



CSA Thailand Cloud Security Research 2018

18 July 2018

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00	Research Objective
01	Cloud Computing
02	Cloud Security
03	CSA Awareness

This is a collaborative research between CSA & DGA with the shared interest in understanding government sector.

Research Objectives

To understand status-quo of cloud and security awareness in government sector while gaining insights on improvement areas for CSA



To understand government's demand for cloud services in order to improve DGA's offerings

Cloud Computing

10 questions

Cloud Security

8 questions

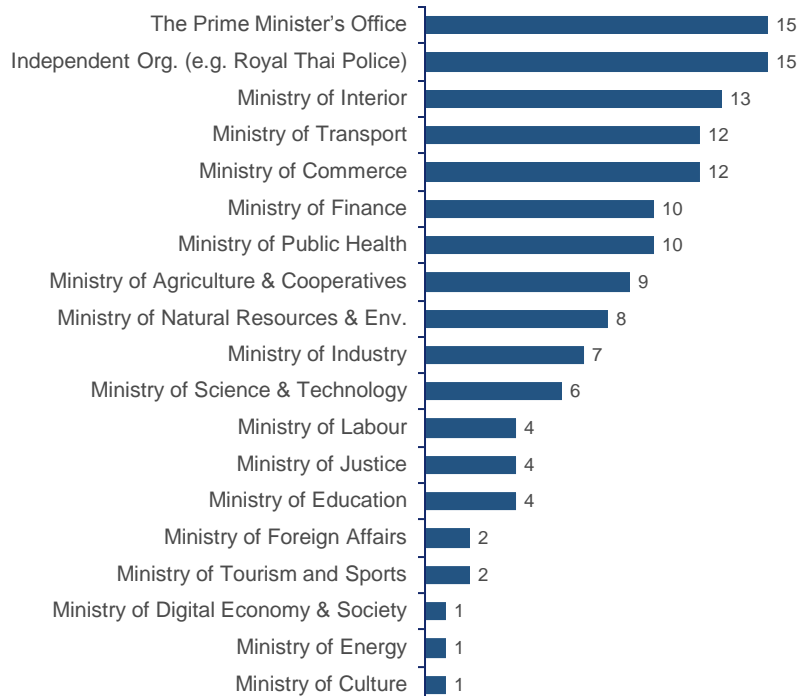
CSA Awareness

7 questions

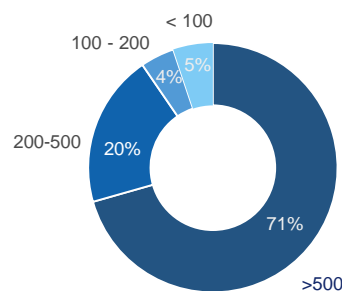
The survey was completed with excellent response rate at 65% by 136 participants from 79 organizations.

Participants of the Survey from 11 June – 12 July 2018

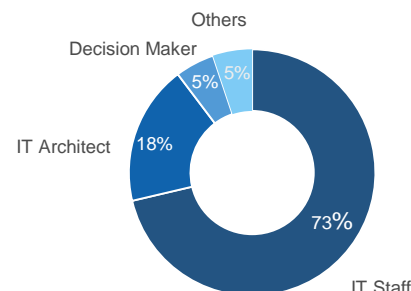
— Survey Participants —



— Org. Size —



— Role —



Most of the participants are from large organizations (more than 500 employees).

