Analysis of security threats of cloud computing

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**Abstract.** The aim of this paper is to introduce the result of a long-term research done in the Czech Republic and focused on the security of cloud technologies and services. The results of the research reflect more than eighty representatives of national and supranational organizations in the environment of the Czech Republic, and also state organizations classified into autonomous territorial units. The paper examined cloud deployment issues connected with the current legislative and law on cybernetic security. The results of the research are summarized in a SWOT analysis.

**Keywords:** Cloud computing · research cloud · corporate environment · cloud security.

1. Introduction

Cloud computing is a concept originating in 1960, but its significant development was seen between the years 2007 and 2008, when the term cloud was first put into use. [1] Implementing a cloud solution is advantageous for both sides: to the organization it brings the option to pay only for what they really use, and to the cloud owner it enables to maximally utilize computer resources to minimize costs for maintenance. [2] An important chapter is the security of the cloud solution provided by a cloud provider. Confidentiality, integrity, and availability are three key featured the provider should be able to offer their customers [3]. Some of the biggest security risks are the unavailability of data to legitimate users and breach of privacy [4]. Data in a cloud can be divided into public data, for which minimal security is required, and private data, which contains highly confidential information that require an appropriate level of security. Cloud security is fully in the hands of the provider, whom the users trust with their data. Users often do not have the option to ascertain what security measures the provider has implemented to ensure security and whether they abide by the agreed SLAs [5]. In the same way, customers have no way of knowing where the servers are physically located, on which server their data are stored, or what law regulations apply to them [6]. For these reasons, common providers deem themselves trustworthy: we believe that data are secured against outside attacks, but not from the inside [10]. To eliminate the possibility of an inside attack, the basic security measure is data encryption, during which the encryption key is with the customer and the provider is not able to decrypt the data without the key [7].

Nowadays, more and more mobile devices are being connected to the cloud and thus the development of a Mobile Cloud Computing (MCC), which tries to overcome the major flaws, such as limited performance and capacity of storage, of such devices, is being developed. MCC is applicable in various areas, such as entertainment, health, transportation etc. [10-16] The main problem is the security of a mobile device and user data in a mobile cloud. Mobile devices possess data and file security in the form of password protection, but such passwords can be viewed by other users as well. When the device is stolen, the thief can gain access to the target data rather easily [17]. A good choice is securing data through encrypting algorithms, thanks to which the data are transmitted and saved into the cloud in an encrypted form [18].

1. Cloud computing and security
   1. Cloud models

Cloud security is primarily dependent on what version of a cloud the organization uses. In our research we proceeded from the approach of Mell and Grance, who defined four basic models [1]. **Public cloud** is defined as a cloud, where the services are provided to a huge number of customers. The provider is responsible for availability of the provided services. The advantage of it is a low price for services. The disadvantage is a limited option of customizing the service according to customer needs, which comes from the idea of providing services to as many customers as possible, as with a public cloud. The issue of security is closely linked with a public cloud, as it is important to ensure that every customer has access inly to their own data and at the same to restrict access to data of other users. A public cloud most often uses the mechanism of authentication, authorization, and accounting to authenticate the user. **Private cloud** differs from a public one mostly by being used only for needs of an organization within an inside network (intranet). That being said, it is necessary for an organization to have a whole infrastructure at their disposal. The provider is then most commonly the IT department of the organization, or it is provided via outsourcing. The advantage is knowledge of the infrastructure and data security is fully in the hands of organization, in which the data are located. While using a private cloud, it is not necessary to solve the problem of various customers accessing (organizations) the infrastructure, just like with the private cloud. **Community cloud** is a specific example of a public cloud. The infrastructure is shared among several organizations that use it a thus create a community. It can be own directly by the organizations in the community or by a third party. These organizations can be linked by, for example, field of operation or similar requirements for cloud services. Community cloud can be used mostly in the area of state administration. **Hybrid cloud** is a combination of a private and a public cloud and a part of the infrastructures, for security reasons, is operated within the organization and other part of it is rented from a third party. The organization can have a part of their data under control and part outside. Connected clouds then remain unique entities, which are interconnected using standardized application interfaces or proprietary technologies that enable data and application transferability.

