Privacy, Security and Forensics in Software as a Service (SaaS)

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**Software as a Service**

Consumer may access provider applications running on a cloud infrastructure via a web browser.
Consumer does not control the underlying hardware or cloud infrastructure.

**Benefits**
- Cost
- Flexibility and Scalability
- Reliability

**Privacy Considerations**
- Legal—Who owns the data?
- What exactly does the service level agreement contain?

**Security Considerations**
- Who has access to the documents?
- Where is the data being stored?
- What happens if the data is compromised?

**SaaS Forensics**

**Benefits**
- Data may be retained by provider
- Log files may be valuable

**Limitations**
- Traditional forensic methods may not be applicable
- Unclear ownership boundaries
- Memory may be volatile
- Lack of infrastructure
- Data provenance
- Lack of forensic tools and procedures for investigation