SHADOW IT: PRIVACY AND RECORD MANAGER CONCERNS

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Disclaimer

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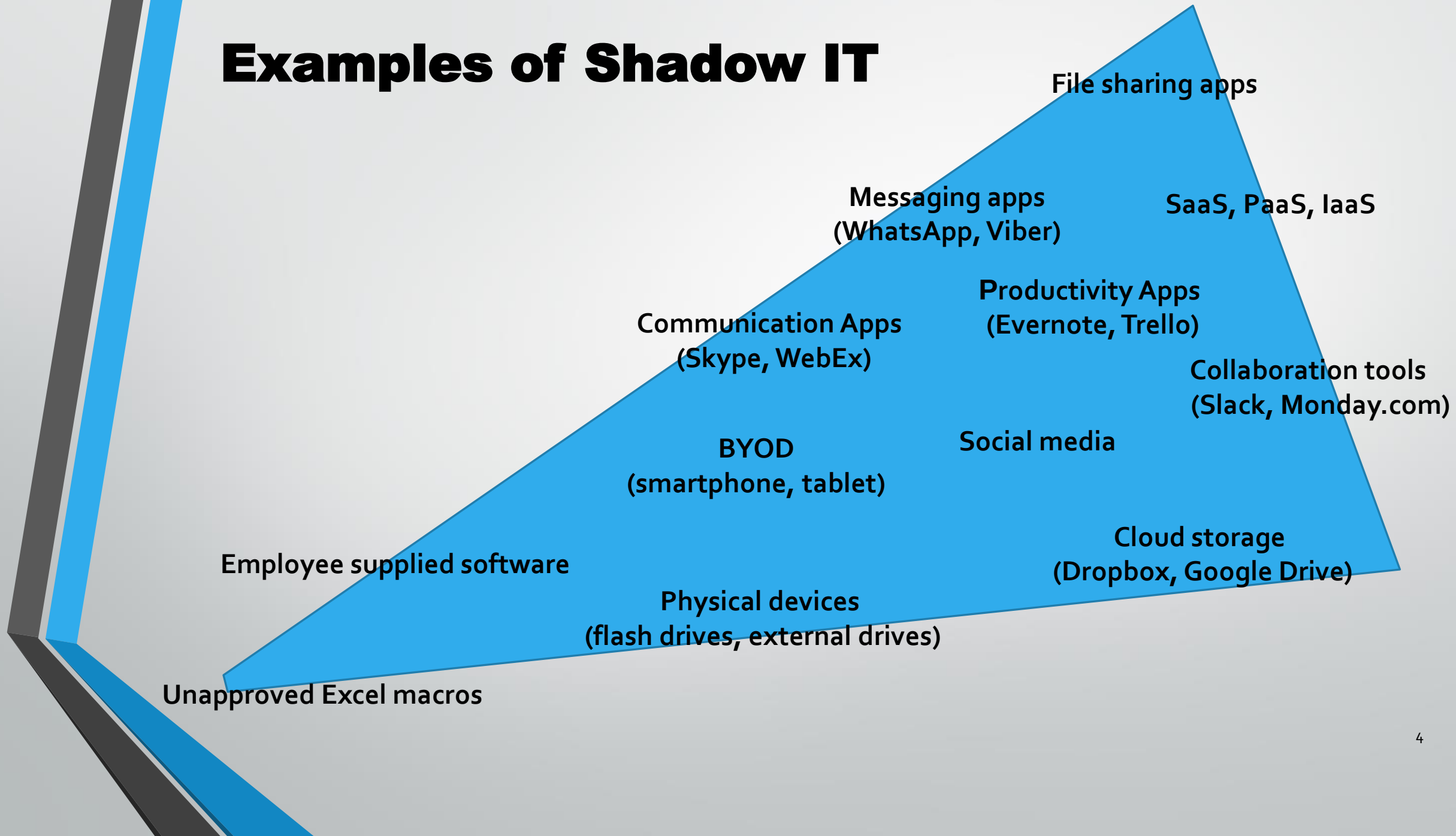
What is Shadow IT?

