



## Compliance Certifications for Microsoft Azure and Office 365 Operated by 21Vianet

[Microsoft Azure and Office 365 operated by 21Vianet](#) are public cloud services independently operated in the People's Republic of China, and run and sold by Shanghai Blue Cloud Technology, a wholly owned subsidiary of [21Vianet](#). The Azure and Office 365 technologies that Microsoft uses to serve other parts of the world have been licensed to 21Vianet, so Microsoft Azure and Office 365 operated by 21Vianet deliver globally consistent service quality for customers.

To help organizations comply with national, regional, and industry-specific requirements governing the collection and use of individuals' data, 21Vianet takes a two-pronged approach:

- First, a team of 21Vianet experts works with Microsoft engineering and operations teams and external regulatory bodies to track existing standards and regulations, developing hundreds of controls for the product teams to build into 21Vianet cloud services.
- Second, because regulations and standards are always evolving, 21Vianet compliance experts also anticipate upcoming changes to help ensure continuous compliance—researching draft regulations, assessing potential new requirements, and developing corresponding controls.

Microsoft Azure and Office 365 operated by 21Vianet comply with the following international and Chinese standards.

### ISO/IEC 20000 Information Technology Service Management

ISO/IEC 20000 is an international standard for the establishment, implementation, operation, monitoring, and review of information technology service management systems. Microsoft Azure and Office 365 operated by 21Vianet provide customers with efficient service and integrated management to meet both the ISO/IEC standard and the requirements of customers.

#### Certification

21Vianet applies annually for this certificate, which is issued by the China Electronics Standardization Institute ([CESI](#)).  
[Learn more](#)

### ISO/IEC 27001 Information Security Management System (ISMS) Standard

ISO/IEC 27001 is an international standard that brings information security under explicit management control. As a formal specification, it mandates requirements and prescribes best practices that define how to implement, monitor, maintain, and continually improve an ISMS.

The ISO/IEC 27001 certificate confirms that Microsoft Azure and Office 365 operated by 21Vianet have implemented the strict physical, logical, procedure and management controls defined by ISO/IEC 27001.

#### Certification

21Vianet applies annually for this certificate, which is issued by the China Electronics Standardization Institute ([CESI](#)) and is [available for review](#) (page 11).  
[Learn more](#)

### ISO/IEC 27018 Code of Practice for Protecting Personal Data in the Cloud

ISO/IEC 27018, the first international code of practice for cloud privacy, gives guidance to cloud service providers acting as processors of personally identifiable information (PII) on assessing risks and implementing state-of-the-art controls for protecting it.

The ISO/IEC 27018 certificate confirms that Microsoft Azure and Office 365 operated by 21Vianet have implemented internationally recognized public cloud PII security control measures defined in this standard, enabling customers to control their data storage and usage and helping to ensure the privacy and security of customer data.

#### Certification

21Vianet applies annually for this certificate, which is issued by [BSI](#) and is [available for review](#) (page 10).  
[Learn more](#)



### Information System Classified Security Protection (DJCP MLPS) Level 3

The Multi-Level Protection Scheme (MLPS) in China is a tiered system that was designed to create standards for a national management system to protect information security. The MLPS establishes five security levels based on the potential consequences of risk to an information system. For example, damage to an information system at Level 3 would result in harm to national security and serious harm to the social order.

#### Certification

An assessment organization authorized by the Ministry of Public Security (MPS) evaluated Microsoft Azure and Office 365 operated by 21Vianet in accordance with GB/T 22239-2008 Information Security Technology—Basic Requirements for Classified Protection of Information System Security. Registration certifications at Level 3 were issued to Azure and Office 365 operated by 21Vianet.



### Trusted Cloud Service Certification TRUCS (CCCPPF)

Under the guidance of the Ministry of Industry and Information Technology (MIIT), the Trusted Cloud Service working group of the Data Center Alliance (DCA) developed the Trusted Cloud Service Certification, an evaluation system for cloud service quality. The certification aims to cultivate the Chinese public cloud service market and enhance users' confidence in cloud services.

21Vianet uses cutting-edge Azure and Office 365 technologies and has successfully obtained multiple Trusted Cloud Service Certifications with its localized operations, open platform, high-quality service level agreements (SLAs), and powerful data recovery capabilities. With service availability up to 99.99%, the services provide six data backups on two datacenters, providing reliable, secure, flexible, efficient, and stable service for users.

#### Certification

Microsoft Azure and Office 365 operated by 21Vianet have passed the requisite audits and obtained Trusted Cloud Service Certifications for the in-scope services described below. Test results are published on [Trusted Cloud Service Certification](#).

- **Microsoft Azure operated by 21Vianet:** certifications of Virtual Machine, Cloud Storage, Cloud Database, Load Balancing, Cloud Engine, and Cloud Backup. These services were evaluated on a total of 16 indexes in three classifications in the SLA framework—data management, service quality, and rights protection.
- **Office 365 operated by 21Vianet:** certifications of Business-Class Email (Exchange Online), File Sharing (SharePoint Online), Shared Calendar and Video Teleconference Service (Skype for Business Online), as well as the Security and User Experience indexes. It also achieved the Trusted Cloud 2014–2015 Annual Industry Award for office applications.

### GB 18030:2005 Information Technology—Chinese Coded Character Set

GB 18030:2005 is the Chinese ideographic character set and encoding standard mandated by the Chinese government and defines the required language and character support necessary for software in China.

#### Certification

Microsoft Azure and Office 365 operated by 21Vianet are certified as compliant with the mandatory part of this standard by the China Electronics Standardization Institute ([CESI](#)).

### Additional resources (Chinese)

[Trusting the Cloud](#)

[Defending Against DDoS Attacks in Cloud Computing](#)

[Shared Responsibilities for Cloud Computing](#)

[Azure Network Security](#)

[Office 365 Security and Compliance](#)

[Frequently Asked Questions about Microsoft Azure and Office 365 operated by 21Vianet](#) (English)