

*Cloud Vulnerabilities Working Group*

# Cloud Computing Vulnerability Incidents: A Statistical Overview

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## About the Working Group

Formed in 2013 and led by CSA APAC, the CSA Cloud Vulnerabilities Working Group is chartered to cover the research and standardization of the burgeoning area of cloud vulnerabilities scanning, reporting and solutions. The following white paper reports the state of the cloud, from the cloud computing vulnerability point-of-view. A brief overview of the dataset is also published in IEEE Spectrum Volume 49 Issue 12 (<http://spectrum.ieee.org/computing/networks/understanding-cloud-failures>).

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# Acknowledgments

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# 1. Implementation

In an attempt to ascertain Cloud Computing [1] reliability, 11,491 news articles on cloud computing-related outages from 39 news sources between Jan 2008 and Feb 2012 – effectively covering the first five years of cloud computing - were reviewed.

During this period, the number of cloud vulnerability incidents rose considerably. For instance, the number of cloud vulnerability incidents more than doubled over a four year period, increasing from 33 in 2009 to 71 in 2011. A total of 172 unique cloud computing outage incidents were uncovered, of which 129 (75%) declared their cause(s) while 43 (25%) did not. As cloud computing matures into mainstream computing, transparency in the disclosure of outages is imperative.

The investigation revealed that the top three threats were **“Insecure Interfaces & APIs”** (51 incidents; 29% of all threats), **“Data Loss & Leakage”** (43 incidents; 25%), and **“Hardware Failure”** (18 incidents; 10%). These three threats accounted for 64% of all cloud outage incidents. The investigation based its threat categories on the Cloud Security Alliance’s Top Threats to Cloud Computing v 1.0 (CSA Top Threats) [2]. After a thorough review of reported incidents, 128 incidents were grouped into the 8 threats contained in the Top Threats Report while 44 incidents were unable to be categorized. As such, the authors propose five new categories to accommodate the remaining 44 incidents: *Hardware Failure, Natural Disasters, Closure of Cloud Service, Cloud-related Malware and Inadequate Infrastructure Design and Planning*.

While the investigation did not include unreported cases of outages, the considerable mainstream media coverage of the reported cases under-score their significance. It may be opportune for regulators and consortia to subtly compel cloud vendors to be more transparent in order to make the cloud a more trustable, reliable and secure environment for both end-users and enterprises. A vendor-neutral outage reporting platform could be a start.

## 2. Sources and Methodology of Search

Since cloud computing is a relatively recent phenomenon, no published analysis of cloud vulnerability incidents could be found. Therefore, the authors embarked on a methodology to collate and analyze reported cloud incidents.

As of the time of writing, there were more than 50 online news archives on cloud computing, some with as few as 1,000 and others with as many as 10,000 articles on various aspects of cloud computing. Simply using Google returned about 168,000,000 results on cloud computing. As Google was the top search engine in July 2011 according to Experian Hitwise [3], the authors used it to search for cloud vulnerability incidents. Only news reports before 1<sup>st</sup> January 2012 were accessed. Due to a lack of documented reports on cloud vulnerabilities, all data was based on news published in online news archives and other sources.

## 2.1 How the Articles and Incidents were Collected and Screened

11,491 news articles on cloud computing-related outages from 39 news sources between Jan 2008 and Feb 2012 – effectively covering the first five years of cloud computing - were reviewed.

The search was conducted in two phases: primary and secondary (See Appendix A – Methodology of Search and Categorization). In the primary screening for cloud vulnerability incidents, online news archive portals were scoured for keywords such as “cloud”, “cloud computing”, “cloud outage”, etc.

Then, in the secondary screening, the cloud vulnerability incidents discovered earlier were verified by recourse to other online news archive and search engines, to sieve out duplicate reports and to obtain more information on the incident. If the new search resulted in nothing new, then the articles were treated as secondary or tertiary sources (See Appendix A). After the two screenings of the 11,491 collected news articles, 172 unique cloud computing outage incidents were identified. The raw data is released as Appendix B of this paper.

## 2.2 Demography of Cloud Data

The top three main news sources as well as the online news sources accessed by the authors are shown in tables 1 and 2, respectively.

*Table 1: Top news sources for cloud computing outages*

Rank No.	Online News Archives	Reasons
1	CNET	<ul style="list-style-type: none"> <li>• Computing and technology news service presented in original stories and investigative reports in real-time.</li> <li>• The fastest to report and most updated on cloud incidents.</li> </ul>
2	TechTarget	<ul style="list-style-type: none"> <li>• A leading global technology media company with targeted technology news.</li> <li>• The most detailed coverage news on cloud incidents.</li> </ul>
3	The Register	<ul style="list-style-type: none"> <li>• Independent news, views, opinions and reviews on the latest in the IT industry.</li> <li>• The largest section on cloud incidents.</li> </ul>

Table 2: List of all news sources accessed

Accessed Sources		
Advanctrading.com	All Things D	CIO
Cloudsecurity.org	Cloutage.org	CNN
Computer Weekly	Computer World	CRN
Data Center Knowledge	Down Right Now	eWeek
Fox News	GigaOM	Hostwire
Information Week	Info World	IT News
Mashable	MSNBC	Network World
NY Daily News	PC World	phys.org
Softpedia	SOPHOS	Reuters
Tech Crunch	Tech eBlog	The Guardian
The Hackers News	The Telegraph	The Var Guy
The Wall Street Journal	TMCnet	ZDNet

### 3. Total Number of Incidents and Unique News Incidents

The final demography of results obtained after 7 months of research is as follows:

- **Total Number of Online News Sources: 39**
- **Total Number of Reference Sources: 237**
- **Number of Online Cloud articles reviewed: 11,491**
- **Total Number of Cloud Vulnerability Incidents: 172**

*Table 3: Top news sources and their article counts*

Online News Archives	Number of Cloud Articles
CNET News	3,995
The Register	3,096
TechTarget	2,400
Others	2,000
<b>Total</b>	<b>11,491</b>

In summary, only 172 out of 11,491 reports reviewed (or about 1.5% of all the online cloud articles retrieved) were related to cloud vulnerability incidents.

## 3.1 Some Caveats

It is important to note that the data collected is the result of a best effort attempt. Largely, it is due to the lack of transparency of the reports on vulnerabilities in the cloud computing industry. The data on cloud vulnerability incidents may be incomplete for the following reasons:

1. The online news archive sources may not cover all cloud providers, due to a bias towards the more prominent ones.
2. Although search engines can quickly filter findings based on keywords, the sites accessed are often those with high online network traffic. Hence, the incidents reported may be skewed.
3. Since the news articles are from online archives, some incidents before July 2011 when reporting began may have been dropped.
4. It is not mandatory for cloud providers to report incidents.
5. This investigation did not reflect the real impact of cloud operations in terms of the total cloud downtime hours, total number of cloud users and the total number of cloud applications affected, as such data was not disclosed. These quantifiable parameters together can objectively assess the severity of a disruption.



## 4. Observations of the Cloud Vulnerability Incidents

129 (75%) of the 172 reported cloud vulnerability incidents declared the cause(s) while 43 (25%) incidents did not.

In Figure 1, it can be observed that the top three cloud providers, Amazon, Google and Microsoft, account for about 56% of all non-transparent incidents of cloud vulnerability. Beginning in 2010, cloud providers became more transparent with their reports of cloud vulnerability incidents, most likely because Amazon became more open about the causes of their incidents [4].

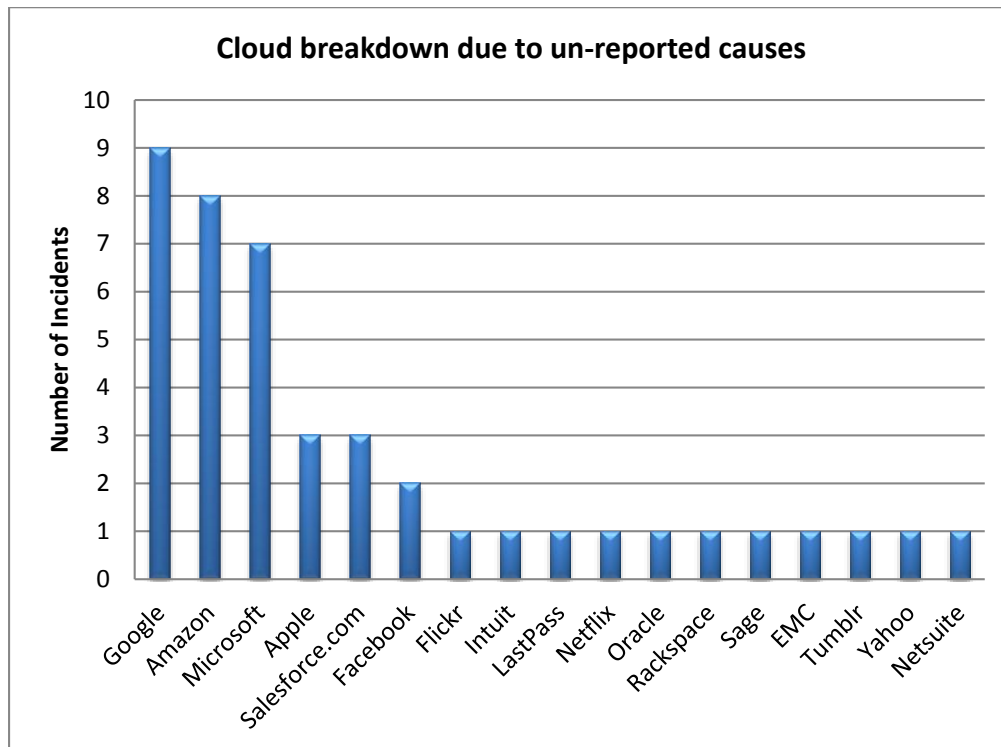
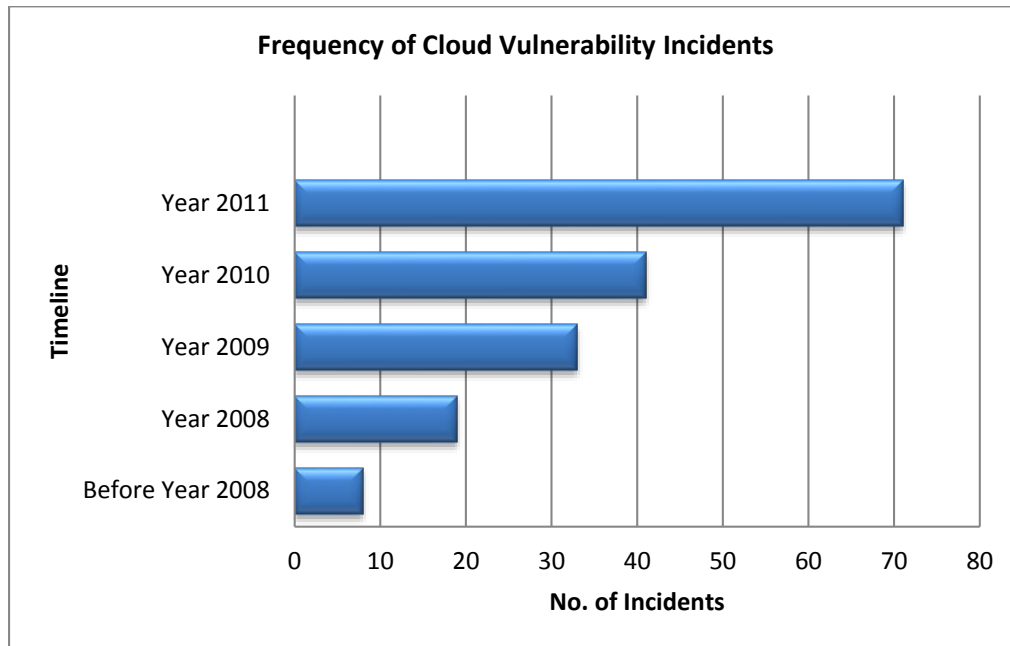


