Cloud Services
Information session
Date: June 2019
Agenda

- Today’s objective
- Why are you here?
- Context
- Risks & considerations
- What do we need to change?
- Process highlights & sensitive data
- Considerations to be aware of
- What do we expect from you?
- Tools available
- Next steps
Our Objective Today...

• Provide an understanding of what **Cloud Services** means to **all of us** at McGill and the **support** we need from you

• Explain how we can **work together** to **protect ourselves and the reputation of McGill** by safeguarding our data
Why are you here?

You are in direct contact with members from the McGill community who acquire or use cloud services.

You can influence others in doing things right.
What is a Cloud Solution?

Instead of running a software application and storing/accessing your data on your desktop or on McGill’s network, this is provided to you remotely as a service (by an external service provider) and accessed over the Internet.

- Reduces costs of maintaining our systems
- Allows for quicker implementation times
- Gives us the flexibility to connect to the university anywhere, anytime
- Makes access to our data easier

We have currently more than 100 cloud services in use at McGill by over 30 departments.

- Since our data is no longer kept within the walls of our organization, we don’t have the knowledge or control of who has access to our data without performing due diligence
Protecting ourselves & our organization

- Secure personal & sensitive information
- Protect proprietary information and Intellectual Property (IP)
- Comply with laws, regulations and standards
- Protect the privacy & rights of individuals and the reputation of McGill
2018 Audit

Finding

Process to acquire/use cloud services **not** formally documented/communicated

Acquisition/use of cloud services **without** understanding the risks associated

Acquisition/use of cloud services **not** consistently managed

Action plan

Actions are taken between **May 2019 – December 2020 (and beyond)** to ensure the processes are clarified and key stakeholders are informed.
Consequences of acting alone...

A self-provisioned cloud service is one that has not been vetted by procurement or IT services.

When acquiring or using a self-provisioned cloud service, the McGill employee or his/her unit takes full accountability for any resulting data breaches and security incidents related to this data (ex. data breach notification).
Risks

- Risk of non-compliance with laws and regulations
- Risk of acquiring a cloud service whereas a comparable one is already available
- Risk of being held personally liable
- Risk of getting locked into a contract you don’t want
### Considerations for Free or Paid Cloud Services

#### Before
- What type(s) of data will you be working with?
- Is your proposed solution really a cloud service?
- Have you defined your requirements?
- Does McGill already have a similar solution, and have you researched alternatives?
- Can you adapt your processes according to the restrictions of the cloud service?
- Are you aware of the funding model for the acquisition of cloud services?
- How soon do you want to start using this solution?

#### During use
- Do you have the resources and expertise to support the ongoing maintenance and monitoring of the cloud service?

#### At renewal
Cloud services do not need to undergo the assessment process upon renewal, unless:
- Client raises issues with service
- Vendor changes processes, systems, or « flow of data »
- Breach of contract related to security, performance or privacy compliance
- Scope change by client
- Significant changes to laws, regulations and industry standards
We need to take ownership!

We are all responsible for the security of McGill’s data!

This does not only concern Procurement or IT Services.

We need to become pro-active and work together.

Adhering to process and performing our due diligence are key to protecting McGill and ourselves.
Click each box for details

1. Assess your needs (requester/user)
2. Contact Data Trustee(s) for concept approval
3. Submit Procurement Mandate Form
4. Privacy Assessment
5. IT Risk Assessment
6. Contract Assessment
7. Final Decision

Assessments take time to complete

**Note:** Overview generated from acquisition procedures 1.1 to 1.5
Which data is sensitive/confidential?

**Regulated** institutional data
- Mandated by law, regulation or industry requirement

**Public** institutional data
- Non-confidential information

**Protected** institutional data
- Data that is not regulated, nor public

**Examples**
- Personal information
- Student/employee records
- Passwords
- Legal files
- Press releases
- Public access website pages
- Published documents, ex. brochures, annual reports, academic calendars, campus maps, course descriptions, etc.
- Internal memos
- Meeting minutes
- Documents incl. proprietary information
- Research grant applications
- Etc.

*Note: Research data is subject to the same provisions*
You have a critical role to play!

**Spread the word!**

- Explain the process to others
- Make them aware of the time required to follow the process
- Ensure they understand why the process has to be followed

**Be a guardian!**

- Ensure you understand the cloud acquisition process
- Ask questions if needed
- Do not proceed with any cloud service until due diligence is performed

**Controls will be added to monitor cloud usage!**
Tools available

Some of the tools that will be available for you:

<table>
<thead>
<tr>
<th><strong>Cloud Services 101</strong></th>
<th>• A basic introduction to cloud services explaining what it is, the benefits and risks as well as the expectation of the requestor’s role in the process.</th>
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<tbody>
<tr>
<td><strong>Cloud Process</strong></td>
<td>• High-level overview of the Cloud Service Evaluation Process, for anyone at McGill planning to acquire or use a cloud service.</td>
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<tr>
<td><strong>Cloud considerations</strong></td>
<td>• A set of questions to ask yourself as a guideline prior to the acquisition, during the use, and at renewal of a cloud service.</td>
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<tr>
<td><strong>Cloud directive &amp; guidelines</strong></td>
<td>• The official document that prescribes when and where you can store (and transmit) McGill data, depending on data security and privacy needs.</td>
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Visit our web page: [https://mcgill.ca/cloud-directive](https://mcgill.ca/cloud-directive)
Next Steps

• You will receive the presentation and tools available
• Additional invitations may come your way
• Contact us if you have questions
Contact

For any questions, please send an email to:

Feedback.purchasing@mcgill.ca
Any Questions