



# Shining a Light on Shadow IT

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# What is Shadow IT?

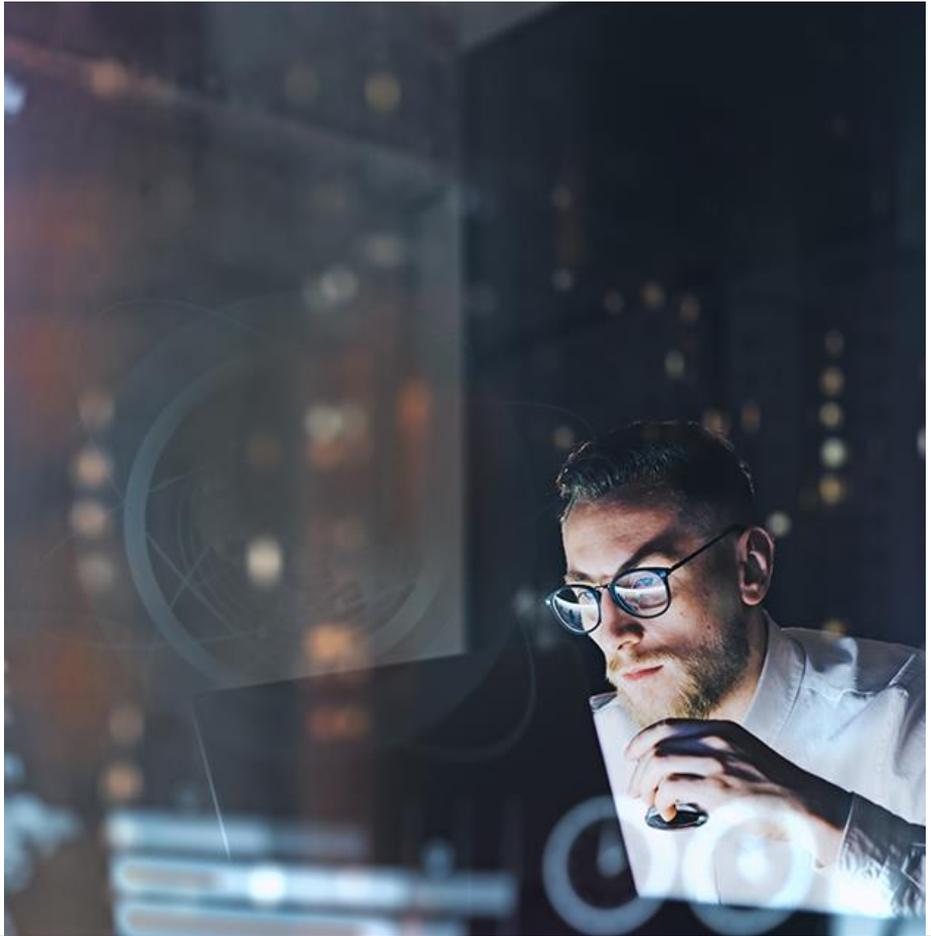
- IT Purchased without explicit organization approval
- Not supported or run by the company's IT department
- Bring-Your-Own-Device (BYOD)





## Benefits to Vendors

- Easier to release software
- Easier to change direction
- Regular Revenue
- Reduction in Piracy / Under licensing
- Control on Standardization



# Why do we need Accountability

- Provide those responsible with visibility
- Remove duplication of products
- Leverage better pricing
- Run the winners and cut the losers



# What solutions have been presented so far?

- Work with Finance to understand any bills coming in the organization in case they are using IT services
- Use SaaS provider APIs to monitor
- Have people talk to each other more
- Make sure internal solutions are better than external providers



# How do you find what you don't know?

- Ensure all client usage is captured
- Identify and monitor web app usage
  - By URL pattern and collect detailed focus and keystroke level
- Analyze most visited and known SaaS / IaaS providers



Who used?



What software?



From where?



For how long?



How intensively?

# Anything Else?

- Integrate with IaaS providers via API and collect purchased inventory
- Store and analyze this alongside your traditional estate
- Query devices directly and determine
  - What are they talking to
  - How stretched are these resources

# Conclusion

- Subscription Services will continue to outgrow other models
- SaaS is software and needs to be managed as such
- We all need a new toolkit to provide visibility and accountability which will:
  - Need to continue to evolve to encompass new services as they appear
  - Must be able to aggregate from multiple seemingly disparate data sources
    - Traditional inventory
    - Vendor APIs
    - Web based Patterns
  - Monitor Licensing and usage from a different perspective

# Case Study

## Situation

- Company with multiple Business Groups
- IT budget was central, but all had own expense processes so shadow IT was prolific
- No standardized hardware and software
- Believed that multiple of these business groups had AWS, Salesforce but didn't have the necessary info

## Approach

- Setup Global Reporting platform
- Baseline the devices on the network and rollout usage agents to these machines.
- Match usage against subscription services to levels of usage both overall and per Business Group
- Facilitate creation of global agreements over local agreements



Thank you, any Questions?