BetterCloud

The Top 8 Security Blind Spots in Your SaaS Environment

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What is a **blind spot**?

Remember when employees started accessing corporate data on **mobile devices**?

The New York Times

New Palm Pilot Links to Internet Wirelessly

The New York Times, 1999

ComputerWeekly

The changing face of the mobile workplace

Computer Weekly, 1999

intel

Effects of Wireless Mobile Technology on Employee Productivity

Wireless mobility changes the way employees work

Intel, 2003

The Economist

A different way of working

All sorts of companies are finding mobile Internet technology surprisingly useful

The Economist, 2001

Then **this** happened…

The Washington Post

Lost a BlackBerry? Data Could Open A Security Breach

Washington Post, 2005

TechTarget

The hidden threat: Residual data security risks of PDAs and smartphones

TechTarget, 2005

IEEE

Mobile phones: the next frontier for hackers?

IEEE, 2005

COMPUTERWORLD

OPINION

Balancing the benefits and risks of mobility

Computer World, 2003

The same thing is happening with **SaaS** now.

FAST COMPANY

Five Ways the New Google Docs Speeds Up Teamwork

Fast Company, 2010

lifehacker

How to Use Dropbox as a Killer Collaborative Work Tool

Lifehacker, 2011

strategy+business

The Promise of the Cloud Workplace

strategy+business, 2010

WIRED

CLOUD CHANGES THE WAY EMPLOYEES EXPECT TO WORK

Wired, 2012

TIME

How E-Mail Killer Slack Will Change the Future of Work

TIME, 2015

SaaS is creating unforeseen **security challenges**.

FAST COMPANY

Why Slack, Chatbots, And Freelance Workers Have Your IT Department Freaking Out

The rise of collaboration tools and the mixed workforce of full-time and freelance staff that use them means more security risks.

Fast Company, 2017

ZDNet

Hundreds of companies expose PII, private emails through Google Groups error

Oversight, not flaws, has led to some serious data exposure for firms including IBM's Weather Company and SpotX.

ZDNet, 2017

THE HILL

Government tech team in hot water for 'data breach' tied to Slack

The Hill, 2016

InformationWeek DARKReading

How SaaS Adoption Is Changing Cloud Security

Dark Reading, 2014

CSO

Data leakage risk rises with cloud storage services

CSO, 2013

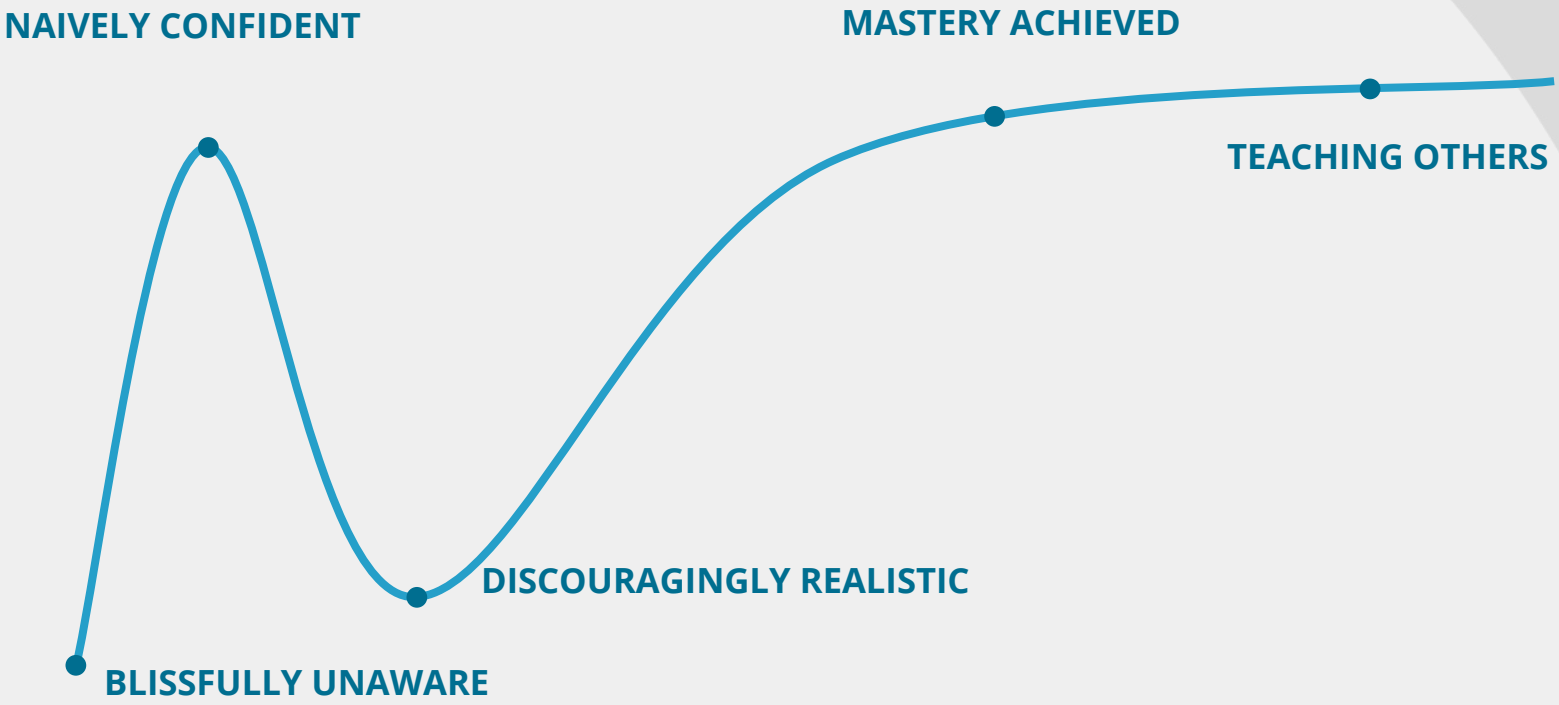
of IT professionals are just getting started managing SaaS apps, or teaching themselves

