



G-Cloud 15 Service Definition Document

DMOne™ Cloud platform (Mask IQ) - Data Masking Services for NonProd Oracle Fusion Environments

v1.0

Presented By
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1 DMOne™ Cloud platform (Mask IQ) - Data Masking Services for NonProd Oracle Fusion Environments

1.1 Lot

Lot 2b: Software as a Service (SaaS)

1.2 Service Summary

Data Masking Services for Non-Production Oracle Fusion environments protect sensitive data by replacing real production information with realistic but non-identifiable data in DEV, TEST, UAT, and TRAIN environments.

The service enables safe and effective testing, reporting, and troubleshooting while reducing the risk of personal data exposure and supporting UK GDPR and public sector data protection obligations. It is delivered as a configurable SaaS capability, deployed into the buyer's cloud tenancy, without taking ownership of live production systems.

1.3 What the Service Does

The service helps buyers to:

- identify, classify, and mask personal and sensitive data in non-production Oracle Fusion environments (DEV, TEST, UAT, TRAIN).
- Masking is applied using policy-driven, risk-based techniques that preserve functional integrity
- to test effectively without using live personal data

1.4 Buyers Persona

Buyer Role	Objectives	Typical Use Cases
Data Protection Officer (DPO)	Reduce personal data risk outside production	GDPR compliance, audit readiness, DPIA mitigation
Oracle Fusion Application Owner	Enable realistic testing without live data	Release testing, upgrades, regression testing
IT / Cloud Operations Manager	Standardise non-prod data handling	Controlled refreshes, consistent environments
Test & QA Lead	Maintain functional test quality	End-to-end scenario testing, defect reproduction
Security & Risk Manager	Reduce exposure and third-party risk	Offshore testing, supplier access control
Programme / Transformation Lead	Support large change safely	Migrations, reorganisations, payroll or finance changes

1.5 Service Features

- Personal Data Identification & Classification: Analyses Oracle Fusion data models to identify personal and sensitive fields aligned to UK GDPR definitions.

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- **Module-Level Masking Coverage:** Applies targeted masking to HR, Payroll, Finance, and SCM modules, ensuring scoped and controlled protection.
- **Policy-Driven Masking Rules:** Uses configurable masking policies to ensure consistency, repeatability, and auditability across refresh cycles.
- **Pseudonymisation-First Approach:** Replaces identifiers with realistic substitutes to retain usability while removing identifiability.
- **Risk-Based Security Controls:** Aligns masking strength to data sensitivity and risk profile, supporting UK GDPR and privacy-by-design principles.
- **Functional Integrity Preservation:** Maintains referential integrity and business logic so test scenarios and workflows continue to operate safely.
- **Non-Prod Data Retention & Lifecycle Controls:** Supports defined retention, refresh, and purge rules for masked non-production datasets.
- **Selective Anonymisation Options:** Provides irreversible anonymisation where required for high-risk or external testing scenarios.

1.6 Service Benefits

- **Reduced Data Exposure Risk:** Minimises the likelihood of personal data leakage in non-production environments.
- **Privacy by Design & Default:** Embeds data protection controls directly into non-production environment management.
- **Safe, Realistic Testing:** Enables teams to test with representative data without using live personal information.
- **Reduced Dependence on Live Data:** Removes the need to copy unmasked production data into lower environments.
- **Improved Audit & Compliance Readiness:** Supports accountability through documented policies, controls, and repeatable processes.
- **Safer Third-Party Testing:** Allows controlled access for vendors and offshore teams without exposing real personal data.
- **Consistent Non-Production Operations:** Standardises masking practices across environments and refresh cycles.
- **Data Minimisation in Non-Prod:** Limits the presence of personal data to what is strictly necessary for testing.

