Expectation vs. reality

Crushing user experience and productivity in the name of security

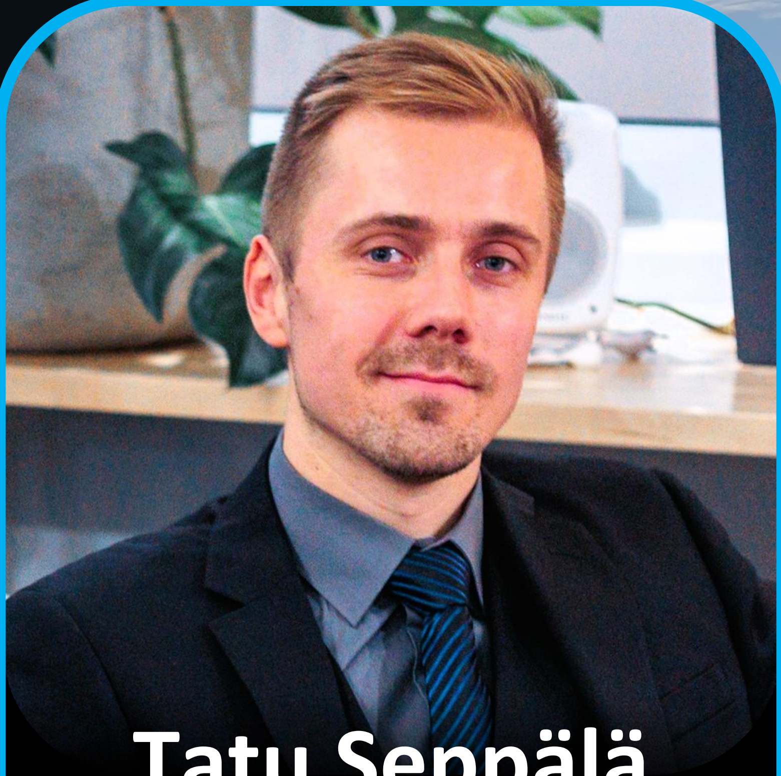
Tatu Seppälä

Alexander Solaat Rødland

- ⭐ Data security
- ⭐ Insider risk
- Power Platform
- Governance
- IAM / Entra ID
- Generative AI

SULAVA
CREATING BETTER WORKLIFE

The Digital
Neighborhood



Tatu Seppälä

Security & Compliance Architect

Microsoft® MVP Most Valuable Professional

Agenda

- The hassle budget
- The great disconnect
- Unintended consequences
- ~~Users~~ People are not stupid
- The 2nd immutable law
- ⚡ Call to action

Identity

Devices

Applications

Infrastructure

Networks

Data

Alex from IT

The BlueScreen Brothers

```
Your Cloud ran into a problem and needs to restart.
Use the waiting time to check out the BlueScreen Brother YouTube Channel.
99% complete

For more information about this issue and possible
fixes, visit:

https://bit.ly/bstube

If you call a support person, give them this info:
stop code: CRITICAL_NEED_OF_BLUESCREEN_BROTHERS
```