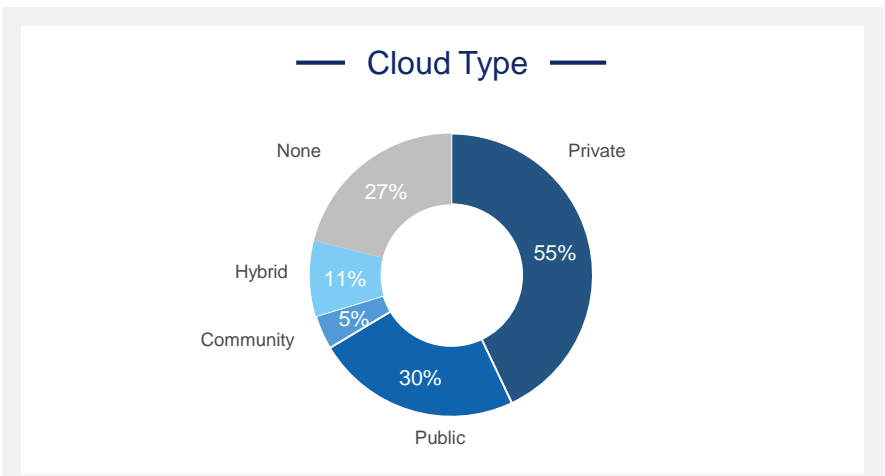
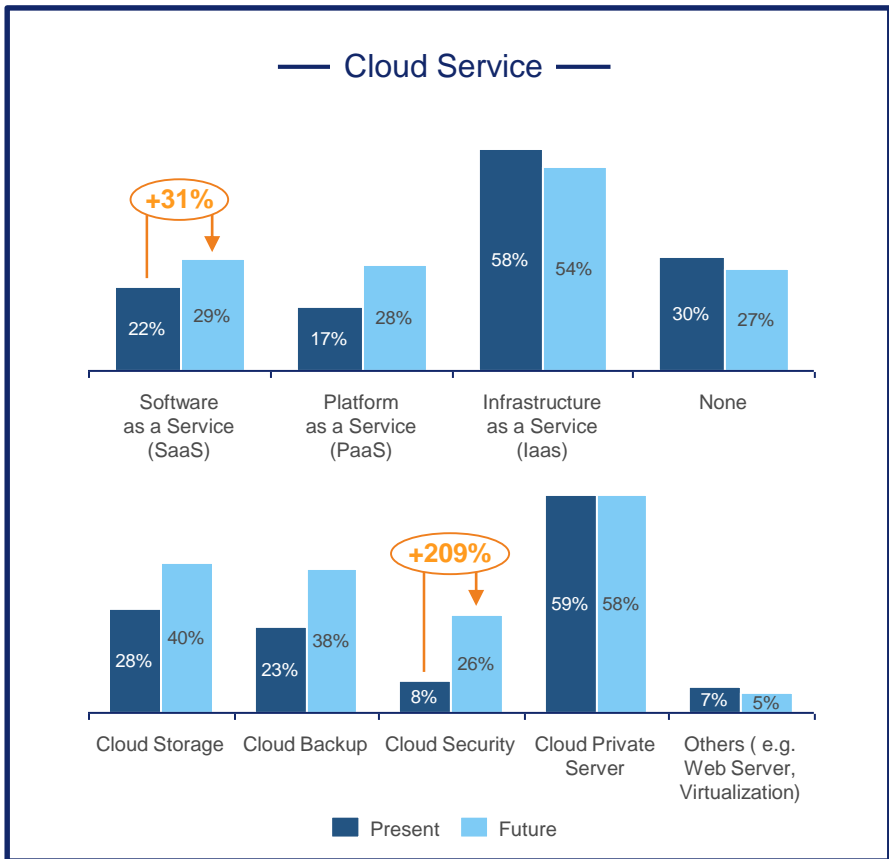
IT Staff participated the most in the survey, providing insight results of cloud awareness and demands.

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Many of Thai government organizations realize the importance of Cloud Security service.

Cloud Deployment



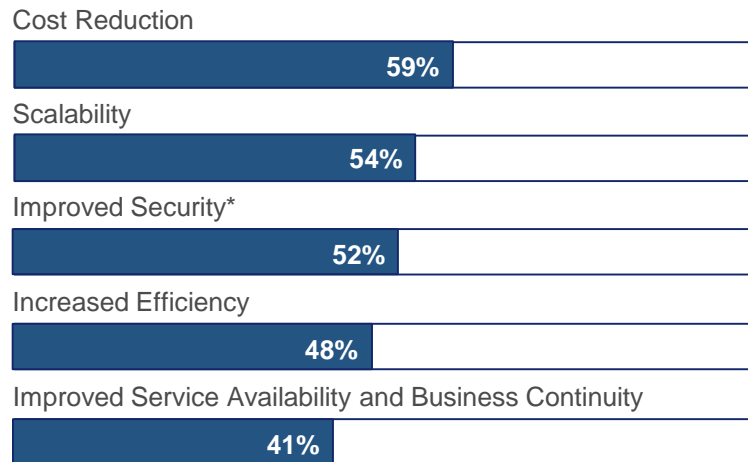
Cloud Security service of Software as a Service (SaaS) is planned to deploy resulting from security awareness of most organizations.