1.7 What's In & What's Out

What's In	What's Out
Non-Prod Oracle Fusion environments (DEV / TEST / UAT / TRAIN)	Production environments
Masking of agreed modules, tables, and fields	Modules or fields not explicitly defined in scope
Policy and rule configuration	Downstream systems, integrations, or extracts

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What's In	What's Out
Deployment into public or private cloud	Unstructured data and attachments (limited support)
Metrics, logging, and audit traceability	Legal or regulatory sign-off (retained by buyer)
Buyer-controlled configuration and access	Ongoing operational ownership of Oracle Fusion

1.8 Key Deliverables

Depending on buyer requirements, deliverables may include:

- Data Masking Strategy: Defined approach aligned to Oracle Fusion modules and data risk profile.
- Personal Data Inventory: Documented list of in-scope personal and sensitive data fields.
- Masking Rules & Policies: Approved, reusable masking configurations for non-production environments.
- Masked Non-Prod Environment: Securely masked DEV/TEST/UAT/TRAIN instance post-refresh.
- Validation & Integrity Report: Evidence that functional and referential integrity is preserved.
- Operational Runbook: Masking execution, refresh coordination, and support procedures.

1.9 Enterprise Solutions Supported

- Oracle E-Business Suite
- Oracle Fusion Applications
- SAP
- Workday
- Salesforce

Delivers data masking across multiple enterprise systems in a hybrid IT environment (for example, Oracle HCM and SAP Payroll).

1.10 Delivery /Engagement Model

Phase	Scope	Outputs
Phase 1 – Discovery & Scoping	• Confirm modules, data fields, and risk profile • Agree masking policies and success criteria • Define access, approvals, and refresh alignment	Scope definition, masking approach, delivery plan
Phase 2 – Deployment & Configuration	• Deploy service into buyer tenancy	Deployed service, configured rules, access enabled

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Phase	Scope	Outputs
	- Configure masking rules and security controls - Integrate with refresh and snapshot processes	
Phase 3 – Validation & Handover	- Execute test masking runs - Validate functional integrity and data quality - Deliver training and operational handover	Validated masking, trained users, runbook sign-off

Typical Engagement Timelines

Buyer Size / Complexity	Indicative Timeline
Small application footprint (1–2 modules)	2–4 weeks
Medium deployment (3–5 modules)	4–6 weeks
Large / complex estate	6–8 weeks

Timelines depend on refresh cycles, access approvals, and customisation.

1.11 Service Constraints

- **Non-Production Scope Only:** Service applies only to DEV, TEST, UAT, and TRAIN environments, not production.
- **In-Scope Modules & Fields Only:** Masking is limited to explicitly agreed modules, tables, and attributes.
- **Dependency on Refresh Cycles:** Masking typically runs post-refresh and depends on access approvals and windows.
- **Privacy vs Test Utility Trade-Off:** Stronger masking may reduce realism or impact specific test scenarios.
- **Customisations & Integrations:** Highly customised configurations may require remediation to avoid functional issues.
- **Downstream Systems Excluded:** Integrations, extracts, and replicas are out of scope unless explicitly agreed.
- **Unstructured Data Limitations:** Attachments and free-text fields may have restricted masking options.
- **Customer Legal Accountability:** Final legal and compliance sign-off remains with the customer.

1.12 Onboarding

Onboarding include and not limited to the following activities:

- Initial discovery workshop
- Stakeholder, data scope, data sets, environments confirmation

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- data classification workshops, and agreement of masking policies.
- Define acceptance/ success criteria
- Agreed engagement plan and milestones
- Aligned to refresh schedules and operational constraints before execution.

1.13 Exit Management

- Structured handover
- masking configurations, documentation, and runbooks.
- Knowledge transfer sessions
- No supplier lock-in

1.14 Commercial Flexibility

- Priced as SaaS with optional implementation support
- Scales by number of modules, environments, and data volume
- Suitable for short-term programmes or long-running estates
- Supports SME buyers and phased adoption

Example Pricing Scenarios (Illustrative)

Buyer Type	Scenario	Commercial Approach
Small size entity	HR & Payroll masking in TEST/UAT	Low-cost SaaS + light configuration
Medium Department	Finance, HR, SCM across 3 environments	SaaS + standard onboarding
Large Central Gov	Multi-module, multi-environment estate	SaaS + phased rollout and support

1.15 Security and Data Protection

- Alignment with UK GDPR and Data Protection Act 2018
- Advisory-only access to buyer environments
- No data ownership transfer
- Compliance with ISO 27001 and ISO 9001 principles
- Alignment to Oracle Cloud shared responsibility model

1.16 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.17 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.18 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback