Microsoft

GDPR Readiness and What Next...

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Achieving organizational compliance is challenging

200+
updates per day from 750 regulatory bodies

65%
of firms ranked "design and implementation of internal processes" the biggest GDPR hurdle

32%
of firms spent more than 4 hours a week creating and amending reports

"**Hard to stay up-to-date** to track and analyze regulatory changes."

"I **don't have enough knowledge** about how to define controls for cloud services we use in the org."

"Compliance process is highly **manual and disjointed.**"

"It's **time-consuming** to collect evidences."

"**Lack of in-house capability or tools** to implement controls"

"**Lack of collaboration** between teams (compliance and IT team)"

Sources: 1 Thomson Reuters – Cost of Compliance 2017
            2 http://resources.compuware.com/research-improved-gdpr-readiness-businesses-still-at-risk-of-non-compliance

How do you manage & protect personal data in a world where...

58% of individuals have accidentally sent sensitive information to the wrong person
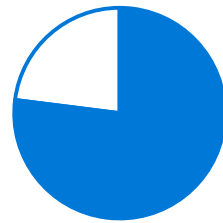
81% of corporate breaches involve weak or stolen passwords

**300K** new malware samples are created and spread every day

How are organizations thinking about GDPR?

When IT decision makers in Europe and the U.S. were asked to identify their top concern in achieving GDPR compliance, **"protecting customer data" was the #1 response** while avoiding fines ranked last.

41% of organizations are likely to move to the cloud to become compliant
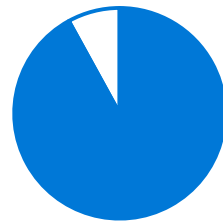
92% of IT decision makers with data in the cloud are confident in their ability to be compliant

Learnings and Insights

'Accounting and Consulting firm' increases efficiency while striving for compliance

Challenge

- Hold sensitive client data which needs to be protected and retained for the right period of time
- Gap in classification topology to be addressed

GDPR Solution

- Increasing security posture with Multi Factor Authentication and conditional access controls
- Full security workshop with multiple partners to build a roadmap for the next 12-18 months

Benefits

- Moved multiple services to hybrid cloud and improved MDM
- Automated/intelligent data governance policies allows more time allocation to necessary manual interventions
- Reduction of outsourced staff to achieve compliance

'Computer Reseller' leverages labelling and classification for GDPR training

Challenge

- Difficulty to train employees on their GDPR obligations
- Data leakage and potential breach from un-managed devices
- Protect Computer Reseller customer sensitive data

GDPR Solution

- Implement GDPR labelling, classification, and protection policy with information protection tools
- Modern deployment of desktop OSes with improved management

Benefits

- Accelerate deployment to be ready for GDPR on May 25th
- Implement information protection services to educate employees on personal data management
- Protect and govern how data is accessed away from traditionally managed 'corporate devices'

Learnings and Insights

'UK Comms Co' takes GDPR seriously because of the risk of doing nothing

Challenge

- Suffered a massive security breach with a cost of £80m
- Shares dropped 11% post security breach
- Loss of 250,000 customers
- How to securely enable collaboration and flexible working and reduce legacy infrastructure

GDPR Solution

- Implemented tools for data classification and considering further automation
- Implemented Mobile Device Management and Mobile Application Management services for app level security cross devices

Benefits

- Simplified challenges around data classification and labelling
- Able to implement BYOD policies
- Improved remote working capabilities
- Standardised email services

'Power Generator' manages compliance of mobile workers

Challenge

- Management of employees via movers, joiners, and leavers process due to acquisitions and multiple business units
- Executives receiving spam and phishing emails drove assessment of security posture
- Multi Factor Authentication for employees off premises

GDPR Solution

- Move services to cloud
- Implement Identity Management solutions
- Automatic data classification
- Advanced eDiscovery

Benefits

- Reduced security concerns due to MFA controls for access to corporate data, a significant concern for 'Power Generator' as people are very mobile
- GDPR compliance with eDiscovery – improving the speed and simplicity that they could search for key information across communications and archived mail

Some Specific Customer Examples
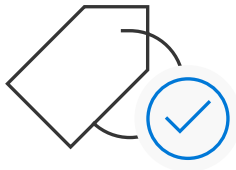
Bank of America