- **IT systems and solutions built, used and/or managed without explicit organizational (IT) approval (or proper licensing)**
- **Can be used on corporate devices/systems or cloud**
- **Any resource or applications**

Examples of Shadow IT



DOES YOUR COMPANY HAVE SHADOW IT?

Shadow IT comprises **50%** or more of IT spending (Everest Group)

Shadow IT **30%** to **40%** of IT spending in large enterprises (Gartner)

CIOs underestimate number of cloud shadow IT by a factor of **15** to **22** (Cisco)

By 2020 **1/3** of successful attacks experienced by companies will be on shadow IT resources (Gartner)

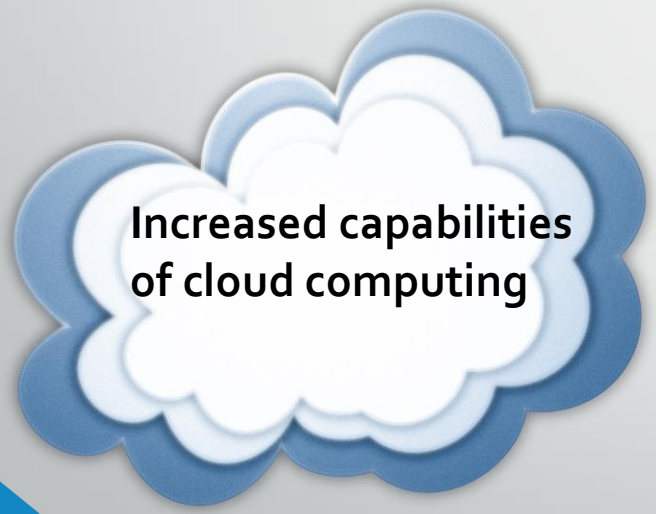
83% of organizations don't know the number of Shadow IT apps in use by their staff (Cloud Security Alliance)

18.1 % of files uploaded to cloud-based file-sharing and collaboration services contain sensitive data (McAfee)

Why do employees use Shadow IT?

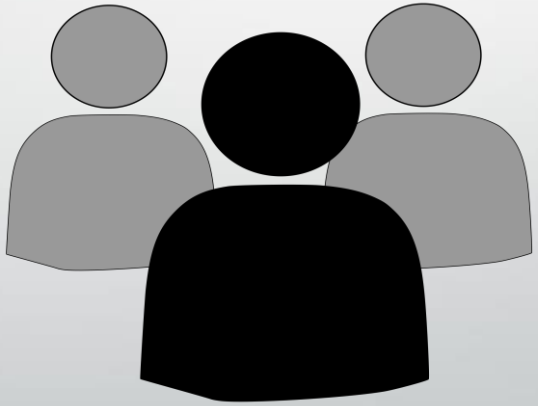
Company IT solutions seen as not efficient or cost-effective

Tech savvy employees (using applications/devices for personal use)



Increased capabilities of cloud computing

Common Practice



Industry-specific/cross industry SaaS

Opportunities for Company

- Business more competitive
- Employee engagement with technology can lead to productivity
- Less need for employee training and management
- Relieve IT dept from supporting physical infrastructure
- Lead to innovations in business process/operations
- Cost savings
- Business-critical processes developed – efficient and effective operations

Risks to Company

Security/Privacy

- Data breaches
- Introduction of viruses, malware, etc.
- Use of unauthorized/unsecured devices
- Insufficient security controls (i.e. encryption, access)
- Duplication of systems
  Loss of respect for IT organization