* 1. Cloud security

Many expert books and articles deal with cloud computing security. The most relevant document about cloud computing security is the one by Cloud Security Alliance (CSA) [9]. Founded in 2008, CSA's main aim is to support proven security techniques within cloud computing and to provide information about cloud computing as such. CSA defines nine security risks for clouds. **Data breaches** are the biggest threat to an organization's competitiveness. The risk of **data abuse** by the organization's competitors for their advantage was an issue even before cloud computing technology came along. But with its development, new possible ways to attack service providers came and the risk of data theft and their abuse rose. Data can get lost as a result of data cracker attacks, natural disasters, but also technical difficulties of the provider. Such risk is called **data loss**. Both the provider and the customer are responsible for data loss in all cases. If the costumer uses an encryption key which gets lost, there is no possibility to recover the lost data. Account or service **traffic hijacking** is a type of an attack, which has been known for a long time, thus it is not considered a new threat. Its aim is to steal access data for a user account, thanks to which the attacker can manipulate user´s data and use his account for his own benefit. Availability and security of services is dependent on the **security of basic API** which ensure authentication, authorization, monitoring, etc. In case a security error in API occurs, it is impossible to ensure safe run of the service as a unit. **Denial of service attack** is denying access to a service or at least slow it down as much as possible. This attack is most commonly done via consuming all available system tools (CPU performance, hard drive capacity, RAM capacity, etc.). Concerning cloud computing, the aim of the attacker is to prevent users from getting to their data and applications. The scenario, in which the application is unavailable, but it consumes more sources, leads to the customer ending up paying for the service, although they have not been using it. **Malicious insiders** represent an abuse of a user account. Provider's administrator poses a huge security threat as they can have access to target information. To prevent such malicious activities, it is advisable to use an encryption key. Such key must be stored by the customer outside the cloud of the provider. Another security risk is **abuse of cloud services**. Big computing performance of a cloud can be misused for hacking passwords or encryption keys. **Insufficient due diligence** is a threat concerning the ignorance of a cloud. When cloud was introduced, many organizations tried to implement this technology as fast as possible. The main reasons were the vision of lower infrastructure costs, scalability, instant access, etc. But many organizations did not understand the mechanisms of cloud technology, including the reactions of the provider to errors in case of a malfunctions, use of encryption, or user activity monitoring. Shared technology vulnerabilities concern components of the infrastructure (such as the CPU, etc.) that have not been designed to ensure 100% user isolation when being accessed. Thank to this vulnerability, the entire cloud platform can be in jeopardy.

Another important view of the issue is presented by Gartner Inc., a organization that defined seven security risks for clouds. [8]. With privileged user access, data are stored on cloud service provider's servers. The customer should learn as much as they can about the server, the persons with access to it and data stored on it, and how access to the server will be monitored. For cloud service providers, regulatory compliance means conducting external audits that investigate how providers secure the data entrusted to them. If the provider is not willing to participate in said audits or they don't present data from audits upon request, they lose credibility in their customers' eyes. Physical data location may be hidden to the customer. In this context, Gartner advises that the customer makes sure whether the provider upholds personal data protection appropriate for the particular country, in which their data center is located. Customers' data are located in the cloud together. The cloud provider then should use appropriate encryption mechanism to separate the data of individual customers. Such procedure is called data segregation. At the same time, the provider should also be able to provide information about how and by whom the encryption mechanisms were designed. If encryption fails, the worst consequence can be data unusability and therefore only professionals in the field should design and test encryption solutions. The customer should also ask for information about if and when data recovery is possible in case of a malfunction. The provider should regularly back up customers' data to ensure that the possibility of recovery is always present. Investigative support in cloud computing can mean the impossibility of investigating illegal activities. According the Gartner's advice, the customers should request investigative support along with a proof that the provider has experience with such support. Long-term viability means that if the provider faces financial difficulties, or the organization is acquired by another organization, it should not affect availability of customers' data in any way. The customer should ask the provider how to acquire their data back in a format that would enable their import into replacement application, should such scenario occur.

1. Research and its results

Questionnaire research using a standardized questionnaire was used a research method. Questions, that are written, unlike in an actual interview, are answered also in a written form. For reasons of maintaining logical and stylistic correctness of individual questions, a pilot research, to which participants of lectures about the issue of cloud computing and it deployment were invited, was conducted. The questionnaire was purely anonymous to achieve maximal objectivity and honesty of individual interviewed subjects. Another significant element of the questionnaire research was personal contact with persons responsible for the given issue in a particular organization, such as IT managers, directors of computer system management, etc. The issue of cloud computing was discussed with all respondents during a motivation interview, the aim of which was to motivate the respondents to provide their objective answers.

