

State of Missouri Secures Cloud Usage and Ensures Compliance



State of Missouri

Customer Profile

The State of Missouri, with offices in Jefferson, Missouri, has 40,000 users and provides the state with services related to all aspects of government, health, education, labor, safety, and tourism.

Industry

Government

The State of Missouri is a large public sector organization with more than 14 different agencies and 40,000 end users. With this many employees, managing policy and access controls can be a challenge without one single point of control that covers all employees.

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CASE STUDY

State of Missouri CISO Michael Roling was already utilizing a content gateway to block some cloud usage based on categorical allocation, but usage was still getting through due to the gateway's inability to detect risk outside of malware and malicious scripting its inability to determine the difference between Russian social media sites and those based here in the US.

Gaining Visibility into Shadow IT

"With an end-user population as large as ours, we knew that we had Shadow IT," says Roling. "But you don't know, until you know." Roling and his cyber risk team chose to go with McAfee to tackle their Shadow IT because they wanted granular visibility into each service in use and to fully understand their associated risk.

McAfee® Skyhigh Security Cloud for Shadow IT instantly detected well over 2,500 unknown cloud services, which was a lot more than Roling expected. "I was expecting the number to be high, but the results were a real eye-opener."

Roling and his team were surprised to see how many services were flying under the radar based on their previous allocation, specifically those that were categorized as social media, collaboration, and information technology.

Roling and his team utilize McAfee Skyhigh Cloud Trust Registry, containing McAfee Skyhigh Cloud Trust Ratings for more than 16,000 services, to quickly and easily evaluate the individual risk of each service in their system. Developed in partnership with the Cloud Security Alliance, the McAfee Skyhigh Cloud Trust Program allows executives to quickly evaluate and understand the risk of each service and eliminate the

need for extensive manual research, saving Roling and his team critical labor hours.

McAfee Increases Regulatory Compliance

As a government entity, the State of Missouri has several layers of regulations they have to meet, including HIPAA, FERPA, IRS 1075, and NIST-800, as well as many others, which can make going to cloud tricky. "We have to comply with everything under the sun, and so far, we have taken baby steps," says Roling. "We know that as we continue to mature, the cloud is going to be the key to our continued success. We are always getting asked to do more with less, and the cloud is going to get us there."

By having McAfee Skyhigh Security Cloud in their environment, Roling and his team have been able to address their compliance risks. "We have been able to adhere to all of our regulations," says Roling. "We don't have to worry as much about sensitive data being sent to high-risk sites because McAfee Skyhigh Security Cloud prevents it from happening in the first place."

In addition to being more compliant through the blocking of high-risk services, the State of Missouri can now also measure their overall risk posture by leveraging machine learning, which establishes a baseline of user behavior to help identify anomalous behavior and insider threats, including excessive access and data exfiltration events.

"Risk is now something we can measure with McAfee Skyhigh Security Cloud," says Roling. "The dashboard is tremendous, and I quickly evaluate how we are doing. If I see a spike, I immediately know if it is due to high-risk behavior or simply a change in our users' behavior."

Challenges

- Need for granular visibility into cloud usage and additional controls to prevent high-risk service use
- Need to meet complex compliance regulations for a myriad of guidelines, including HIPAA and FERPA
- Need to support and educate users on proper use of cloud services

Solution

- McAfee Skyhigh Security Cloud for Shadow IT

Results

- Reduction in overall risk posture by blocking high-risk services and coaching users to low-risk, sanctioned services
- Seamless integration with existing policies, ensuring compliance with complex regulatory requirements
- Ability to detect anomalous behavior and insider threats through machine learning and user analytics

CASE STUDY



Figure 1. The McAfee Skyhigh Security Cloud dashboard allows for granular visibility into the cloud services in use, as well as their associated risk ratings.

Enabling Users and Bringing Security to the Forefront

One of the key challenges facing the State of Missouri has been securing the organization without limiting the productivity of its users. Roling and his team know that there are tools that their users need that IT might not offer, but by using just-in-time coaching, they have been able to educate their users on why services have been blocked and to steer them toward safer sanctioned services, ultimately reducing the risk posture of the organization.

“My goal as a CISO is to educate every user to use the right tools and to use them safely,” says Roling. “McAfee has helped us start the conversation, and, as a result, security is now front and center for our users and they have a vested interest in their role in serving the enterprise.”

With security in the forefront, Roling is confident that the increased visibility provided by McAfee has reduced the organization’s overall risk through the reduction and blocking of high-risk services and has saved the state millions through breach prevention. “I know that McAfee has helped us become safer and more compliant,” says Roling. “You can’t put dollars on that type of risk reduction.”

As the State of Missouri continues along their cloud journey, McAfee will remain an integral partner. “We are actively looking at adding cloud-based collaboration tools into our environment and we look to McAfee for information on who the best and safest choices are,” says Roling.

“McAfee has helped us close the door on high-risk services and opened the door for us to find legitimate services and tools for our users.”

—Michael Roling, Chief Information Security Officer



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