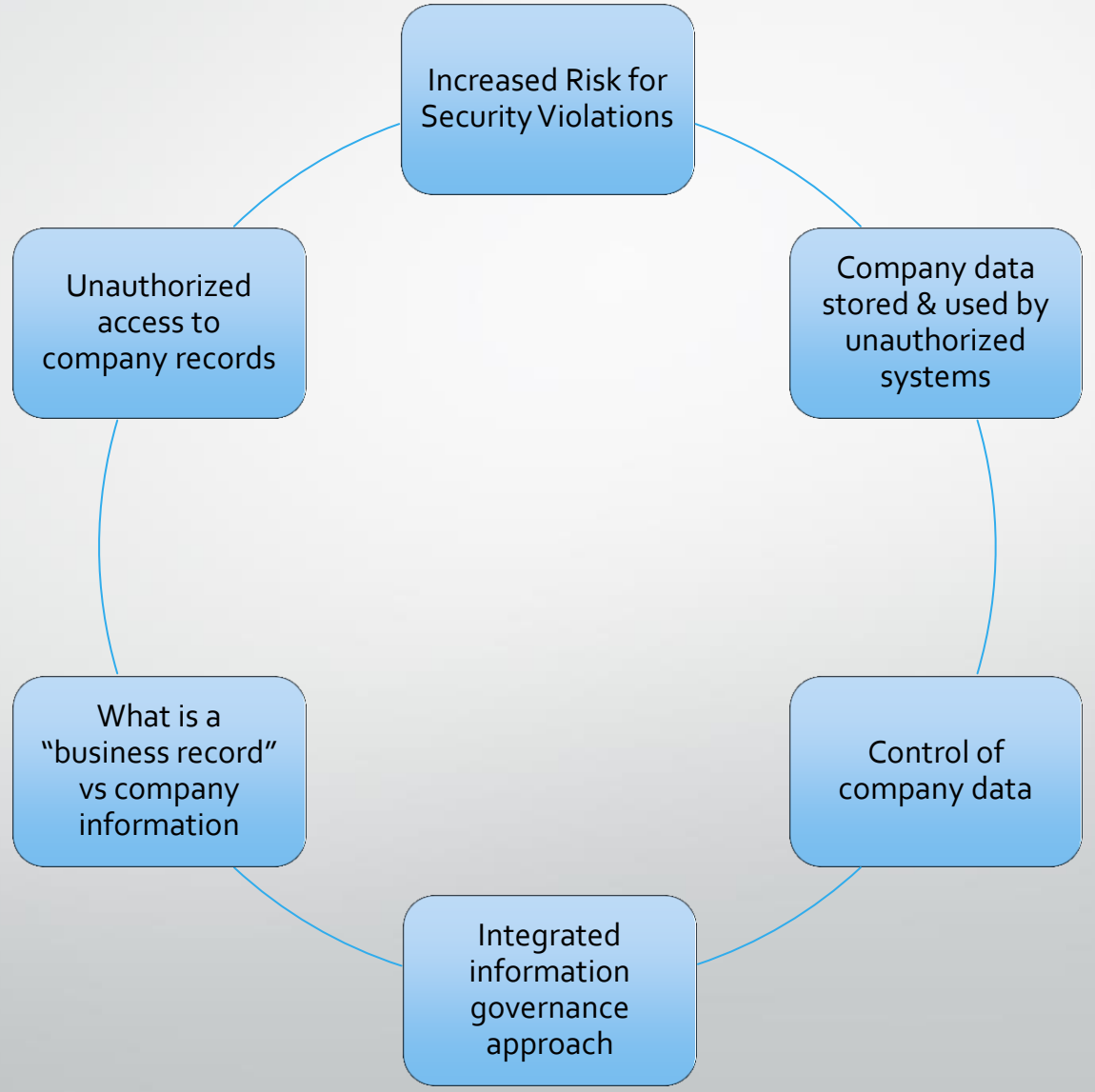
Corporate/Record Management

- Loss of control of data
- Company records/information leaving
- Duplication of records data
- Regulatory audit
- Lack of integration/consistency among corporate users
- Loss of access to records/information (IT blocks)