To evaluate the questionnaire, quantitative methods, enabling fast and straightforward data collection and relatively easy results generalization, were used. Maximal elimination of dependency on a particular researcher had a significant effect on using quantitative methods of evaluating the research. Selected questions aimed mainly at the characteristics of the researched subject were verified secondarily from answers collected during the motivating interview.

The presented questionnaire contained total of 30 closed questions, in which the respondent could have selected an already given answer or select the option 'other answer' and provide their own answer in the edit field. The questionnaire was grouped into logical groups that contained questions concerning similar issues. There were questions aimed at the characteristics of the organization, using or not using cloud services and their reasons for doing so, deploying cloud services, and the last set of questions was aimed at the issue of security of cloud services. Individual questions were then made available to the respondent in blocks based on their first response. So, if the respondent was already using cloud services, there logically were no questions why they would not use them. The results of the questionnaire research are then compared with a created SWOT analysis. In the next part of the article, results of selected parts of the research are introduced.

1. Results and evaluation of gained data

The first result, gained during a research conducted from February till November 2014 in the Czech Republic, was the discovery that only 53% of organizations approached about co-operation on our research actually participated. In our research, we gained information from 87 organizations in a questionnaire research, results of which are presented below. Out of the 87 organizations, 73% use cloud services, the remaining 27% do not. This value is relatively high, which can be cause by the fact that the organizations that refused to take part in our research have not implemented cloud solutions. After adding the number of organizations that refused to take part in our research and for which we assume that they do not use cloud services, the total percentage of organizations in the research, who use cloud services, is 35%. Although, the structure of individual organizations is far more interesting to the research itself.

* 1. Structure of organizations using/not using cloud services

Fig. 1 depicts the percentage of organizations using cloud services. It is not surprising that 40% of organizations working in IT use cloud services in their operation. 33% of organizations operating in the field of power engineering, in both production and management, using cloud services is actually a rather surprising result. This result can be awarded to dynamic development of deploying smart networks and smart metering, which is supported in the Czech Republic not only by organization managements, but also by state grant policy. A relatively small percentage of 14% of industrial organizations, oriented on production in the area of engineering, construction and glazier production, that use cloud services, can be awarded to relatively high costs for innovation of current infrastructures.

* 1. Type of deployed cloud solution depending on the type of the organization

Another interesting result, coming from our research, is the type of deployed cloud solution depending on the type of organization that deployed it. Fig. 2 depicts those results. The first interesting result is that there are only three types of cloud services used - the hybrid cloud, hosted private cloud, and custom private cloud. It is not surprising that custom private cloud is widely used by the government, for which another solution is more or less impossible for legislative reasons, especially because of the emphasis on high level of security of data stored in the cloud environment. Management and security of organization data is still the most significant element that affects the deployment of cloud services, which is apparent from the usage of hosted private cloud and hybrid cloud solutions as both of these alternatives give the user the option to store and secure their data in compliance with requirements set by the law on cyber security, law on the protection of personal data of both employees and clients, and last but not least, in compliance with internal documents of the organization, the usage of which is defined by internal policies of organizations in compliance with ISO 27000.

* 1. Reasons affecting the deployment of cloud solutions

Fig. 3 depicts the reasons affecting organizations that have not yet implemented cloud services, but deem it necessary to implement them. Independent inspection of cloud service providers by an external subject seems to not be a very significant factor. This point of view, that logically only applies to public and hybrid clouds services, is a determining factor only for 25% of subjects. Another aspect, that can be considered rather restricting for not implementing cloud services, is the unavailability of fast connectivity for end users. Its rise is a key element for implementing cloud services for more than 49% of organizations. This is important mostly for corporate organizations that provide both connectivity and cloud services, as there is a huge number of such organizations in the Czech Republic and they should take that fact into account when offering their services to end users. For 50% of organizations it is important to know about the location, security, and handling of their data in the cloud. This fully corresponds with the interpretation of the previous part of the research, in which the organizations incline to implementing a private or hybrid cloud solutions exactly for the security and data control reasons. The most significant aspect, from the viewpoint of the respondents, is then insufficient or overcomplicated legislative scope defining the relationships between the provider and the client of cloud services, which also deals with legal responsibility in case of an outage, data abuse, or data loss. There were no significant changes to the development of risks affecting potential customers switching to cloud services, which can be seen on the comparison of a conducted investigation of risks defined by Gartner. The investigation points mainly to the large risk lying in data security, which was actually mentioned by 50% of respondents. In compliance with the previous discovery of overcomplicated legislative scope regarding the legal responsibility of the provider and the customer, it is also possible to find a correspondence with the Gartner agency, which deems legal obstacles a significant risk as well.