Source: BetterCloud Monitor,
https://www.bettercloud.com/monitor/6-guiding-principles-for-it-success/

You don’t know what you don’t know.

And it’s not your fault.

5 Stages of Learning



Kruger, Justin, and Dunning, David (1999). Unskilled and Unaware Of It: How Difficulties in Recognizing One's Own Incompetence Lead to Inflated Self-Assessments. *Journal of Personality and Social Psychology*. American Psychological Association. *77*(6): 1121–1134.

5 Stages of Learning

How to Manage SaaS Applications

NAIVELY CONFIDENT
You think you know, but still don't know what you don't know

BLIND SPOTS ARE HERE

DISCOURAGINGLY REALISTIC
You know what you don't know

BLISSFULLY UNAWARE
You don't know what you don't know

MASTERY ACHIEVED
You know it

TEACHING OTHERS
You know it fully, and you're helping others learn it

FEW HAVE ACHIEVED THIS

The 3 Most **Dangerous** Blind Spots

POLL QUESTION #1

BLIND SPOT #1

Admin Permissions

The # of super admins in your org is higher than you think, which is a security risk.

BLIND SPOT #1 | Admin Permissions

Why should I care?

Super admins can make changes that are disastrous.

Regulations like GDPR require you to limit admin permissions as much as possible.

BLIND SPOT #1 | Admin Permissions

Why does this happen?

SaaS apps lack granular admin roles, so you end up giving everybody super admin access.

You don’t think about admin permissions when you first deploy SaaS.


CUSTOMER STORY

POLL QUESTION #2

BLIND SPOT #2

Offboarding

The percentage of ex-employees who still have access to your data is higher than you think.

BLIND SPOT #2 | Offboarding

Why should I care?

Ex-employees who retain access can steal, tamper with, or destroy confidential data.

BLIND SPOT #2 | Offboarding

Why does this happen?

Offboarding is a very manual, time-consuming process that nobody wants to do.


