

# The Hidden

# Truth Behind Shadow IT

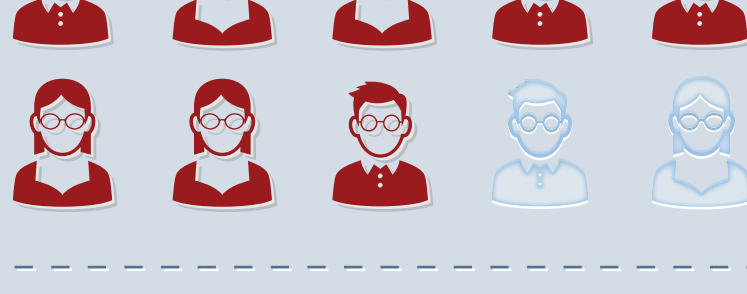
Employees are increasingly circumventing corporate IT policies to choose their own applications, thanks to the low cost and easy accessibility of cloud-based Software as a Service (SaaS). But without IT oversight and security policies applied, sensitive corporate data can be left at risk. Businesses must find a way to balance employee choice with asset protection.



## FIRST, ADMIT IT

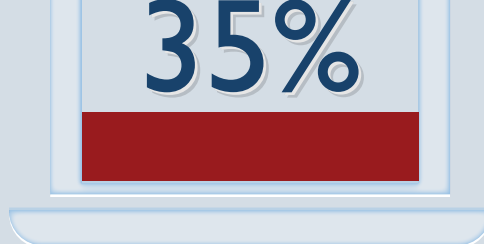
More than

# 80%



of employees admit to using SaaS applications in their jobs without IT approval

Nearly

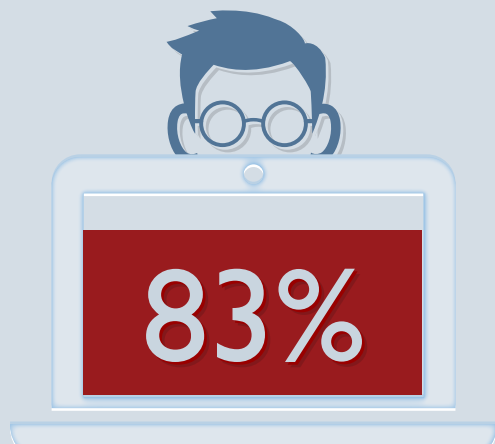


of all SaaS applications used in business are not approved, contributing to Shadow IT



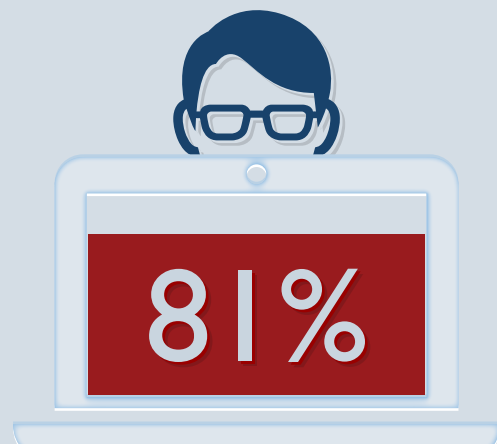
## IT PROFESSIONALS ARE THE WORST OFFENDERS

IT is more likely to use non-approved SaaS



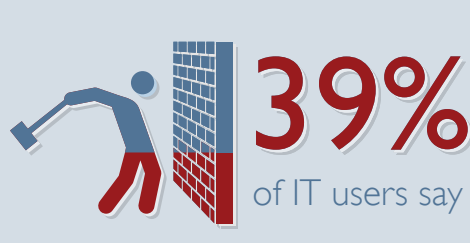
IT

vs.



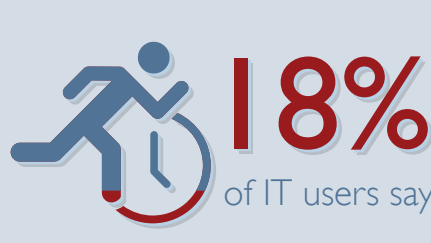
Non-IT Employees

Restrictive policies aren't helping anyone



**39%**  
of IT users say

SaaS applications allow "me to bypass IT processes."



**18%**  
of IT users say

IT restrictions on applications make it difficult to do my job.



**24%**  
of all users say

Non-approved software meets their needs better than the IT-approved equivalent.



## POPULAR APPS ARE RISKY BUSINESS

Shadow IT encompasses the most popular SaaS categories

### BUSINESS PRODUCTIVITY

(including Microsoft Office 365 and Google Apps)

**15%**

### SOCIAL MEDIA

(led by LinkedIn and Facebook)

**12%**

### FILE-SHARING, STORAGE, AND BACKUP

(including Dropbox and Microsoft Skydrive)

**11%**

Used without IT approval or policy applied

The most popular apps, approved or not, should not be left unsecured

APPS USED BY ORGANIZATIONS WITH OVER 1,000 EMPLOYEES



**45%**

Use Facebook

SECURITY EVENTS, SUCH AS MALWARE INFECTION, DATA LOSS, OR UNAUTHORIZED ACCESS



**35%**

have experienced a security event

TOP SECURITY EVENTS



**19%**

Infected by malware



**40%**

Use Google Apps



**17%**

have experienced a security event



**27%**

Leaked sensitive data



**36%**

Use Dropbox



**16%**

have experienced a security event



**24%**

Unauthorized access

On average

# 15%

of employees have experienced a security, access, or liability event while using SaaS



## RECOMMENDATIONS



### Ditch the dictatorship.

Don't block popular SaaS applications outright. Employees are often simply trying to get their jobs done.



### Be inclusive, not exclusive.

Provide access to a broad range of apps, giving employees the freedom to select what best meets their needs.



### Protect employees and corporate data.

Implement a security solution that transparently enables secure access to SaaS applications, protects against malware, and prevents data loss.



## VIEW THE FULL REPORT

at [mcafee.com/webprotection](http://mcafee.com/webprotection)

SOURCE: Stratecast | Frost & Sullivan research.

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DEFINITIONS

Shadow IT: Employees' use of non-approved SaaS applications to do their jobs.

SaaS: Software as a Service. Cloud-based applications, accessible via the Internet or other network.

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