

SaaS

# Objectives

- Explain what SaaS is and how it's used today
- Discuss security risks surrounding SaaS
- Understand that organizations must learn to accept that using SaaS in some capacity is inevitable

# What is SaaS

- SaaS is Software as a Service
- Many organizations use this model to provide services that they can't provide themselves
- Eliminates the need to run hardware, software on premise
- Third party runs software on their infrastructure
- Can be a hybrid model where some hardware and software is on premise, but communicates with the cloud

# SaaS Examples

- G-Suite
- Office 365
- DropBox
- Salesforce
- Slack
- DocuSign
- WebEx

# SaaS Applications

- Organizations may use SaaS because of:
  - Lower TOC
  - Lack of or inexperienced staff
  - Lack of technical resources such as a data center
  - Deployment timeline
  - Lack of knowledge of what can be accomplished with existing tools

# SaaS Risks - Data

- Data
  - Provider could sell data
  - Provider could lose data
  - Provider could breach data
  - Is in more than one place
  - Restrictions based off compliance – ITAR, FISMA
  - How is your data secured

# SaaS Risks – Instability/Flawed business model

- Updates without notice
- Feature removal
- Flawed architecture
- Outages
- Competition forces company to go out of business

# SaaS Risks – Provider Security

- Does the provider perform audits
- Is the provider transparent about security vulnerabilities and remediation
- Does the provider use secure protocols
- What have been the results of the providers last compliance check
- Do they have incident response procedures



# SaaS Risks – Organizational Risk

- Unfamiliar or restrictive terms of use
- Long term contract locks in organization
- Shadow IT
- Paying for similar technology that the company already sanctions

# SaaS is inevitable

- University sanctioned SaaS
  - Office 365
  - Blackboard
  - Canvas
  - LastPass
  - WebEx
- University unsanctioned SaaS
  - Slack
  - DropBox
  - Gmail
  - Carbonite
  - CrashPlan
  - Many more...

# SaaS response

- Understanding where SaaS is, is important
- Understand that you cannot control everything
- Meet your stakeholders in the middle
- Understand the needs of others in the organization
- Is the use of unsanctioned SaaS because of:
  - Lack of awareness
  - Lack of features
  - Inadequate functionality