Why Software Sucks!
With
David Platt, Tatu & Alexander

Why software sucks

BlueScreen Brothers
1,21k abonnenter

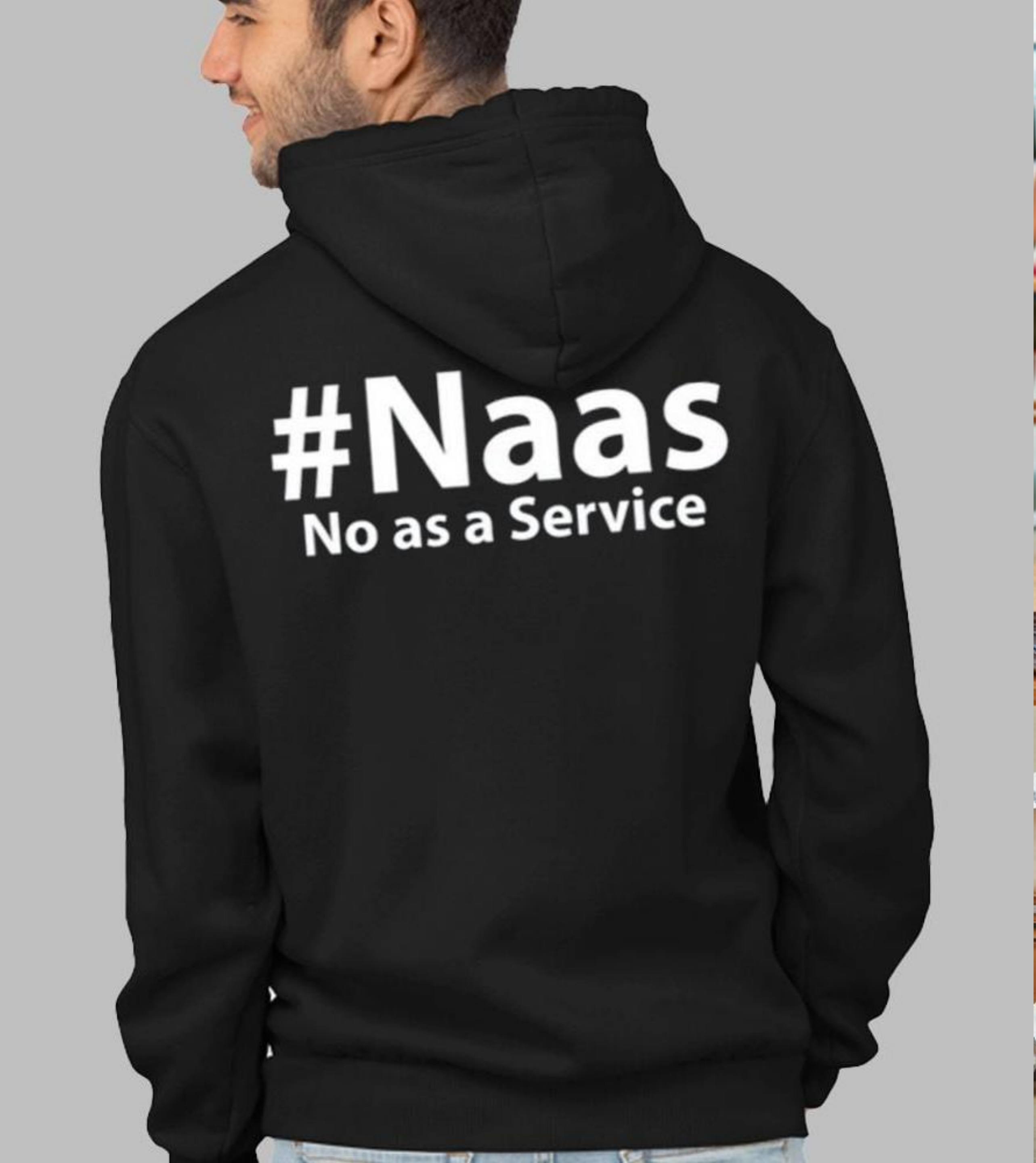
Tatu Seppälä

"The **hassle budget** is the amount of security-related overhead that a user will **tolerate** in order to use a product."

-David S. Platt

"If there's one quality that defines human beings, particularly of the computer-using variety, it's **laziness.**"

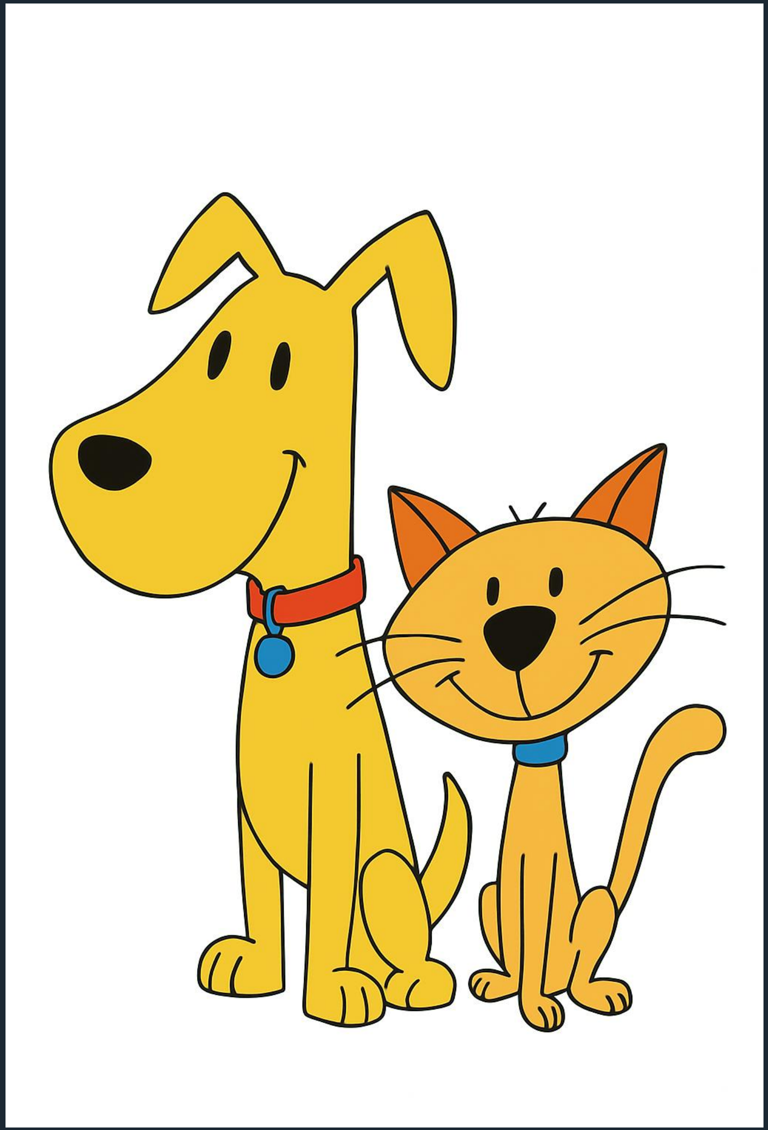
”Know thy user, for (s)he is not thee...”


