Shining a Light on Shadow IT

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15TH JANUARY 2019
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)
What about Subscription Services?

- Flexible
- Buy What you Need
- Faster time to delivery
- OPEX not CAPEX
- Less (or no) infrastructure to manage
- Start up and Shut down as necessary
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
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 the 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?