Most government organizations still prefer to invest in Private Cloud due to privacy and security concerns, benefits from Public Cloud should be communicated to promote the usage.

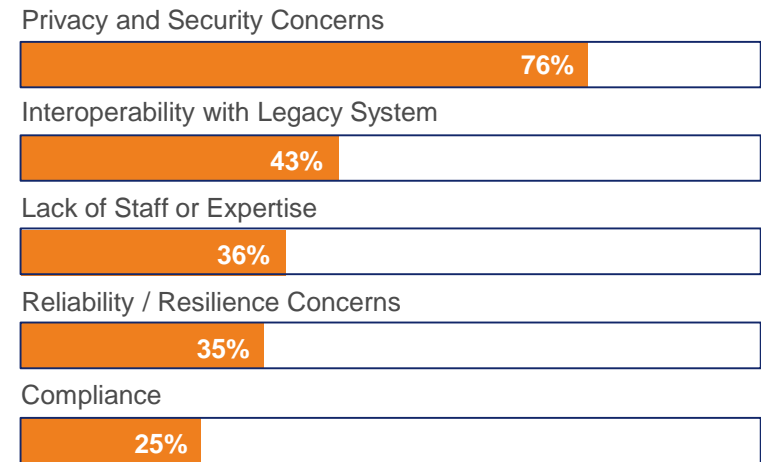
Proper education of Cloud Security shall decrease barrier to migrate to the Cloud.

Cloud Benefits and Barriers

— Top Benefits of Cloud Deployment —



— Top Barriers for Cloud Migration —



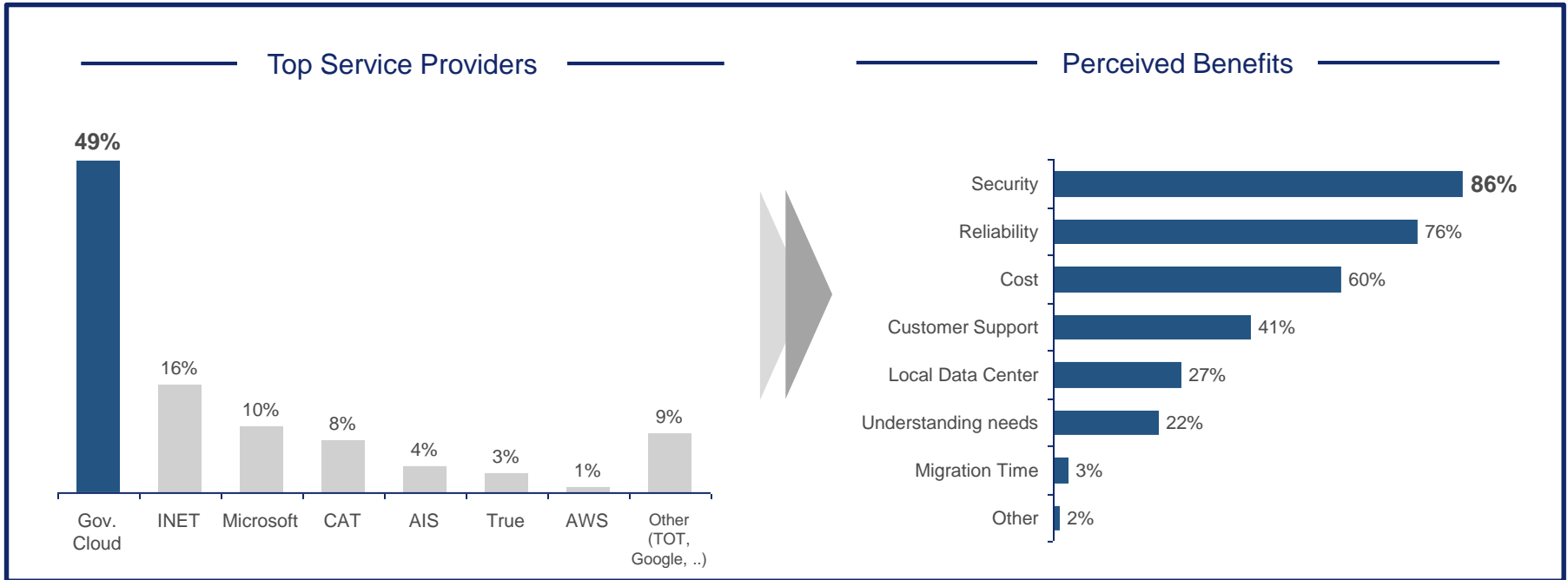
Note: Improved Security is ranked first by Business Decision Makers

Cost reduction is the main benefit of Cloud deployment while improving scalability and security are still the top profit, particularly for business decision maker / buyer.

