Security Shelfware: Which Products Are Gathering Dust In the Shed and Why?

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"Enterprise software was not built to be used, it was built to be bought" Redmonk @ gluecon
What ends up on the shelf?
Types of shelfware (End user only)

- WAF
- Web filtering
- Forensics
- AV
- User awareness
- IDAM / SSO / Priv mgmt
- SIEM
- FIM
- GRC
- Vulnerability scanners / management
- IPS
- IDS
pregnant
not pregnant
Top Seven Recommended Technologies

- Monitoring (general)
- Encryption
- SiEM
- Vulnerability mgmt
- IDS/IPS
- AV
- Firewalls

Source: 451 LFR, The real cost of security
Why Do Products End Up on the Shelf?
Overpromising features or lacking features such as effective reporting.

Product not evolved to meet current needs

Bundled as part of other purchase for cheap or free

Customer only purchased it to satisfy a compliance / regulatory requirement.

Budget cuts

Product was being supplanted by a competing product within the organization.

Lack of staff to use the product properly

Internal organizational politics got in the way. Lack of clarity of use & business alignment

Unable / afraid to enable important features.

Not enough time or expertise to implement properly

Why are products underutilized or not used at all? Users
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**Why are products underutilized or not used at all? Vendors**
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Why are products underutilized or not used at all? Users

Why are products underutilized or not used at all? Vendors

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Placebo
"you have to believe it to see it"
Staff Wanted

Part Time
maybe
Full Time

Definitely NO waste of times

Img source: http://sunpoursdownlikehoney.blogspot.co.uk/2010/08/help-wanted.html
(C) ISO?
What Makes a Good Security Product?
Ability to integrate with other products
Centralized (and actionable) reporting
Works in the background with limited user involvement
Offers prevention
Support mission critical processes
Usability
Out of the box functionality / ROI
Training / resources availability
Ease of deployment
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Recovering Shelfware
Recovery tips

- Obtain internal stakeholder support
Recovery tips

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- Re-engage the vendor
Recovery tips

- Obtain internal stakeholder support
- Re-engage with the vendor
- Enable features, turn on reporting and see what sticks
Stop Shelfware Recurring
Steps organizations can take

- Start with why (the organizational why)
- Do your homework
- Negotiate
- Exit plan / decommission
Steps vendors can take

- Reach out
- Plan your acquisitions and integrations
- Evolve with focus
Conclusions
DATING CYCLE

stranger

heartbreak

friend

boyfriend/girlfriend

bestfriend

love
FOOLS
I pity them.
Thank You

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