Figure 1: Number of incidents reported by cloud service providers

## 4.1 Frequency of Cloud Vulnerability Incidents



*Figure 2: Frequency of cloud vulnerability incidents*

As is to be expected, over the years the number of cloud vulnerability incidents has risen (see figure 2). In fact from 2009 to 2011 the number of cloud vulnerability incidents more than doubled - from 33 to 71, most likely due to the phenomenal growth in cloud services [5].

## 4.2 Proposed New Cloud Threat Categories

In 2009, the Cloud Security Alliance propounded the Top Seven Threats to Cloud Computing in all cloud computing environments.

*Table 4: Overview of CSA Top Threats v1.0*

No.	CSA Top Threat
1	Abuse and Nefarious Use of Cloud Computing
2	Insecure Interfaces and APIs
3	Malicious Insiders
4	Shared Technology Issues
5	Data Loss or Leakage
6	Account or Service Hijacking
7	Unknown Risk Profile

However, our investigations revealed that five more threat categories are needed for a more accurate representation of cloud outage threats and vulnerabilities. The five new categories - Threats 8 to 12 - proposed by the authors are explained in Table 5.

*Table 5: Description of new threats uncovered*

New Threat	Cause of Vulnerability	Severity of Disruption	Example
8	Hardware Failure	Hardware, from switches to servers in data centers, may fail making cloud data inaccessible.	Swissdisk, a US cloud storage supplier, suffered a catastrophic hardware failure denying users access their data[6].
9	Natural Disasters	Based on the geographical location and the climate, data centers may be exposed to natural disasters such as lightning, storms, and earthquakes, which can affect the cloud services.	One of Amazon's data centers was hit by lightning, taking out its cloud servers[7].
10	Closure of Cloud Service	Disputes with the cloud provider or non-profitability of the cloud service may result in the termination of the cloud service, leading to data loss unless end-users are legally protected.	Iron Mountain gave up its public cloud storage and closed down for good [8].
11	Cloud-related Malware	Attackers can use cloud-specific malware, such as bugs and Trojans, to either infiltrate or corrupt the network.	Hackers introduced a Trojan specially designed to disable cloud-based anti-virus security defenses [9].
12	Inadequate Infrastructure Design and Planning	Providers cannot cater to sudden spikes in demand, perhaps due to insufficient provisioning of computing resources and/or poor network design (e.g. traffic flows through just a single point even though	Nokia's Ovi store experienced extraordinarily high spikes of traffic resulting in some performance issues [10].

		sufficient hardware is available) – resulting in unacceptable network latency or inability to meet agreed service levels.	
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### 4.3 Causes of Cloud Outages by Threat Category