The survey results prove that the major constraints to migrate to Cloud are privacy and security concerns. As a result, most organizations start from Private Cloud.

Despite several service providers, Government Cloud is the top choice of many organizations.

Top Service Providers and Their Perceived Benefits



Top service providers for government officials

- Own Government Private Cloud - accounted for 49% of total usage.

Decision criteria in choosing a Cloud service provider

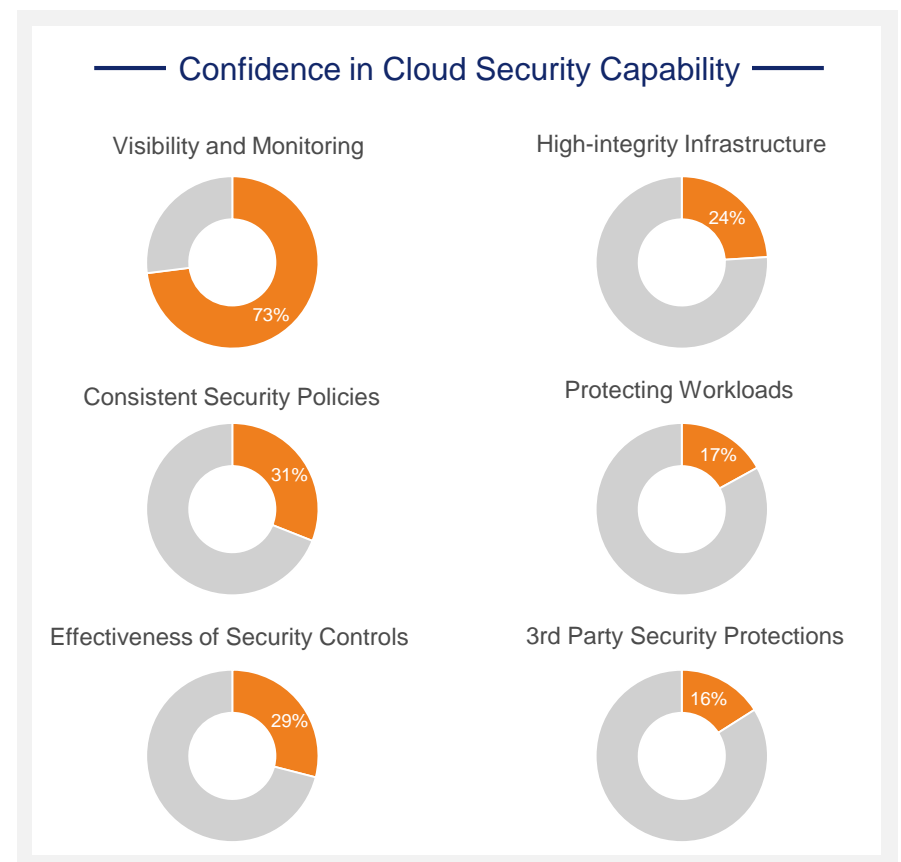
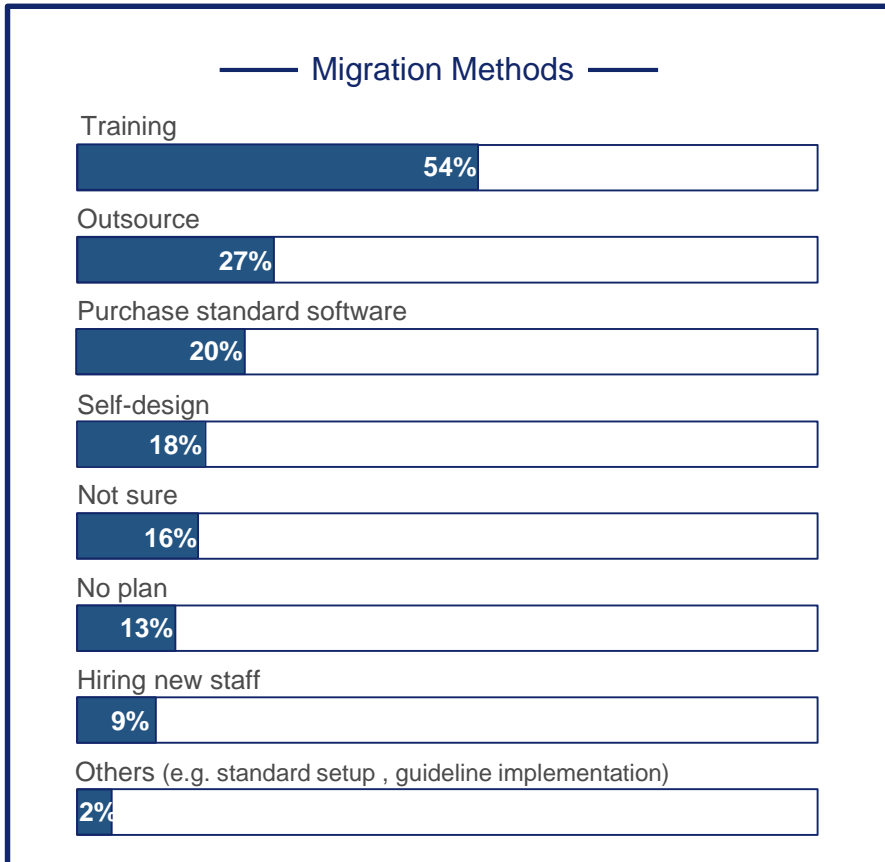
- Security, reliability, and cost are the main criteria in choosing a Cloud Service Provider.

