



## CLOUD BASED FILE STORAGE AND SHARING

### OVERVIEW

On October 24, 2016 we will be boosting the security of the State network by adding controls to the use of free cloud-based file storage and sharing websites. This change will minimize the chances of employees visiting sites that are used for the distribution of malware or other content that can harm the network or introduce a security risk. Access to websites that fall into the “File Storage/Sharing” category will be blocked with the exception of:

1. amazonaws.com
2. box.com box.net
3. dropbox.com dropboxstatic.com getdropbox.com
4. evernote.com
5. googledrive.com
6. live.com live.net
7. onedrive.com 1drv.com
8. sharepoint.com

### HOW WILL THE BLOCK WORK?

Our current Proxy content filtering is based on a subscription service from BlueCoat. As a general rule, the filters are applied by the complete category and we do not maintain a whitelist of exceptions. In this case the category File Storage/Sharing is very broad and includes many sites intended for recreational use. As a result, these sites are frequently used to distribute malware and other nuisance content. The category File Storage/Sharing will be blocked on September 19, 2016 and only a select list of sites will be whitelisted.

**BLUE COAT** **WebPulse Site Review**

## Blue Coat Category Descriptions

### File Storage/Sharing

Sites and services that provide online file or note storage, file sharing, synchronization of files between devices and/or network-based data backup and restoration. These services may provide the means to upload, download, paste, organize, post and share documents, files, computer code, text, non-copyright-restricted videos, music and other electronically formatted information in virtual data storage. Does not include Office/Business Applications or Media Sharing.

Examples: [carbonite.com](http://carbonite.com), [ibackup.com](http://ibackup.com), [skydrive.live.com](http://skydrive.live.com), [drive.google.com](http://drive.google.com), [scribd.com](http://scribd.com), [pastebin.com](http://pastebin.com), [mozy.com](http://mozy.com), [free-hidrive.com](http://free-hidrive.com), [flipdrive.com](http://flipdrive.com), [justcloud.com](http://justcloud.com), [hightail.com](http://hightail.com), [wetransfer.com](http://wetransfer.com), [dropbox.com](http://dropbox.com)

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## **CLOUD BASED FILE STORAGE AND SHARING FREQUENTLY ASKED QUESTIONS**

### **1. Come on, is it really risky to put a non-public document on the free version of dropbox?**

These file sharing services are free, which makes them really popular. Remember the old adage, “you get what you pay for”? Free cloud storage services are risky from a data security standpoint. They have security shortcomings and have historically experienced major breaches. Users of these services can never really be sure of what level of security a certain provider is implementing to secure your data. Additionally most providers completely disclaim responsibility for what happens to your data, and will not guarantee the integrity of the data.

### **2. The service we use is not on the whitelist, what can we do?**

Don't Panic! Reach out to your CES and [George.Truitt@state.de.us](mailto:George.Truitt@state.de.us).

We need the following information to do a proper evaluation of this service we need additional information:

- a) The business use for “desired service”.
- b) The required URLs used by “desired service”.
- c) Verification that the “desired service” is used for data classified as PUBLIC
- d) If not Public Data, have the Cloud Terms and Conditions been signed by “desired service”?
- e) Are you compliant with all licensing required by “desired service”?

### **3. What if the white listed vendors (dropbox, box, amazon aws, etc.) decide to not sign the cloud hosted T&C's? Will agencies have to discontinue use?**

Consider it possible that a vendor's refusal to sign the State T&Cs could result in that service being blocked. The T&C negotiation will definitely extend into 4Q2016.

### **4. Who is responsible for getting the Cloud T&C's signed - the agency or DTI?**

The agency using the Cloud service is responsible for T&Cs and compliance with all licensing purchasing requirements. DTI will take an active role in the T&C process and will assist. Once T&Cs have been signed, it's applicable for all organizations.



- 5. The Acceptable Use Policy states that the “Use of document sharing services like Dropbox for Top Secret, Secret, and Confidential data is prohibited, unless the contract includes cloud computing terms and conditions approved by DTI . Will agencies be able to use the whitelisted sites for public data?**

Yes, Public data use with the whitelisted services is exactly what we are trying to support.

- 6. If there is a state-wide need for this service, does DTI have a plan to work with a vendor and provide a solution?**

When multiple organizations desire common services it is possible for DTI to take an active role in securing those services at a State Level.

- 7. How does Egress play into this space? Would Egress be an alternate solution?**

Egress is the recommended solution for transferring Confidential or Secret data. Remember Cloud File Storage/Sharing services are for Public classified data only.

- 8. Where do I get more information about the Bluecoat categories?**

<https://sitereview.bluecoat.com/categories.jsp> will give you the 85 categories, along with a description and examples.

- 9. How can I determine what categories are assigned to my site?**

<https://sitereview.bluecoat.com/sitereview.jsp> allows you paste in the URL in question to see the categories assigned that site.

- 10. How do I determine if data is PUBLIC?**

Refer to the [Data Classification Policy](#) and companion [Guideline document](#) for descriptions and examples. One of the easiest litmus tests is to ask yourself if it would be OK to see this data on delawareonline.com or the front page of the News Journal. If the answer is yes, there’s a good chance it is classified as PUBLIC.