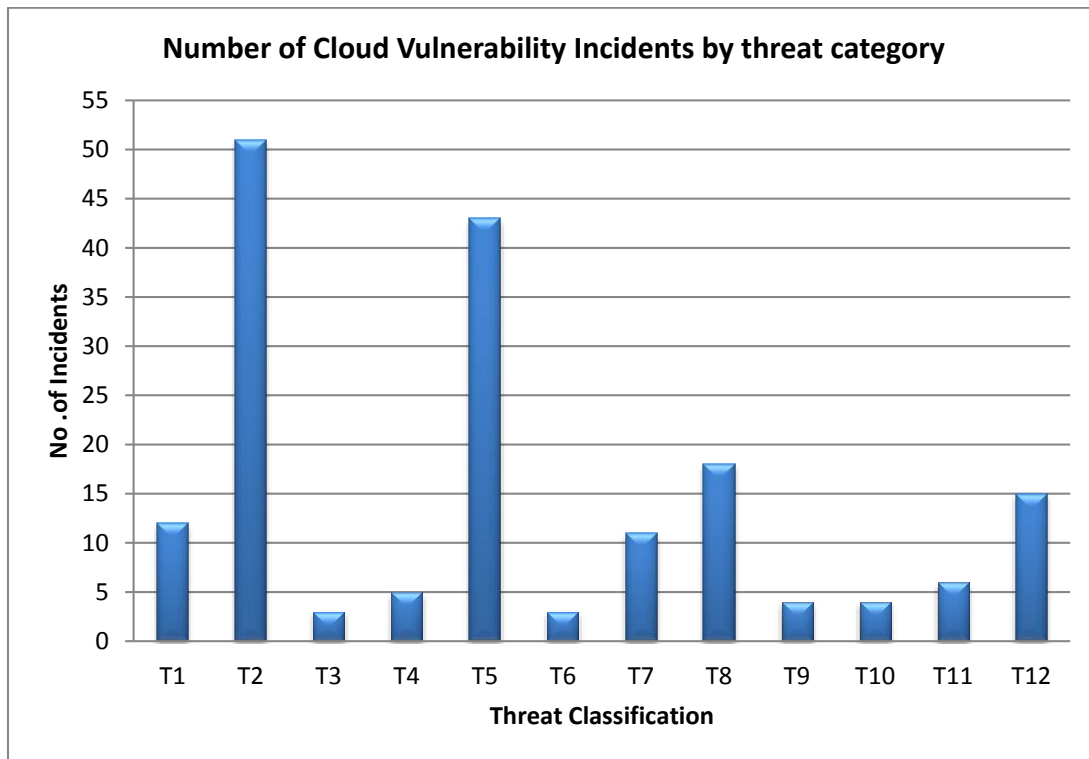


Figure 3: Number of reported cloud outages by threats

Figure 3 shows the frequency of occurrence of the existing seven CSA threats, and five new threats proposed by the authors. The three most frequent incidents are:

- CSA Threat 2 “*Insecure Interfaces & APIs*” with 51 incidents accounting for 29% of all threats;
- CSA Threat 5 “*Data Loss & Leakage*” with 43 incidents accounting for 25% of all threats reported;
- New Threat 8 “*Hardware Failure*” with 18 incidents accounts for 10% of all threats reported.

All other threats have 15 or fewer cloud vulnerability incidents each, accounting for 8.5% or less.

## 4.4 Frequency of Cloud Outages by Threat Category

*Table 6: Frequency of cloud outage incidents by threat category*

Threat Category	Before 2008	2008	2009	2010	2011
T1	1	1	6	1	3
<b>T2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>42</b>
T3	0	0	0	1	2
T4	1	0	0	2	2
<b>T5</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>32</b>
T6	0	0	2	0	1
T7	0	1	0	3	7
<b>T8</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>11</b>	<b>2</b>
T9	0	0	2	0	2
T10	0	0	1	0	3
T11	0	0	2	1	3
T12	1	0	3	<b>9</b>	2

It can be observed from Table 6 and Figure 4 that with the growth of cloud services from 2008 [11], there was also a corresponding rise in the number of cloud computing threats.

The number of reported Threat 2 and Threat 5 incidents generally increased, with a spike occurring in 2011. The spike can be attributed to the 13 hacking incidents of Sony's subsidiaries, all of which occurred one after another within the same year.