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Training and certify exiting IT staffs is the fundamental method to ensure the success of security needs.

Migration to Cloud



Most government organizations view data loss prevention & cyber security as the most important aspects of security.

Importance of Cloud Security

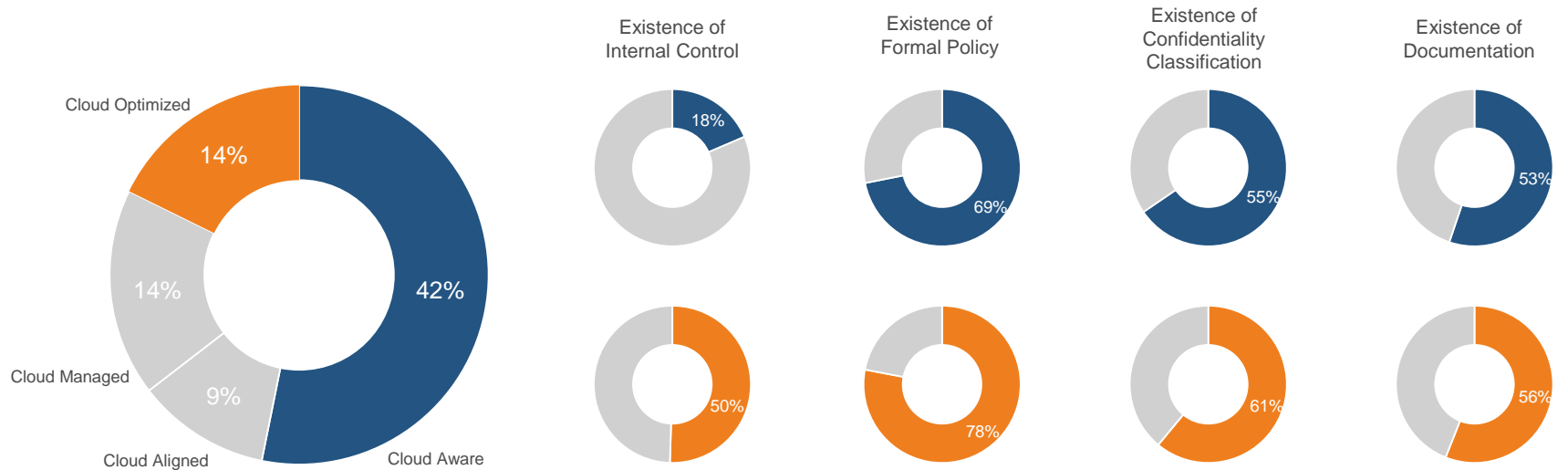
— Topic Rating —



Despite the existence of organizations with high maturity of Cloud adoption, the amount is minority.