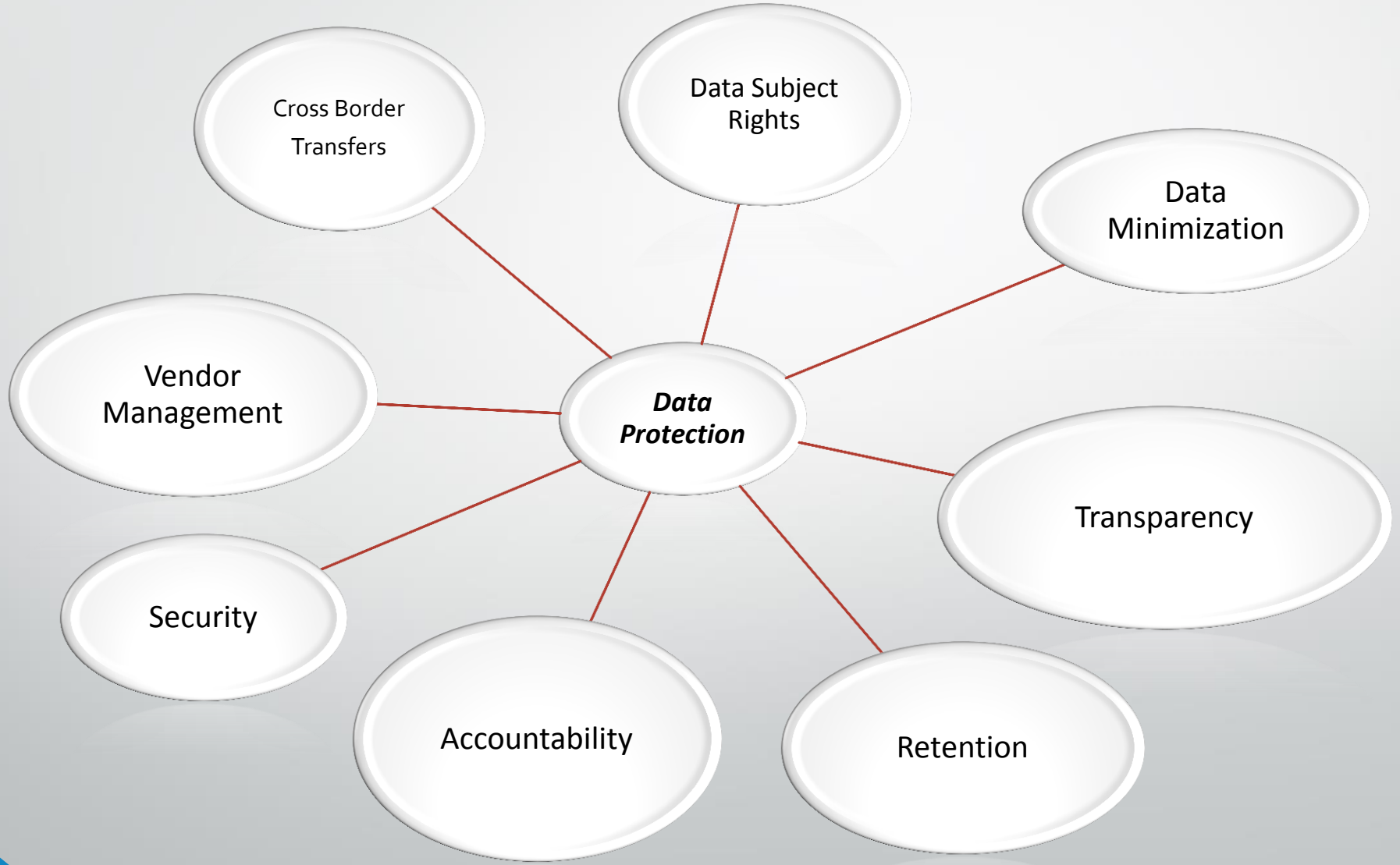
Third Party Rights

- License compliance
  no license/improper use
- Intellection Property violations
  infringement/combination
- Customer audit

As a records manager, why should you care?



Privacy Concerns



What should your company do?

DISCOVER/IDENTIFY

MANAGE/GOVERN

Notable Breaches in 2018

vtech

LifeLock

amazon

FedEx

Atrium Health

ORBITZ

VOVOX

UNDER ARMOUR

AIR CANADA

Panera BREAD

POLAR

TCM Bank

G+

QUESTIONS?

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