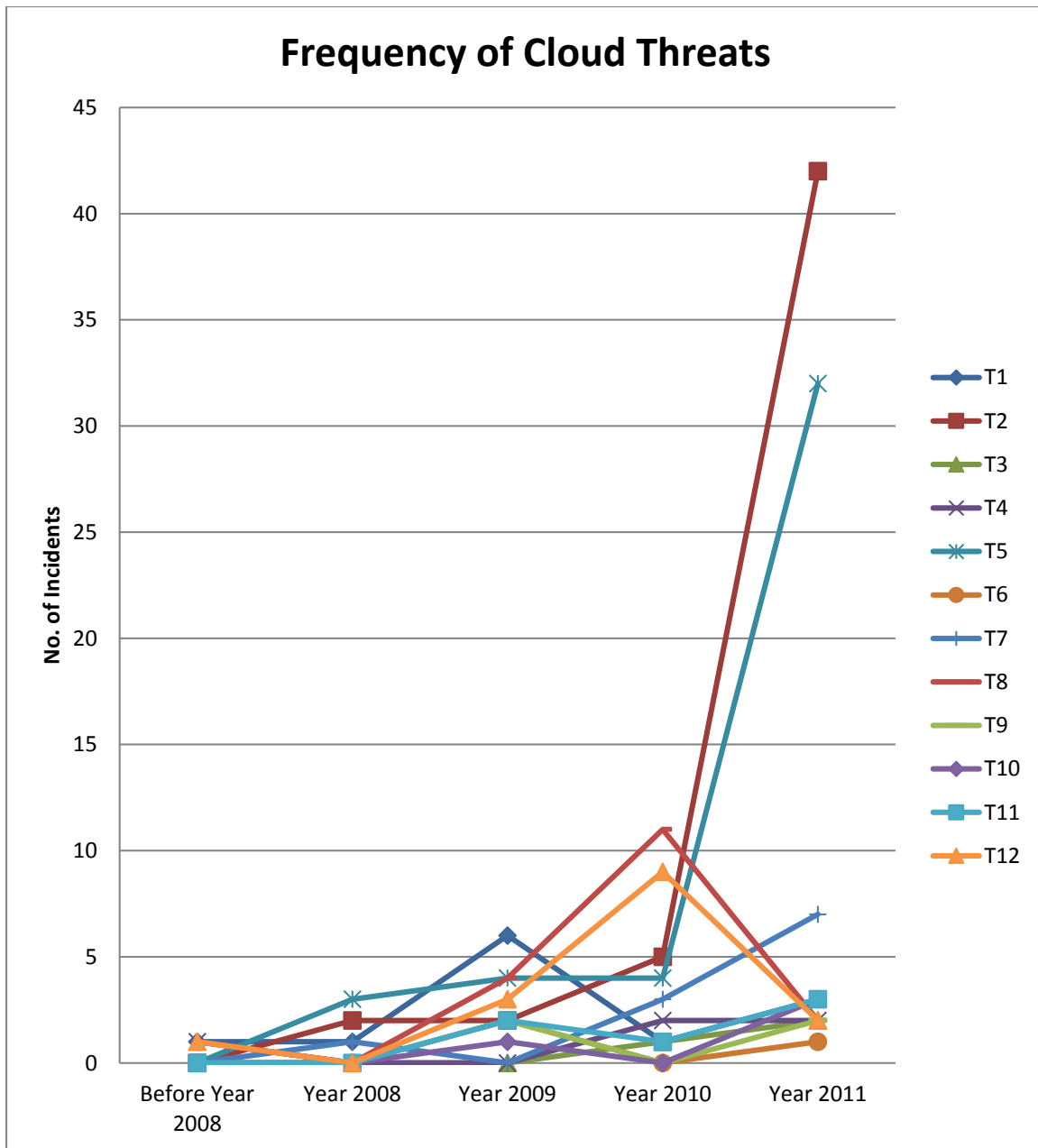


Figure 4: Frequency of cloud threats

A Pareto analysis reveals that the first three threats, CSA Threat 2, CSA Threat 5, and New Threat 8, account for 64% of all cloud vulnerability incidents, although collectively they make up only 25% of total threats (see Figure 5).

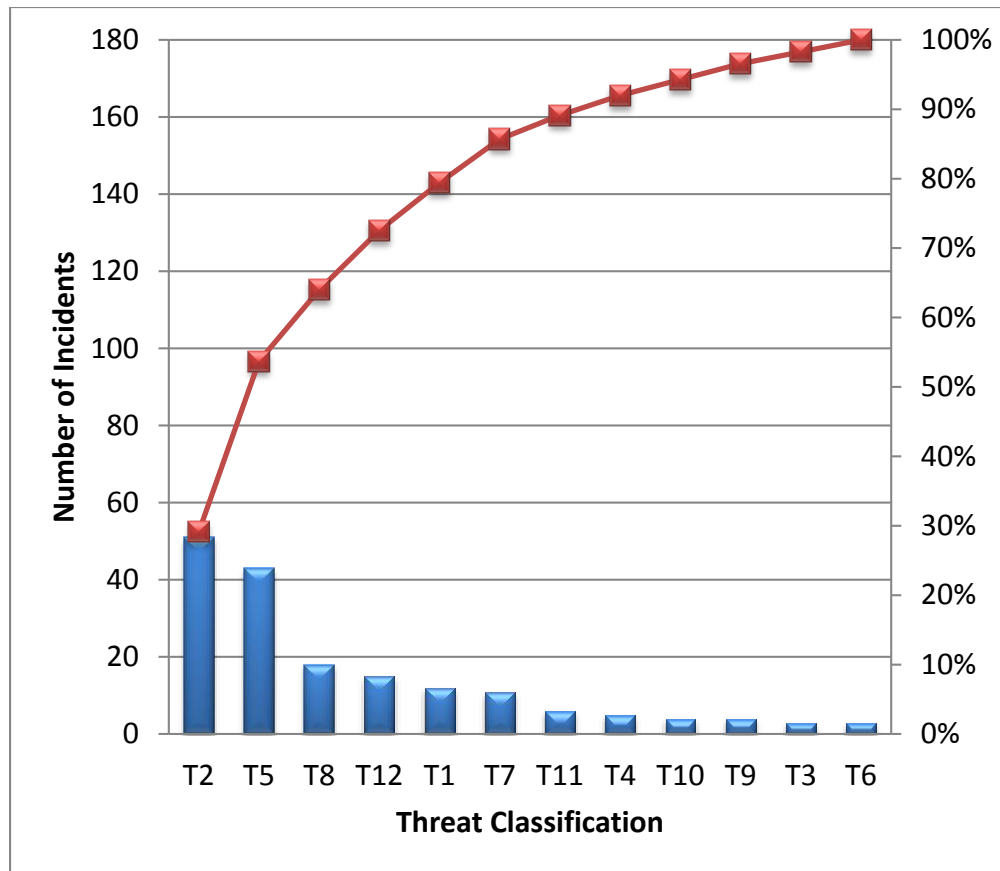


Figure 5: Pareto analysis of the number of incidents

## 4.5 Overview of Incidents by Cloud Provider

We were also able to sort the collected data by cloud provider, and generate the charts shown in Figure 6, 7, and 8 below.

Figures 6 and 8 show the breakdown of cloud provider incidents and the breakdown of cloud providers according to incidents with unknown causes respectively.

It is perhaps important to note in Figure 5 that the number of incidents reported may have a correlation to market share, but it is noteworthy to observe companies which have a large customer base but relatively lesser cloud outages.

It is shown in Figure 7 that 25% of reported cloud outages did not reveal the causes of the outages. Figure 8 reports a breakdown of cloud providers by the 25% incidents (from Figure 6) that did not report a cause of the outages. It is the aim of this report to encourage transparency and accountability from cloud service providers.