Maturity Level Impacts

— Maturity Level vs. Organizational Practices —



- Level of Cloud Maturity: 1) Cloud Aware, 2) Cloud Aligned, 3) Cloud Managed, 4) Cloud Optimized
- Organizations with the most maturity level have sufficient level of internal control, aligned with formal policy and documentation of security management.

Ransomware and DDOS are top threats. Security Policy & Documentation are in place but lack of enforcement.

Conclusion

- Security topic is well-aware and is known as a main concern of most organizations with recognition of variety of threats, i.e., Ransomware (threatens to publish or block the victim's data unless a ransom is paid), DDoS - Denial of Service (unavailable online service due to overload traffic attack).
- More than 70% of surveying organizations uses Cloud and mostly deploys Private Cloud (i.e., Government Cloud) instead of using existing Public Cloud due to privacy reason.
- Could Security knowledge and off-the-shelf service could leverage the could migration demands.
- To promote the usage of DGA Cloud, proper training of Cloud Security features and benefits should be communicated suitably to highlight implementation advantages, i.e. cost reduction, scalability, and efficiency of security management.

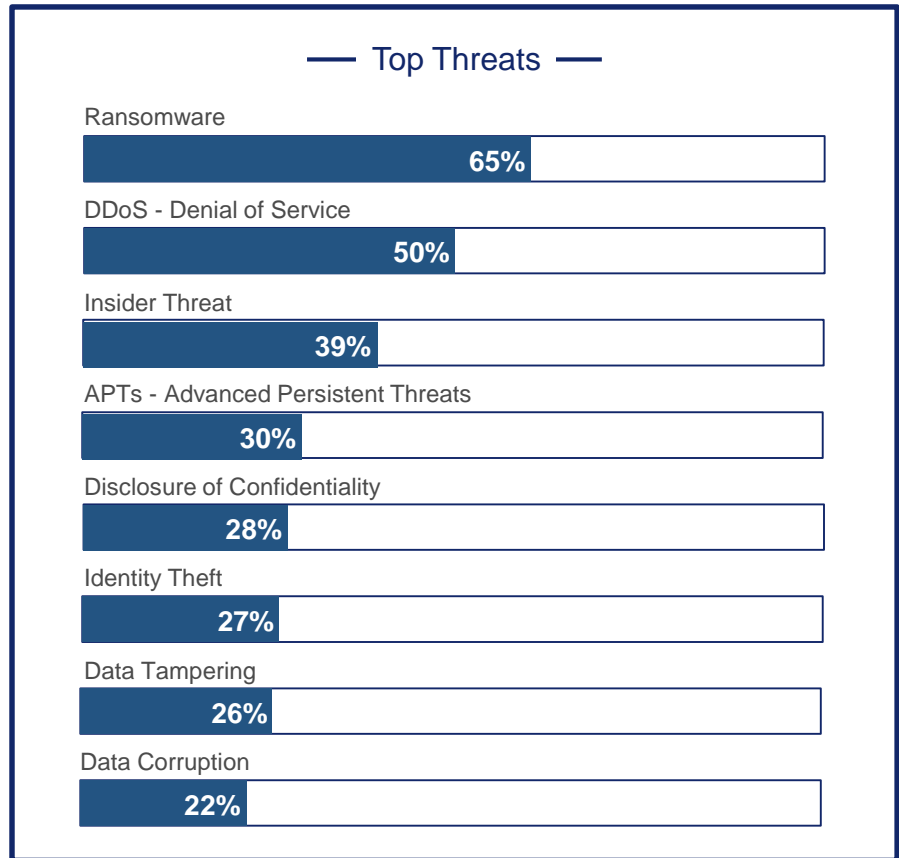
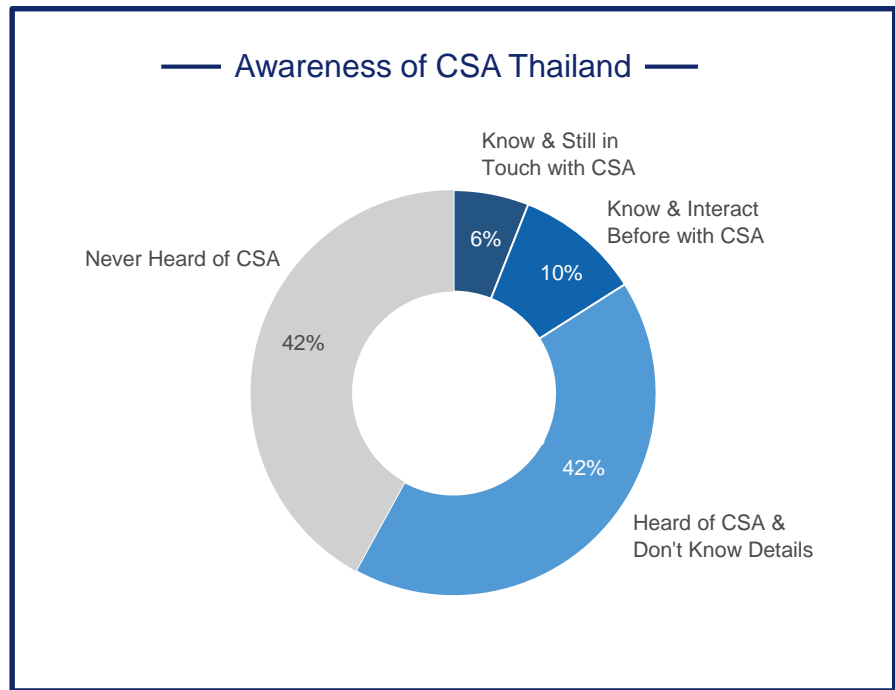
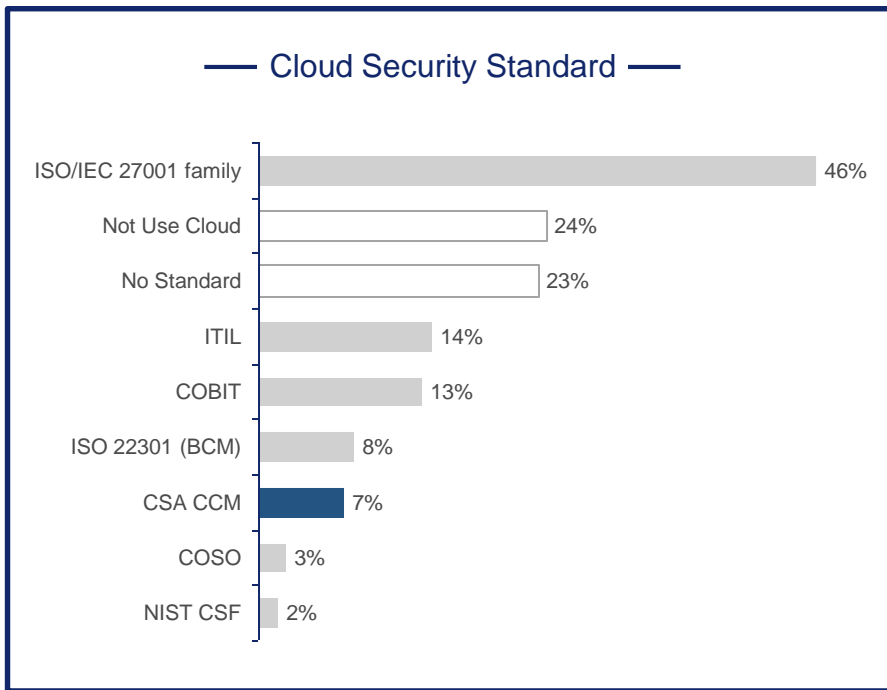


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Many government organizations in Thailand have heard of CSA while some organizations implement CSA standard.

Cloud Security Standard



- The standards being applied the most are ISO/IEC 27001 family followed by ITIL and COBIT.
- Almost 60% of surveying organizations know and heard of CSA.

— CSA Thailand Satisfaction Level —



Not helpful



Very helpful

Note: Based on 50 organizations with 71 participants

— Recommended Support —

Provide Trainings, Seminar, and Workshop

Support Information of Cloud Security and Standards

Being as Cloud Support Center

Provide Consultancy Services (Policy and Planning, Implementation Guidelines, Best Practices, Audit, etc.)

— Recommended Training Topic —

Fundamental of Cloud Services and Technologies

Cloud Implementation and Migration

Cloud Architecture and Design

Cloud Security (Policy and Standards, Security Features, etc.)



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