Cloud Services Due Diligence Checklist instructions

This is an instructional guide for organizations to use the Cloud Services Due Diligence Checklist for cloud evaluations. The result of this guide will be a tool that can be used for future evaluations of cloud offerings.

The structure of a cloud due diligence evaluation generally includes three phases:

I.   **Organizational Cloud Policy definition**

In this phase, considerations include industry, legal, compliance and organization requirements for cloud service providers and cloud services. This exercise is meant to be done infrequently and the output can be reused by all new cloud projects.

II.   **Project definition**

In this phase, considerations include project-specific requirements for cloud service providers and cloud services.

III.   **Project assessment/RFP**

In this phase, key stakeholders review the Organizational Cloud Policy and the Project Definition and reconcile differences. Considerations are made for requirements, item priority, and cloud service providers and cloud services.

In anticipation of your organization's move to the cloud, please review ISO/IEC 19086-1 and the Cloud Services Due Diligence Checklist. Consider key stakeholder involvement, including CIO/CTO, legal team, risk management, and procurement professionals. Prepare to build a supporting table for your organization to use during the cloud evaluation.

For background information on the Checklist or on the related international standard (ISO/IEC 19086-1), please visit the Microsoft Trust Center.

Microsoft Cloud Services Due Diligence Checklist instructions

To assist with your organization's cloud services due diligence evaluation, Microsoft has created a Worksheet prepopulated with checklist items and the necessary elements for consideration. Your organization can fill out this worksheet in conjunction with the Cloud Services Due Diligence Checklist to create an Organizational Cloud Policy, a Project Definition, and an assessment of your organization's options for cloud services.

What follows is an instructional walkthrough on using the Cloud Services Due Diligence Checklist along with the accompanying worksheet. Should you prefer, Microsoft has also provided a video walkthrough to assist with your treatment of the worksheet.

I: Organizational Cloud Policy Definition

1. Open the worksheet and refer to Worksheet - Part 1. The worksheet has already been prepopulated with the necessary elements. The first column is populated with the **Checklist Items.** There is no requirement for action in the first column.
2. The second column is labeled **External Requirements.** This column should be filled in with the various external requirements that apply to your organization's practice of each checklist item. Note that not all checklist items will be applicable. External Requirements may include:
   a. Industry requirements
   b. Legal, compliance, and regulatory requirements
   c. Geographic requirements (include requirements for all geographic locations where the organization participates)
3. The third column is labeled **Organizational Requirements.** This column should be filled in if there are unique requirements where the organizations may exceed external requirements for each checklist item. Note that not all checklist items will be applicable.
4. Combine the requirements from the two previous columns into the fourth column, labeled **Organizational Cloud Policy**. This forms the Organizational Cloud Policy that can be reused in all future cloud projects.
5. The fifth column is labeled **Organizational Cloud Policy Relative Priority.** Evaluate the Organizational Cloud Requirement and populate this column using a scale system such as rating of 1 to 10 or high, medium, and low.

Microsoft Cloud Services Due Diligence Checklist instructions

ISO/IEC 19086-1: Cloud SLA Framework Cloud Services Due Diligence Checklist				
Checklist Item	**External Requirements** (Industry, Legal, Compliance, Regulatory, Geographic)	**Organizational Requirements**	**Organizational Cloud Policy**	**Organizational Cloud Policy Relative Priority**
1	2	3	4	5
Accessibility	Details	Details	External Req.+ Organizational Req.	Organizational Cloud Policy + Project Req.

Note: You may notice two additional columns on this part of the worksheet that have not yet been addressed in the instructions. They are labeled **Ownership, and **Assessment/RFP**. This is not a mistake—while these columns do deal with the Organization Cloud Policy, they represent considerations that will be informed by project-specific information. They'll be treated in Part III of the walkthrough once your organization has established all the information necessary to consider these categories.

II: Project Definition

6. Refer to the **Worksheet – Part 2**. The first column is populated with the **Checklist Items.** There is no requirement for action in the first column.
7. The second column is labeled **Project Requirements.** This column should be filled with the specific project requirements associated with each checklist item. This will differ from project to project. This column will take into consideration service features, cost constraints, and some of the technical requirements from the checklist, such as cloud availability. Project team should add feature requirements and cost contraints into project requirements by adding new rows.
8. The third column is labeled **Project Requirement Priority.** Evaluate the Project Requirements and populate this column using a scaling system similar to Organizational Cloud Policy Relative Priority (see bullet 5 above).
9. The fourth column is labeled **Ownership.** This column should be populated with the **Ownership** of each Project requirement. Ownership of each clause/consideration will differ from project to project. Stakeholders should carefully consider project design, scale, and how ownership is divided between service provider and the organization.
10. The fifth and last column is labeled **Project Assessment/RFP.** At this point in the process, your organization should collect responses from cloud providers. Compare RFP responses against the Reconciled Project Requirements. Confer with key stakeholders, narrow the options. Include decisions/notes in the subsequent columns

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ISO/IEC 19086-1: Cloud SLA Framework Cloud Services Due Diligence Checklist (continued)			
Project Requirements	**Project Requirement Priority**	**Ownership**	**Project Assessment/RFP**
7	8	9	10
Details	Organizational Cloud Policy + Project Req.	100% Provider	Details

III: Organizational Cloud Policy Priority and Project Assessment/RFP

11. Now that your organization has established both its Organizational Cloud Policy and its Project Requirements, it can now return to the project-specific considerations left blank in Phase I. Return to the **Worksheet – Part 1** to complete the final two columns: Ownership and Project Assessment/RFP.

12. The sixth column is labeled **Ownership.** Populate this column with the ownership of each Organizational Cloud Policy requirement. Ownership of each clause/consideration will differ from project to project. Stakeholders should carefully consider project design, scale, and how ownership is divided between service provider and the organization.

13. The seventh and last column is labeled **Project Assessment/RFP.** At this point, your organization should collect responses from cloud providers. Compare RFP responses against the Reconciled Project Requirements. Confer with key stakeholders, narrow the options. Include decisions/notes in the subsequent columns**.**

ISO/IEC 19086-1: Cloud SLA Framework Cloud Services Due Diligence Checklist (continued)	
Ownership	**Project Assessment/ RFP**
12	13
100% Provider	Details