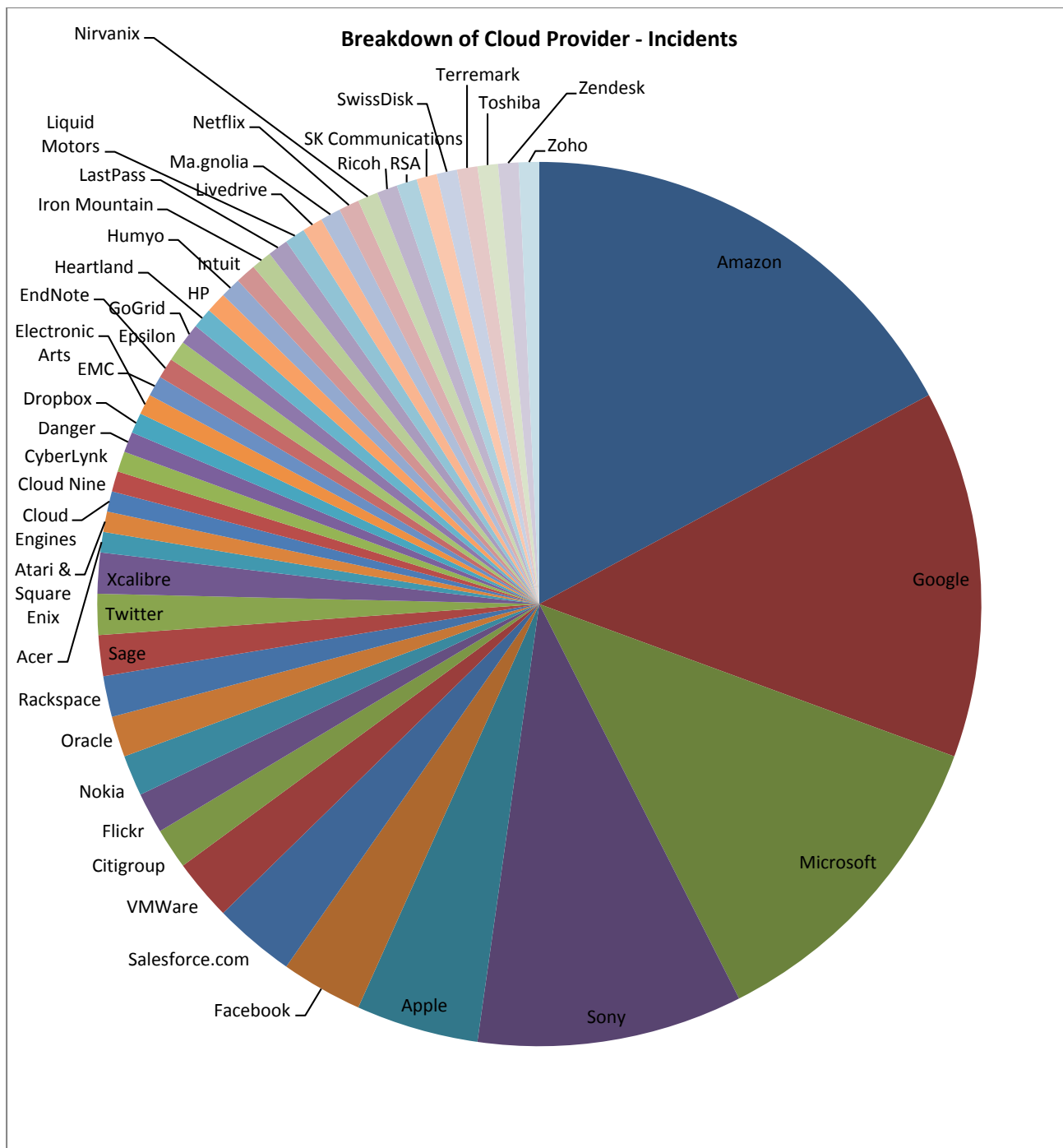


Figure 6: Breakdown of cloud provider incidents



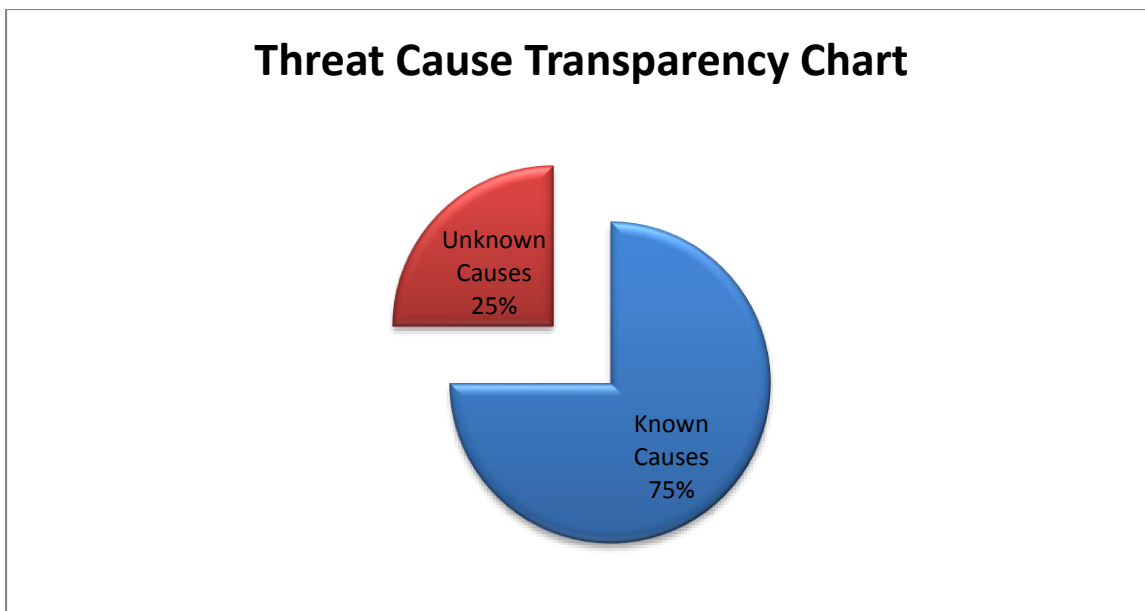


Figure 7: Transparency of causes of cloud vulnerabilities

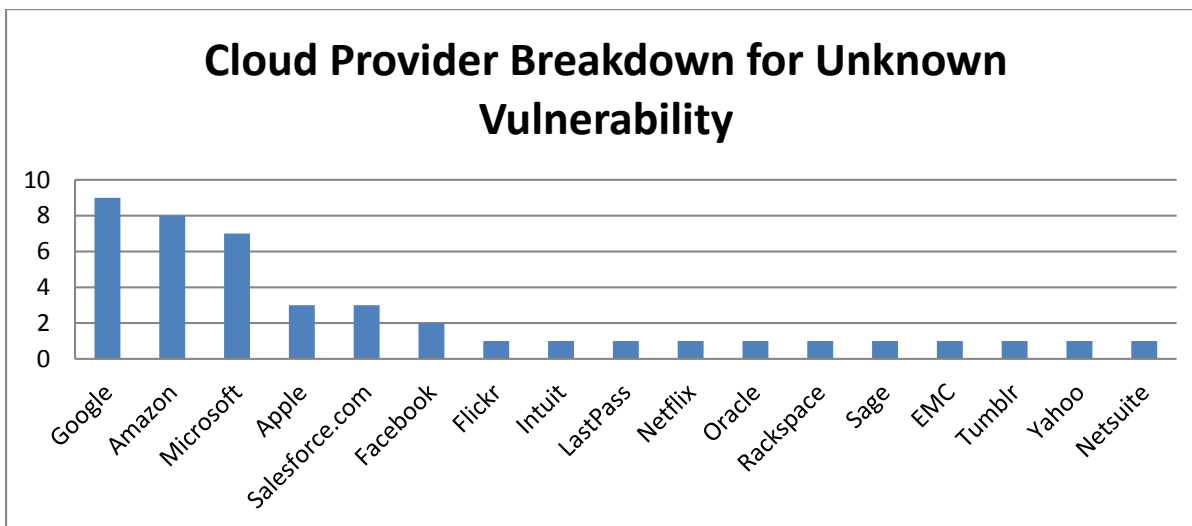


Figure 8: Breakdown of cloud provider vulnerabilities with unknown reasons

## 5. Concluding Remarks

A systematic investigation into reported vulnerabilities in cloud computing such as outages, downtimes, and data loss was conducted. Online news archives were scoured for cloud vulnerability incidents, followed by other online news archives and search engines. Out of about 11,491 articles retrieved, only 1.5% pertained to vulnerabilities in cloud computing; 25% of these did not disclose their causes. However, the number of cloud vulnerability incidents over the past 5 years has risen considerably.

The authors adopted the CSA's Top Seven Threats in Cloud Computing v1.0 guideline as a reference taxonomy to track cloud vulnerability incidents. CSA Threats 2 (Insecure Interfaces & APIs), 5 (Data Loss or Leakage), and New Threat 8 (Hardware Failure), constitute 25% of threats and account for 64% of all cloud vulnerability incidents. There is clearly a need for more efforts to increase the accountability [12, 13] of cloud service providers. It is clear that mandatory reporting of probable causes of cloud incidents and the possible counter measures can foster best practices in the industry.

## 6. References

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## Appendix A - Methodology of Search and Categorization

