Netskope Cloud Compliance and Remediation Service for the EU General Data Protection Regulation (GDPR)

The Netskope Professional Services team helps organisations deploy, implement, and operationalise the Netskope solution within their IT infrastructure and services. Our EU GDPR Cloud Compliance Assessment and Remediation Service helps cloud-consuming organisations comply with the EU GDPR by recommending and implementing information security policies, workflows, and compliance programmes in accordance with the requirements of the pending law. These services are customised for each organisation based on their workflows and existing technologies, with special consideration for the GDPR compliance requirements relating to the cloud.

Our services will help cloud-consuming organisations comply with the EU GDPR.

Service Benefits

›	Gain a comprehensive understanding of your organisation's cloud usage in relation to the requirements of the current draft of the pending GDPR
›	Fully understand the trade-offs between cloud app benefits and risk of their non-compliance with the GDPR
›	Receive customised policy recommendations for ensuring safe usage of business-critical apps while also complying with the GDPR
›	Get a step-by-step implementation roadmap for deploying Netskope and enforcing recommended cloud app policies
›	Ensure the successful implementation of the Netskope solution, required integrations (e.g., with your enterprise directory, on-premises DLP solutions, etc.), and recommended policies, as well as policy testing and tuning
›	Use the Netskope Cloud Confidence Index as a framework for performing cloud app due diligence and making GDPR-related choices about which apps to onboard, which to limit, and which to block

The Netskope Professional Services Process

Engage

☐	Gather requirements

☐	Identify decision makers and stakeholders

☐	Plan project kickoff and status meetings

☐	Scope SOW or leverage Quick Start offerings

☐	Define engagement pre-requisites

Implement

☐	Review implementation plan and project schedule

☐	Assign consultant(s) for onsite or remote deployments

☐	Deploy the Netskope solution

☐	Assist in IT system(s) integration

☐	Create advanced dashboards and reports

☐	Provide knowledge transfer

Present

☐	Deliver deployment diagram, configurations, and logins

☐	Deliver operational manuals and trouble-shooting guides

☐	Demonstrate the Netskope solution to stakeholders

☐	Present discovery, policies, and reporting

☐	Provide training

The Professional Services team will help you navigate the requirements of the GDPR in relation to your organisation's cloud app usage. We will help you identify all of the cloud apps in your organisation, understand which are business-critical, and make policy recommendations including whether to block, consolidate, block risky activities, and enforce data leakage controls within apps. We will also segment corporate and personal instances of cloud apps, integrate with your enterprise directory, single sign-on (SSO), mobile device management, DLP and incident response, and other solutions in your environment in order to plug into your existing systems and make GDPR compliance a seamless program between cloud and on-premises systems. Additionally, we will identify compromised user credentials and other cloud vulnerabilities and threats as they arise that may impact the security of privacy information housed in your cloud apps.

Netskope Cloud Risk Assessment (CRA) for the EU GDPR

We will perform a detailed Netskope CRA that is focused on the EU GDPR, including:

- › Discover all cloud apps used in your organisation
- › Identify which of those cloud apps houses data outside of the EU, and in which country, including high-risk countries
- › eDiscover privacy data housed in your corporate sanctioned cloud apps (Box, Dropbox, Egnyte, Google Drive, Microsoft Office 365 OneDrive, or Salesforce, in order to evaluate risk) based on a predefined or custom data policy, and identify which have been shared outside of the organisation
- › Summarise the enterprise-readiness, data ownership terms, and privacy features of discovered cloud apps
- › Recommend risk mitigation strategy and remediation roadmap to safely enable cloud apps while complying with the EU GDPR

GDPR-focused Cloud App Risk Monitoring

- › Continually assess the risk of EU GDPR non-compliance among cloud apps with ongoing, in-product reports
- › Set up ongoing in-product alerts, watchlists, and reports to identify new cloud apps located outside of the EU, the upload of privacy data to such apps, and cloud app anomalies that can lead to the compromise of privacy data
- › Set up ongoing privacy data eDiscovery within sanctioned cloud apps (Box, Dropbox, Egnyte, Google Drive, Microsoft Office 365 OneDrive, or Salesforce) and report on the sharing and exposure status of data violations

GDPR-focused Cloud App Policy Enforcement

Create custom strategy to:

- › Block or limit the usage and upload of data to discovered cloud apps that do not meet EU GDPR requirements
- › Block or secure uploaded privacy information to cloud apps based on predefined or custom data policies
- › Integrate with on-premises DLP solutions, incident response solutions, on-premises key management solutions, enterprise directory, and other solutions

Develop security policies to:

- › Block access to discovered cloud apps that do not meet GDPR requirements
- › Block the upload of, or encrypt, privacy information uploaded to cloud apps based on predefined or custom data policies
- › Enforce cloud app and data policies across all devices, including mobile and BYOD, or personal, devices
- › Block upload of privacy data to personal or unsanctioned cloud apps
- › Encrypt and/or reduce sharing of privacy data eDiscovered in sanctioned cloud apps
- › Coach all users on out-of-compliance activities and direct them to the proper cloud apps and/or to take an alternative, compliant action

Overview of services offered

	SERVICE COMPONENTS	DETAILS
Cloud Risk Assessment	Cloud Risk Assessment (CRA) for the GDPR	Assess usage of cloud apps and movement of all data in your organisation in relation to the GDPR
	Health check	Review current policies, users, logs, and alerts
	Cloud spend analysis	Analyse cost of cloud apps in specific categories like CRM, HR, cloud storage, and more
	Introspection	eDiscover and take action on sensitive content in sanctioned apps
Deployment and Integration	Installation and roll-out of all applicable deployment methods	Implement roll-out, including various deployment methods: secure forwarder installation, reverse proxy setup and integration, and/or agent deployment
	Integration with existing IT systems	Integrate with existing solutions including web proxies, DNS, Active Directory, MDM products, ICAP, and more
	SIEM integration	Integrate SIEM with REST API and leverage script provided by Netskope to collect events and alert data
	SSL certificate setup	Utilise Netskope HSM server or use your own
Security and Risk Remediation: Policies and Reporting	Custom cloud usage enforcement policies	Create custom security policies on cloud app usage in your organisation
	Compromised credentials report development	Review report of compromised credentials of employees in your organisation with remediation plan
	Custom configuration, analysis, and recommendations for anomalies	Review anomalies report with recommendations
	Custom DLP strategy and tuning	Create and tune DLP policies and processes
	Advanced dashboards and reporting	Create custom dashboards and reporting to map trends and metrics with business concerns
	EU GDPR cloud compliance	Recommend and implement security program and policies for EU GDPR cloud compliance.
	Periodic policy review, refinement, and GDPR cloud-compliance check	Review security policies and processes regularly
Managed services	Completely outsourced management	Please contact the Professional Services team

About Netskope

Netskope™ is the leading cloud access security broker (CASB). Netskope gives IT the ability to find, understand, and secure cloud apps. Only Netskope empowers organisations to direct usage, protect sensitive data, and ensure compliance in real-time, on any device, for any cloud app so the business can move fast, with confidence.