#Naas
No as a Service

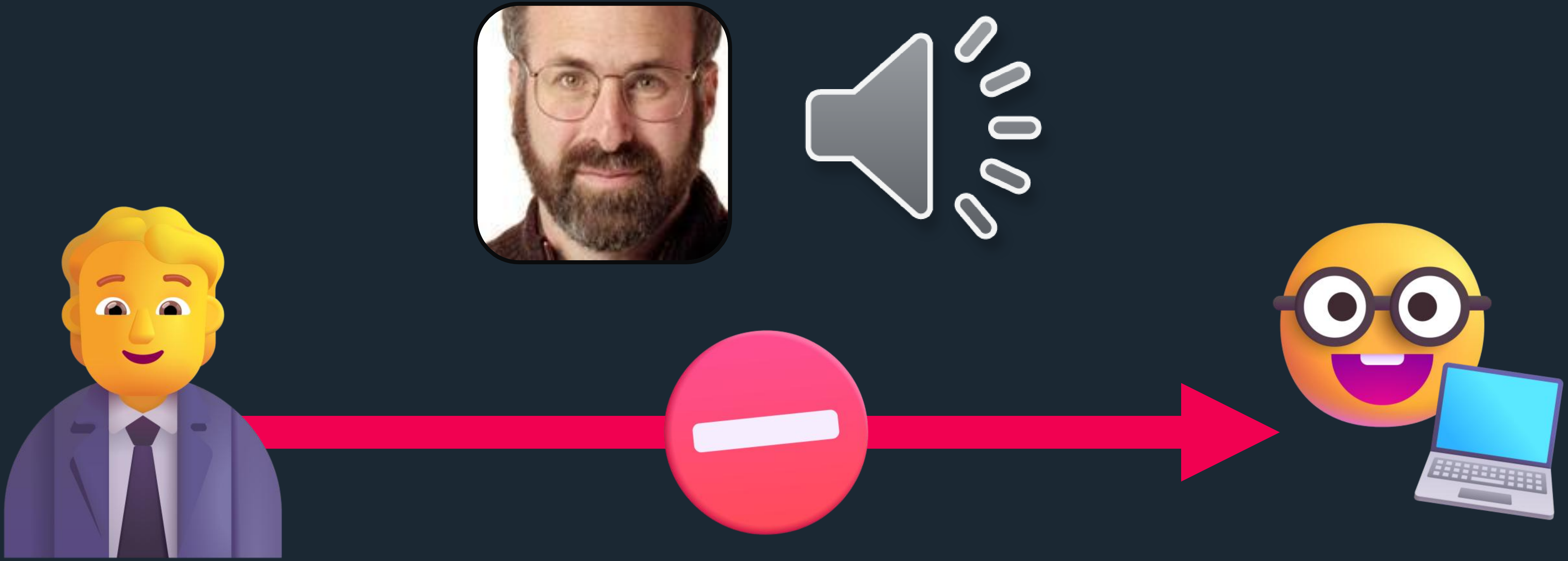
?

