



ISE West Executive Forum and Awards Nominee Showcase Presentation

September 16, 2010

<i>Company Name:</i>	LiveOps
<i>Project Name:</i>	Evaluating Cloud Risk for the Enterprise
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<i>Presenter Title:</i>	CISO & VP Information Security





Company Overview



liveops™

- Contact Center in the Cloud
- Founded in 2000
- 400+ staff and 20,000 agents
- Support approx 56 million calls and billions of minutes annually on the LiveOps Platform
- Financial Services, Insurance Health Care, Retail





Presentation/Project Overview

- **Provider Perspective:** How do I efficiently demonstrate Cloud Security beyond standardized PCI-DSS, ISO 27001, HIPAA, etc ?
- **Enterprise Perspective:** The business is pushing me towards Cloud, and I need to know how to evaluate the risk ?
- **Outcome:** Guidance



Overview of Business Challenge

- Cloud adoption is rapidly increasing and “wait and see” approach is becoming less of an option
- Cloud is a new model, and as such mature Risk and Security controls are still being developed
- Unsubstantiated claims by Cloud Providers
- There is significant FUD associated with Cloud



Project Scope/Goals

- Create a Cloud Guide specifically for the Enterprise – *“Evaluating Cloud Risk for the Enterprise”*
- Led by BITS Shared Assessments
- Participation from over forty Enterprise companies including Financial Services, Health Care, Technology Providers, Big 4 Accounting firms, and Industry analysts
- Six month initiative with the release date of October 2010



Project Results

- Enterprise Risk Based approach to Cloud by focusing on the less-known and higher risk areas
- Allow Enterprise organizations to leverage prior experience and knowledge by introducing the concept of Shared and Delta Control Areas for the Cloud
 - **Shared Controls**, are control area's which have significant similarities between the new Cloud Models and Traditional Outsourcing Models, and whose audit mechanisms are considered mature
 - **Delta Controls**, are control area's which are largely distinctive, less-known, and highest risk in Cloud, and whose audit mechanisms are considered not yet fully mature



Project Results

- **Delta Cloud Control:**
 - Multi-Tenant Platforms
 - Multi-Client Prioritization
 - Agile Delivery
 - Ambiguous Data Location & Cloud Layers
 - Cloud Management (Roles & Division of Responsibilities)
 - Virtualization
 - Legal Contracts and Data Privacy/Jurisdictional (International)
 - Authentication
 - Web Application Security
 - Cloud Vendor Inter-reliance
 - E-Discovery/Forensics
- Included are practical security recommendations, questions to ask, and lessons learned for each of the Shared and Delta Cloud Control areas



Lessons Learned/Best Practices

- There is no silver bullet approach to Cloud -- ensure that you ask the right questions, get the right answers and fully understand the solution offered
- Grow Cloud subject matter experts in your team – leverage BITS, CSA, ISACA, ENISA, etc
- Cloud may be the best opportunity to build Security into a Product, or it can be a wasted opportunity
- Guidance will be issued on October 2010 from <http://www.sharedassessments.org>



Thank you and Questions

- Questions?