- Targeting 80% of workloads to cloud and virtual platforms
- Addresses compliance and GDPR requirements
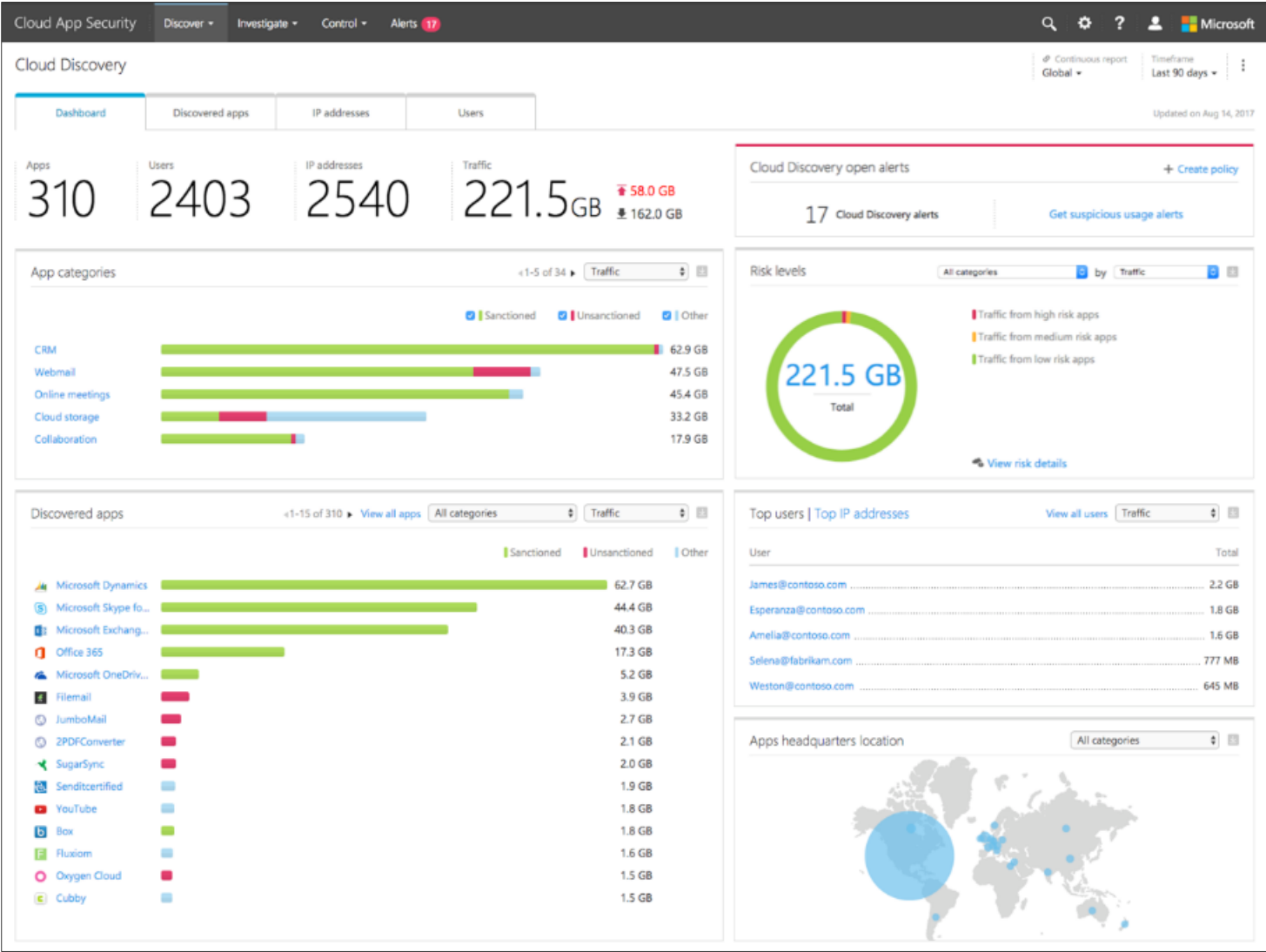
Some Specific Customer Examples

- Information protection across broad range of services in a hybrid cloud environment

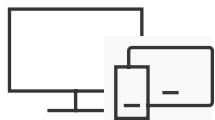Identify & classify
sensitive information

