



[CT-34] Cloud service provider supply chain is compromised, effecting our service quality

Created: 31/Jul/19 10:45 AM - Updated: 05/Aug/19 10:41 AM

Status:	Raised
Project:	Cloudy Tools

Type:	Risk	Priority:	High
Reporter:	Levente Szabo	Assignee:	Owen Klyed
Resolution:	Unresolved		
Labels:	IT-suppliers, quality-assurance		

Risk Management

Date raised:	30/Jul/19
Likelihood:	
Impact:	
Treated by:	CT-35

Description

Changing providers

We need to trust the quality standards that a cloud provider can offer over time.

How easy would it be to switch providers in case of an obvious degradation of quality in the supply chain?

Many of these risks can be mitigated by careful planning and attention to details when drafting service contracts with cloud providers. For example, risks related to privacy and data confidentiality can be reduced by using hybrid cloud computing and sharing only some resources but not relinquishing data control.

We forecast problems that will derive from the use of cloud computing. The issue of lack of ownership of data and resources is obvious. The lack of data control is a true concern and we believe the problem will only spiral towards the worst as more and more resources are shared.

Compliance

There are risks involving non-compliance with existing policies and contractual obligations related to the handled data or the business operations. The legal implication of using an external IT provider should be carefully reviewed.

Security

Not just confidentiality, but the entire structure should be evaluated. Where's your data going to be stored? Who will have access to the information? What security measures and protection does the cloud provider offer? Is all information (even when non-sensitive) transmitted in unsecured plaintext or is it encrypted at all times?

Links

Problem/Incident			
<i>causes</i>	[CT-9]	Faulty cloud services can diminish customer trust	Raised
Relates			
<i>relates to</i>	[CT-29]	Consumers have reduced visibility and control, increasing churn	Raised
<i>relates to</i>	[CT-32]	If credentials are stolen, IP and financial assets are lost	Raised