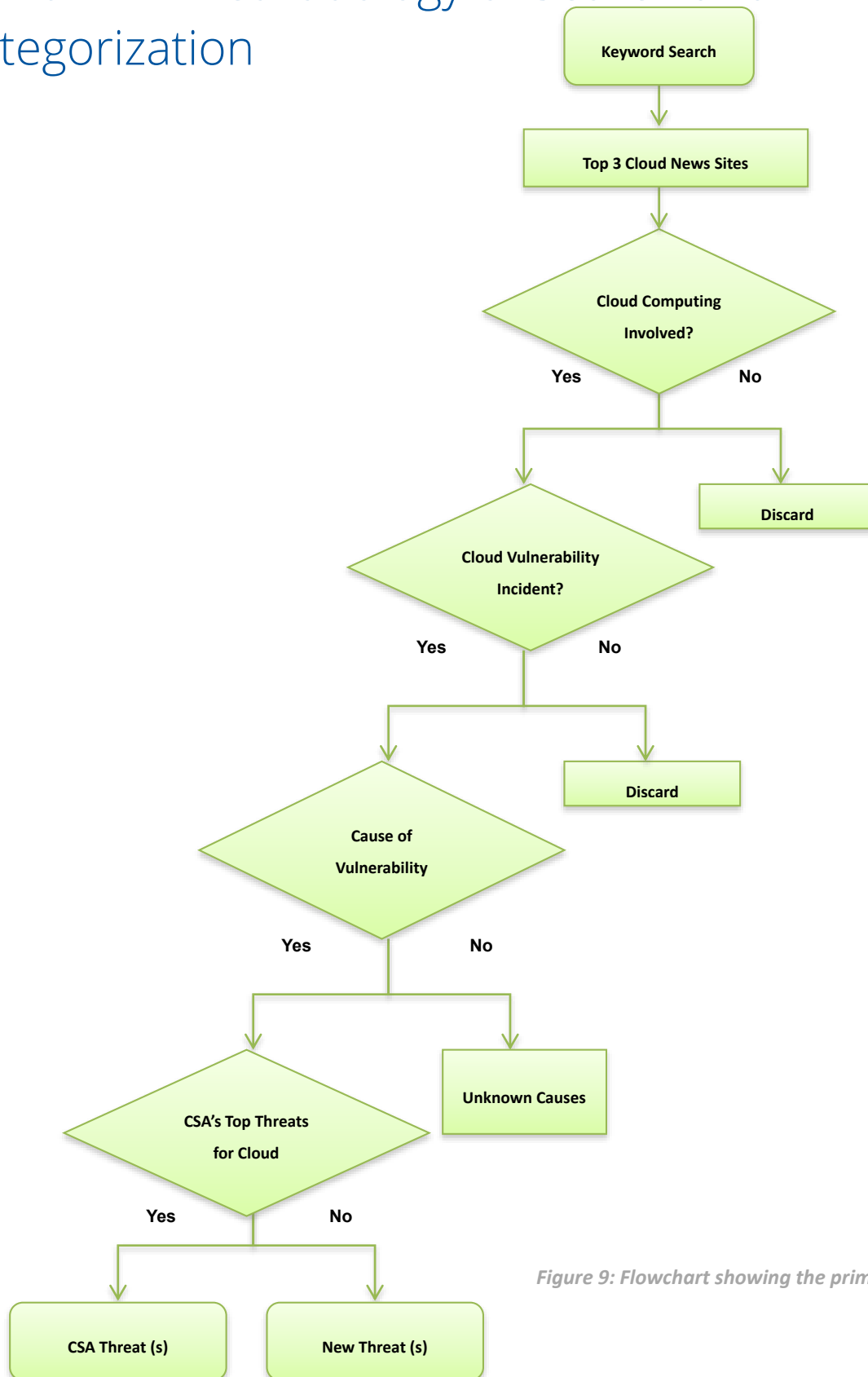
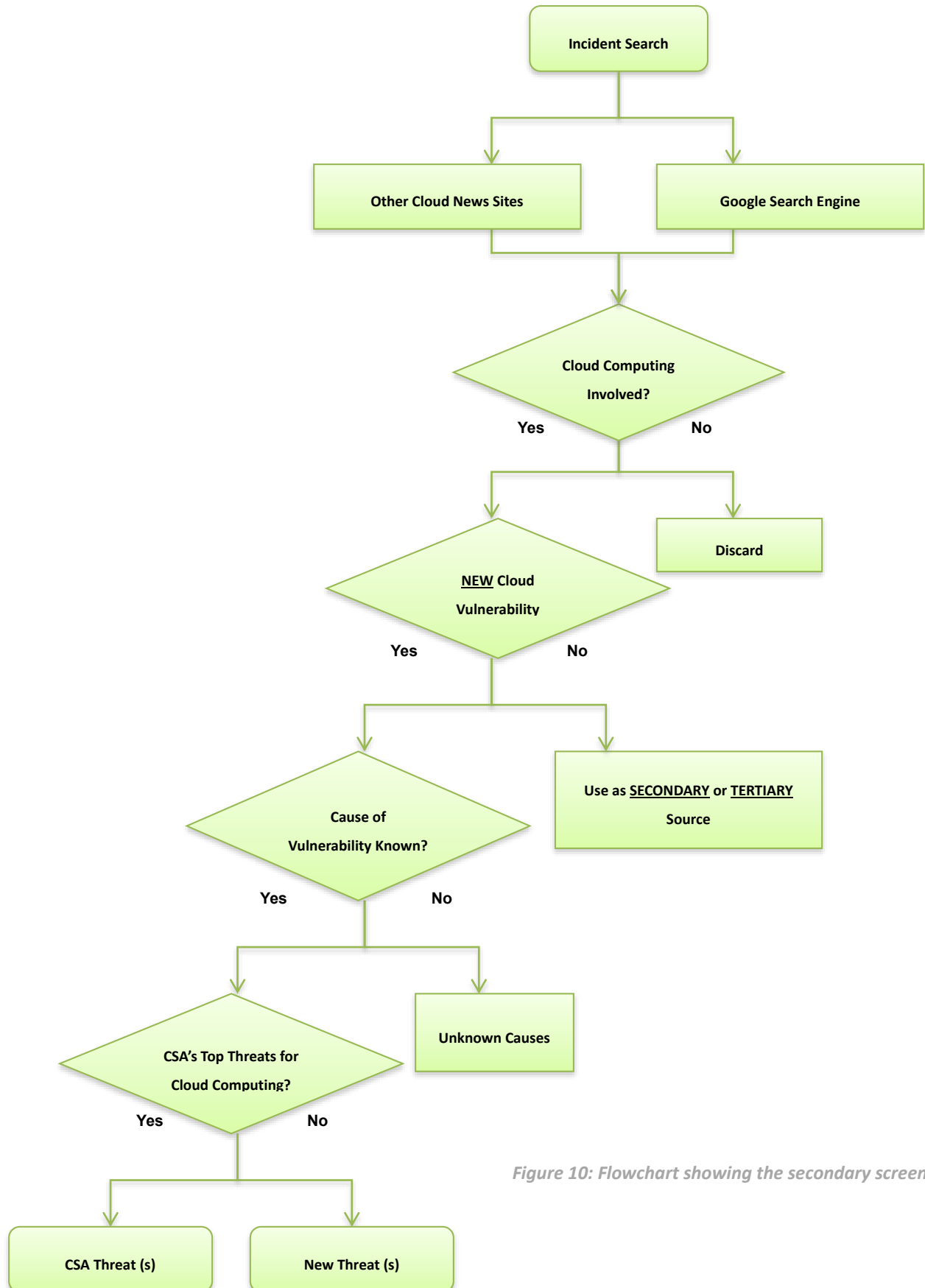


Figure 9: Flowchart showing the primary screening

*Figure 10: Flowchart showing the secondary screening*