Apply protection
based on policy

Monitor &
remediate

Across

Devices

Apps

Cloud services

On-premises

Compliance Manager
Manage your compliance from one place

- **Real-time risk assessment**
  An intelligent score shows your compliance posture against evolving regulations
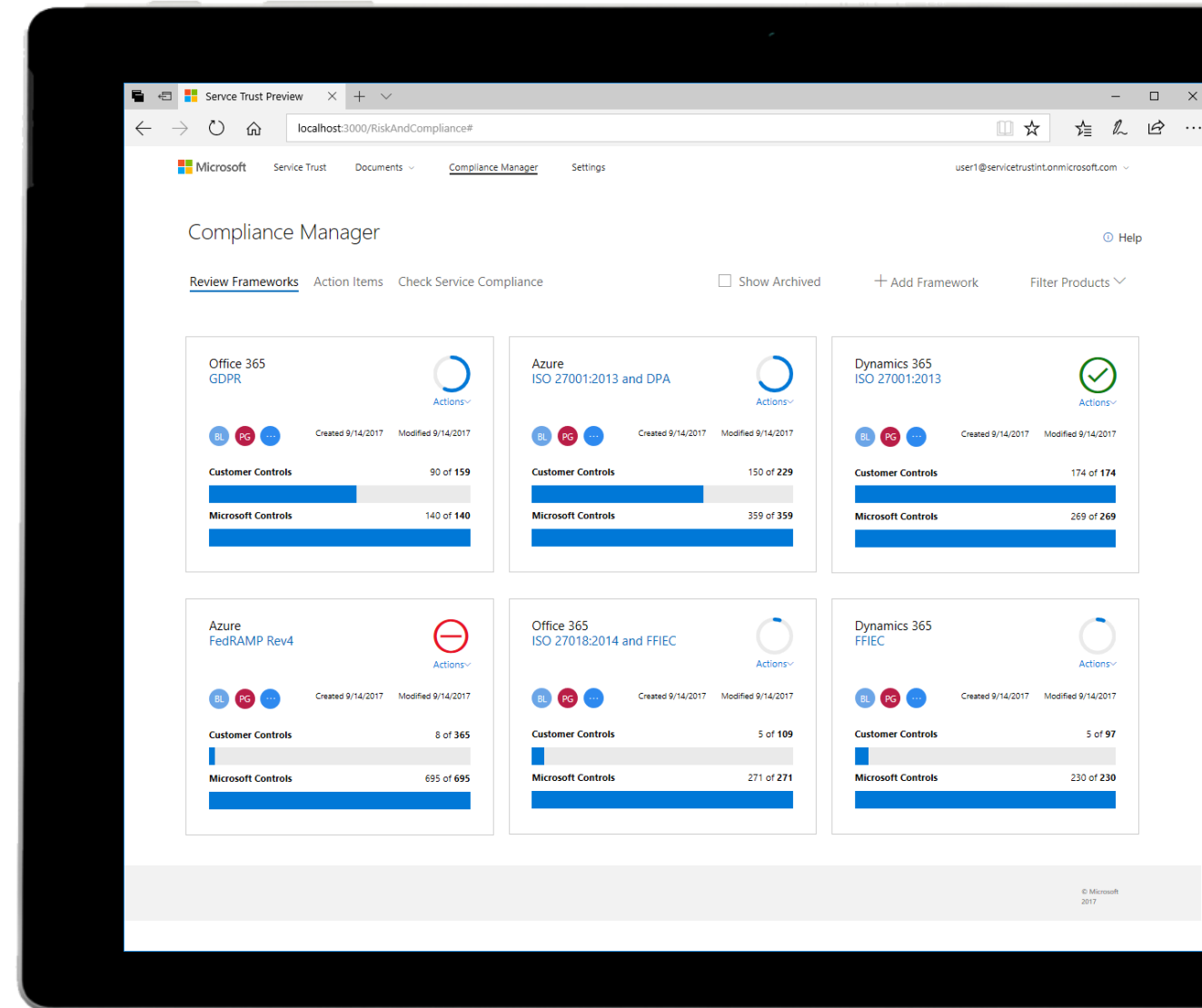
- **Actionable insights**
  Recommended actions to improve your data protection capabilities and compliance score

- **Simplified compliance**
  Customizable Dashboard, streamlined workflow, and audit-ready reports

  https://servicetrust.microsoft.com/

A Few Things to Ponder…

What about Encrypted Data?
Is encrypted data easily forgotten?

Maintaining Data Integrity Following Deletion
Can you simply delete records pertaining to an individual and not affect the integrity of the underlying database?

Delete

Let's not forget Blockchain!
Is there a conflict between the Right to Erasure in GDPR and the notion of immutability so central to Blockchain?

BLOCKCHAIN