CUSTOMER STORY

POLL QUESTION #3

BLIND SPOT #3

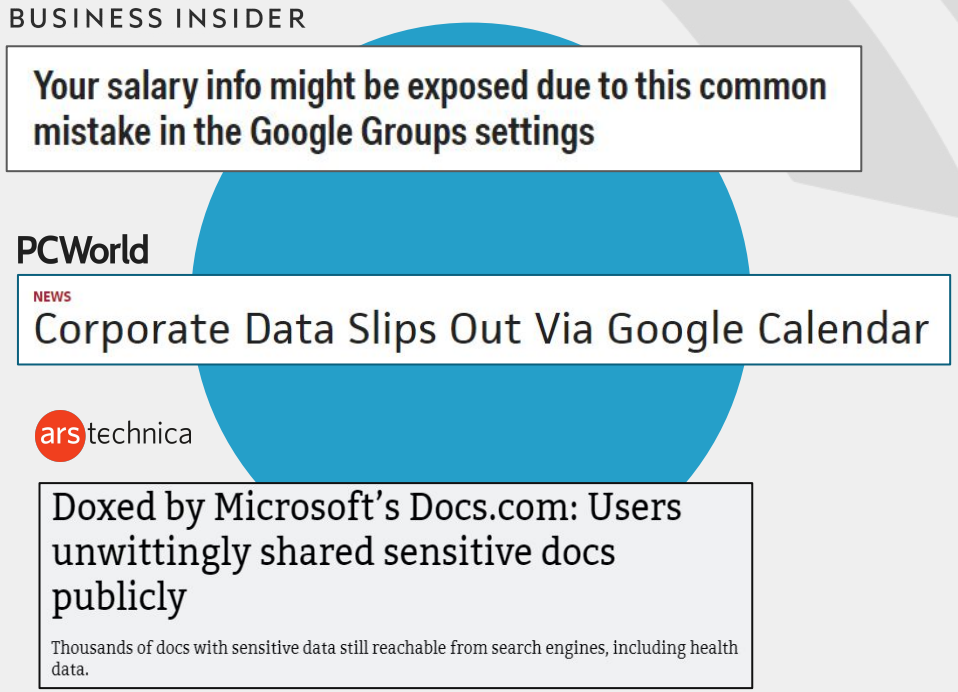
Data Exposure

Whether it's done accidentally or maliciously, your data is more exposed than you think.

BLIND SPOT #3 | Data Exposure

Why should I care?

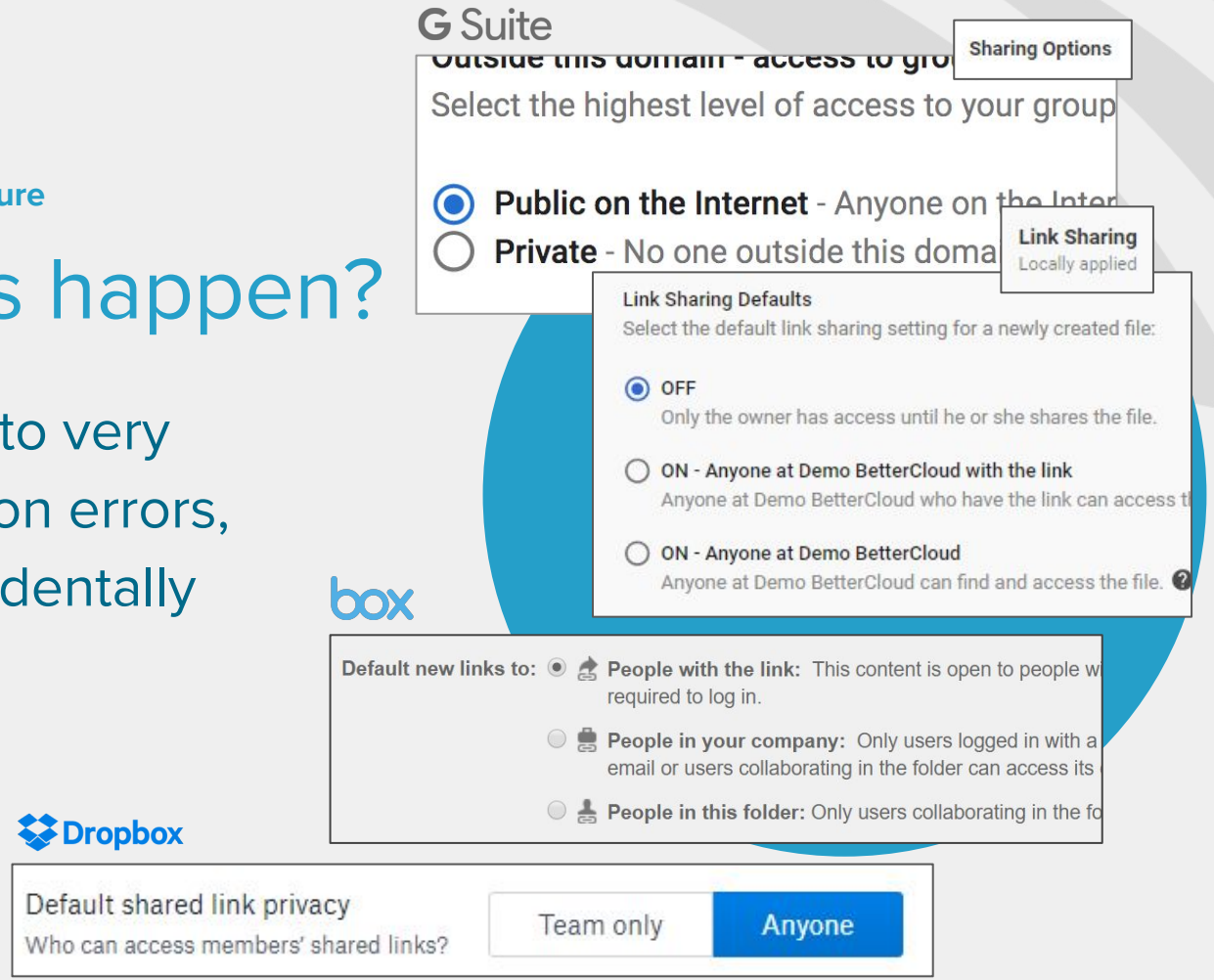
Sensitive or confidential information can be exposed to the entire org, or worse — the public. Hackers are mining information for phishing attacks.