* 1. Type of security depending on the type of the organization

Result presented last regard used options of security while using cloud services. Fig. 4 depicts said results. As expected, the demand for security is highest in the sphere of government organizations, 80% on average. Of course, private organizations and subsidiaries of supranational companies are not falling behind with the average of 62%. The most feared scenario is data interception during their transfer into a cloud and their subsequent misuse. Simple, yet efficient solution is to secure the data transfer by an encryption key. As it is apparent from the results of the research, organizations are very well aware of the problem and on average 67% of them use encryption. Furthermore, all government organizations also monitor user activities. It is actually rather logical, as handling sensitive data requires the highest level of security and monitoring of user activities can then serve as binding materials for audits. When monitoring users, there logically is the need to distinguish which user is being monitored. Using user accounts and user roles are used in such a case, as each user role had different access rights. Each user can only perform operations assigned to his user role. 92% of private companies and 75% of government organizations and subsidiaries of supranational companies acknowledged user monitoring, which leads to the assumption that not only government, but also private companies do not underestimate their data privacy in terms of their transfer into a cloud and subsequent data handling.

1. Conclusion

The paper described results of the first conducted research of cloud security in the Czech Republic. Just like any other technology, cloud computing brought along both advantages and disadvantages. The results can be summarized by a SWOT analysis that corresponds with complex results of the conducted research. The strong side can be seen mostly in lowering of costs for purchasing and operating an infrastructure. Also, the form of payment for services or the infrastructures in the form of subscription and the provider can estimate their future profits based on previous payments. Availability can be deemed a weak side, as providers' servers with customers' data are often located all over the world. If the user wants to have access to their data, the data should be provided in reasonable time. For providers, this can present a potential problem. Even Internet connection can be considered a huge disadvantage, as shown in the analysis of results of the research. The pressure to unify and adjust legislature, which would contribute to more frequent usage of cloud, can be seen as an opportunity confirmed by the research results. In the Czech Republic, law on cybernetic security, which solves the issue of ambiguous legislature and which dictates the way how to store and secure data, took effect on January 1st, 2015.

It is necessary to also mention the treats, which include data security, but more importantly the risk of their abuse by a third party. Potentially, the provider can go out of business and the customer is then facing the risk of losing data, which was also mentioned by the respondents in our research.

We can say that implementation of cloud services in the Czech Republic is average, but we can positively state that organizations that use cloud services are fully aware of its possibilities and positive sides and they point to possible risks and threats connected with its usage. Better support from the legislature and corporations providing cloud services could lead to better quality of data connections and their utilization.

Acknowledgment

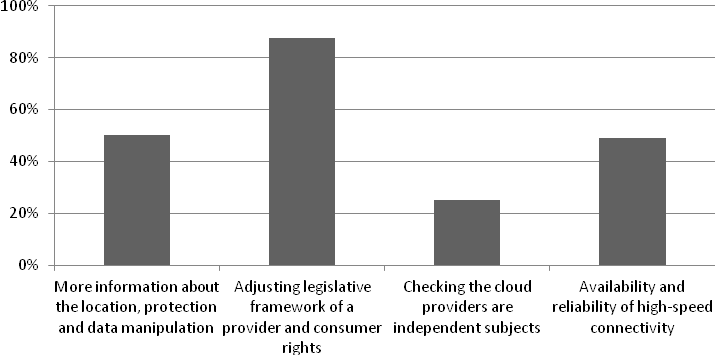
This work and contribution is supported by the project of the student grant competition of the University of Pardubice, Faculty of Electrical Engineering and Informatics, Security smart grid networks and cloud computing.

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**Fig. .** The structure of the organizations using cloud computing (Source: authors)

**Fig. .** Analysis of the reasons affecting the use of cloud services (Source: authors)



**Fig. .** Analysis of the reasons affecting the use of cloud services (Source: authors)

**Fig. .** Used security options depending on the type organization structure of the organizations (Source: authors)