IT & SHADOW IT (EMBRACE OR SQUASH)

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Abstract

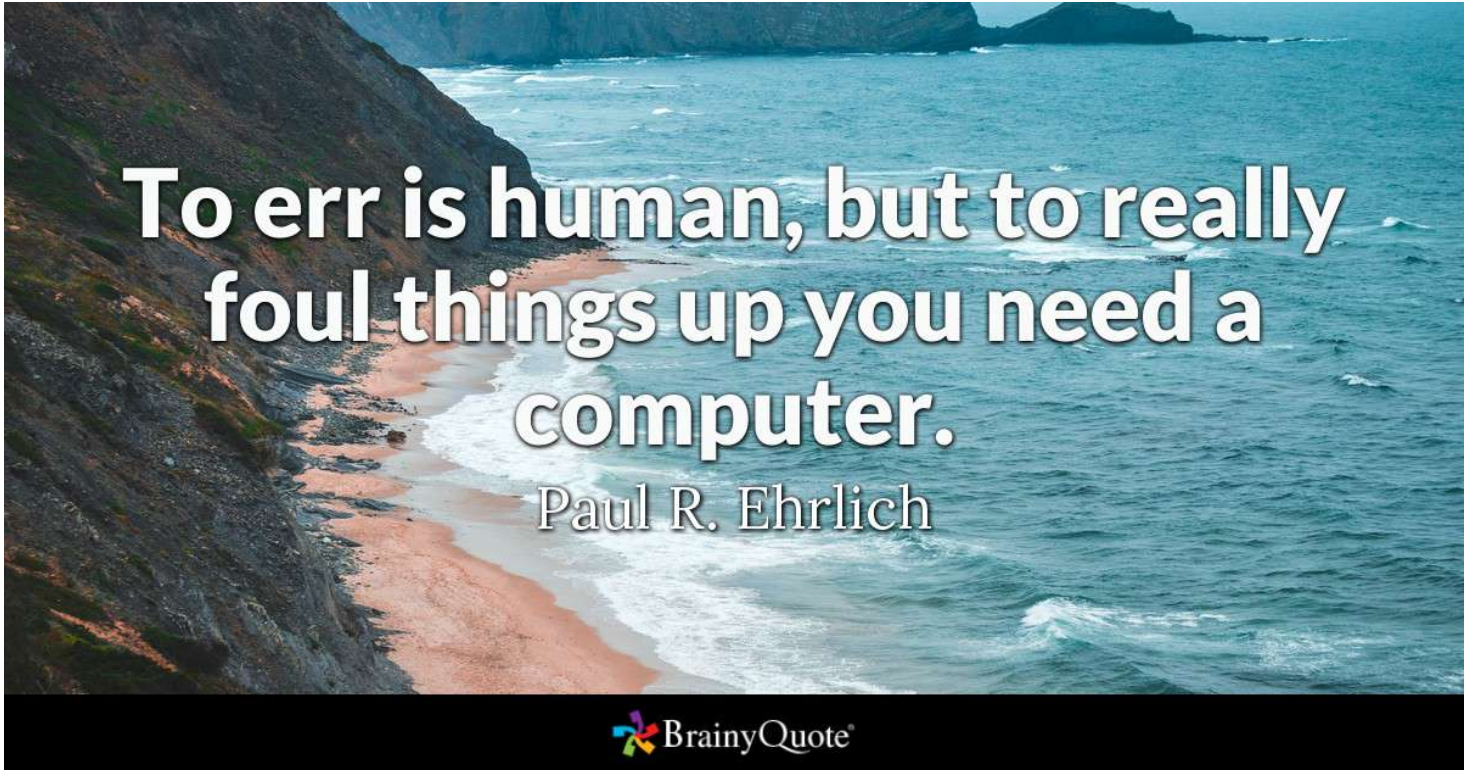
Shadow IT is used to describe IT systems and applications built and used inside departments without explicit organizational approval. It is also used to describe solutions specified and deployed by departments other than the IT department.

Shadow IT has been garnering press these days as departments or services within organizations are looking for ways to develop solutions without the adhering to the normal development paradigm. This can be good in bringing innovation but also bad in safeguards put in place for new applications are bypassed, even for prototypes.

Presenter

- Principal Consultant at Metron-Athene, Inc.
- Involved in the IT industry for 30+ years
- Involved with Capacity Management for 25+ years
- Presenter at conferences such as CMG, GSE, Share and regional / local User Groups
- Certifications in ITIL, VMware and other disciplines

Quote


To err is human, but to really foul things up you need a computer.
Paul R. Ehrlich
BrainyQuote

Agenda

- What is Shadow IT
- How it begins within an organization
- Issues with Shadow IT
- How to maintain Control?
- Should we **Embrace** and **Accept** or **Not?**

When someone mentions the words “Shadow IT”

What is Shadow IT?

- Implementation of software by groups without IT departments involvement
- Creation of outside computing services without IT involvement, i.e. provision Cloud instances
- Acquiring IT services from Third-Parties outside organization

How it begins within an organization

- Perceived lack of support within organization
- IT jargon and lingo
- Others within organization want to do it “Their Way”
- New technology available business units want to implement
- “My son or daughter plays with computers and can do it ☺”

Issues with Shadow IT

- Data security
- Organization policies and practices not adhered
- Industry regulations and compliance not followed, i.e. HIPPA
- Budget
- Software and hardware inventory

How to maintain Control?

- Education within organization
- Control of Cloud service acquisition
- Automated hardware and software inventory
- Clearly defined procedures to procure services outside of IT
- Strict adherence to security policies with audits (data leaks, ransomware)

Summary

- Is Shadow IT here to stay?
- How does an IT organization maintain control of it?
- Security, Security, Security!
- How does it become a winning strategy for IT organizations and the enterprise?

DISCUSSION

THANK YOU