BLIND SPOT #3 | Data Exposure

Why does this happen?

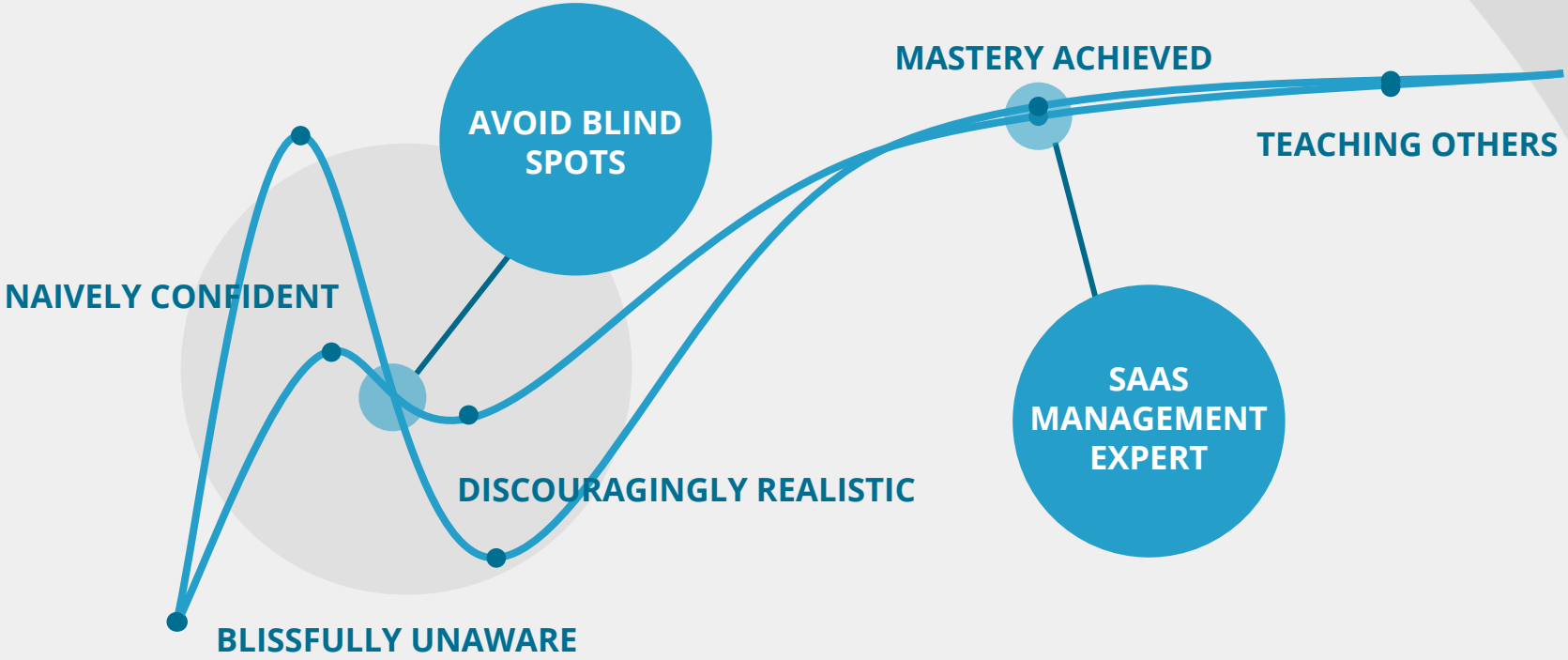
SaaS apps are prone to very simple misconfiguration errors, making it easy to accidentally expose data.



CUSTOMER STORY

5 Stages of Learning

How to Manage SaaS Applications



The 8 critical blind spots

1. Admin Permissions
2. Offboarding (User Lifecycle Management)
3. Data Exposure
4. Insider Threats
5. External Access
6. Groups Management
7. Licenses
8. Maintenance

To learn more about all 8 blind spots, download our whitepaper at https://bettercloud.com/**blindspots**

Q & A

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