applicable laws, regulations, policies, and governance models in the Kingdom.</i></p>

10. In the event that the service provider wishes to provide its services to government agencies, it must submit an undertaking stating that it adheres to the Cloud Cybersecurity Controls (CCC) issued by the National Cybersecurity Authority, taking into consideration the level of data classification.
11. All requirements shall be submitted in Arabic, with the possibility to submit other supporting documents for the application in English.
12. The entity requesting registration may attach supporting documents such as technical brochures, website bulletins, or other technical and commercial data related to the cloud computing system(s) or agreements or refer to websites on the Internet to support the application.
13. Applicants shall complete and submit the registration application checklist for the provision of cloud computing services, as per Appendix (A).

3-3 Application Processing:

CITC will inform the applicant about the result of the consideration of its application, no later than (15 working days) from the date of submitting the registration application (or any subsequent registration application, if the registration was previously submitted and CITC finds it incomplete):

- a. That the registration application to provide cloud computing services is complete and that the service provider has been registered with CITC, bearing in mind that the registration period will be one year, and the registration can be renewed with CITC after submitting the registration requirements referred to in the Guide;
- b. That the registration application to provide cloud computing services is incomplete or deficient, indicating the information required to complete it; or
- c. That the registration application cannot be accepted to provide cloud computing services because the applicant does not meet the regulatory requirements related to registration.

CITC will publish a list of its registered service providers on its website and in its annual reports..

Appendix A

Checklist for application to provide cloud computing services

Name of the applicant:

#	The requirement	Met (yes / no)	Reference page number
1	A brief description of the nature of the work of the applicant body in the Kingdom or elsewhere, the ownership details, and information about the group to which the applicant belongs, if any.		
2	Information that clarifies the type of cloud computing service(s) that are intended to be provided or that have been provided earlier to cloud computing subscribers through data centers and/or other capabilities in the Kingdom to: (A) Subscribers who have a subscriber's residence or address in the Kingdom (b): Subscribers outside the Kingdom.		
3	A brief description of the cloud computing system(s) that are or will be used to provide subscribers with cloud computing services.		
4	Information about: <ul style="list-style-type: none"> a. Any data centers in the Kingdom will be used to provide cloud computing services with their full addresses, contact information (phone / fax / email), and the website. b. Relationship that clearly describes the applicant's access to data center capacities and infrastructure (for example: owner, operator, partner operator, leased capacity, tenant, resale, etc ...). e. The country or foreign countries in which its data centers are located, if those centers are used in the processing, storage, transit, or transfer of the content of the subscriber who has a residence or address in the Kingdom, and CITC has the right to refuse any of those centers. h. Any international commitment with respect to cloud computing services (including but not limited to: international agreements, international and local laws and regulations). 		
5	A brief description of any major networks or equipment related to the above-mentioned data centers and the relationship that describes well the applicant's access to that key equipment and the way it is used. The description must include the location and main features of the network connection, whether wired or wireless, between the communications infrastructure licensed by CITC and the cloud ecosystem of the service provider inside the Kingdom.		
6	A statement explaining the applicant's experiences in the field of providing communications and information technology services, or its qualifications in general as a "cloud computing service provider".		

7	Information about storage and processing capacities, data center space (or leased parts), electricity consumption, and expansion plans.		
8	Information about target customers (individuals, private sector, government sector).		
9	Documents proving conformity with the technical standards / requirements mentioned in the table below or exceptionally any technical standards that are equivalent to or exceeding those standards must be submitted according to CITC's absolute discretion:		
	Service Provider Registration Category	Minimum Standards / Requirements	
	Class A	<ul style="list-style-type: none"> • ISO / IEC 27001 • ISO / IEC 27017 • ISO / IEC 27018 (or ISO / IEC 27701) • Constructed Facility Certificate Tier 2 or above (or ISO / IEC 27001 for the datacenters) 	
Class (B)	<p>The standards / requirements set out below, in addition to what is stated in the Minimum Standards / Requirements for Category A:</p> <ul style="list-style-type: none"> • Constructed Facility and Operational Sustainability Certificate Tier 3 or above • CSA STAR Certification (CSA STAR LEVEL 2) 		
10	In the event that the service provider wishes to provide its services to government agencies, it must submit an undertaking stating that it adheres to the Cloud Cybersecurity Controls (CCC) issued by the National Cybersecurity Authority, taking into consideration the level of data classification.		
11	All requirements shall be submitted in Arabic, with the possibility to submit other supporting documents for the application in English.		
12	The entity requesting registration may attach supporting documents such as technical brochures, website bulletins, or other technical and commercial data related to the cloud computing system(s) or agreements or refer to websites on the Internet to support the application.		