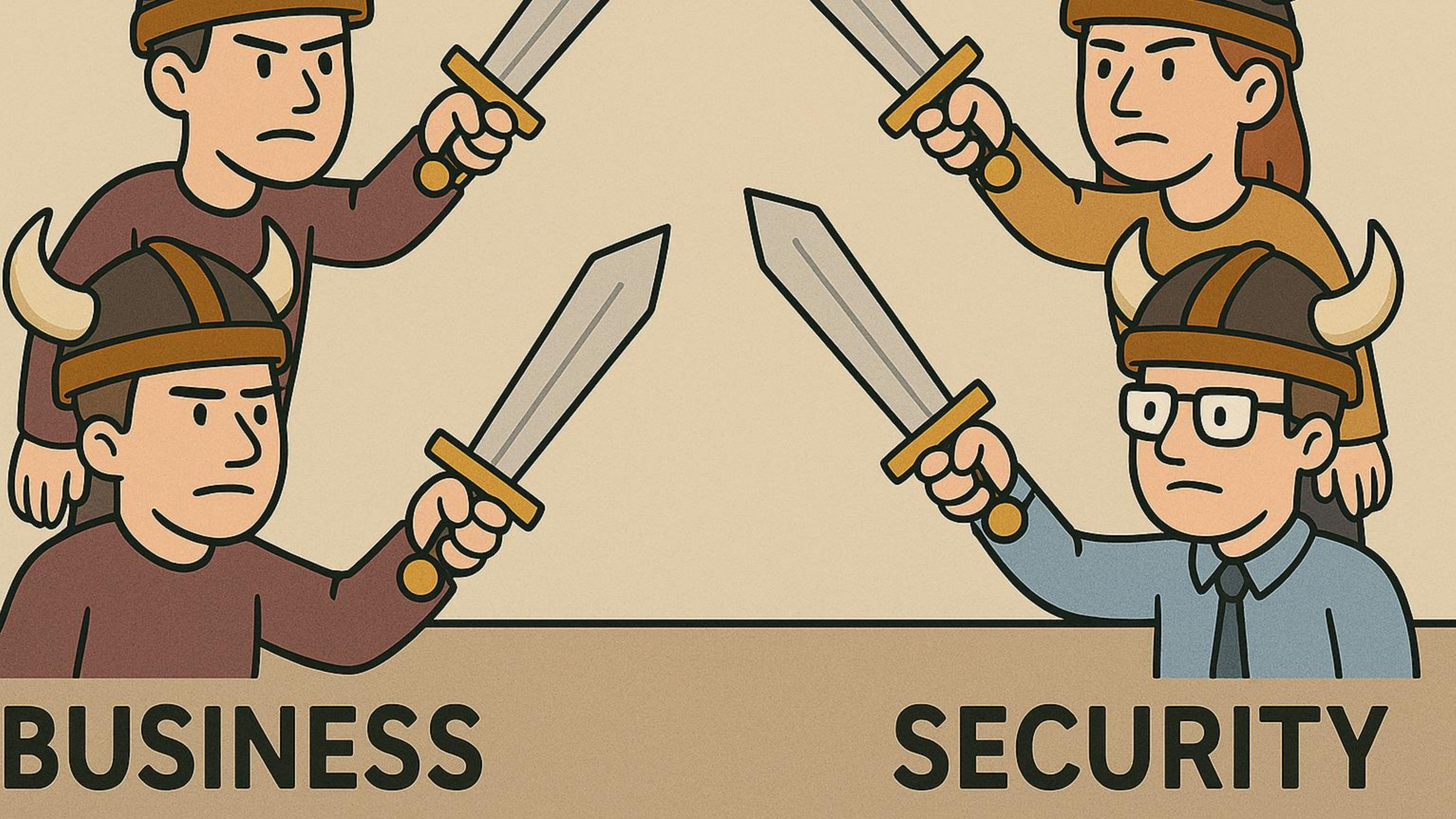
"Eating your own **dog food** before releasing it to users helps your dog food taste slightly better than it otherwise would.

But it won’t change it into cat food, and the dog food stage is too late to find that **your users really are cats.**"



”..it should be hard, damn it!”




BUSINESS
SECURITY

💩 Why security (often) sucks

- No business alignment
- Policy **communicated** - but **not enforced**
- Policy **enforced** – but **not communicated**
- Disregard for natural human behavior
- Understaffed security teams
- **Secure score** ≠ **Actual security outcomes**

”It’s for *security reasons..*”

FIRE BAN!

Who can get an exemption? **NO ONE**

Yes, but... **NO ONE**

THE BAN ALSO APPLIES WHEN:

- you are careful
- you know feveral experts, or are an expert yourself
- it is raining, or you have put out the fire your whole life
- you’re far from the police
- you have looked at a map
- there is a school / daycare nearby
- you feel that grilling it is part of a great trip

The answer is NO!

https://brannmidt.no/balbrenning

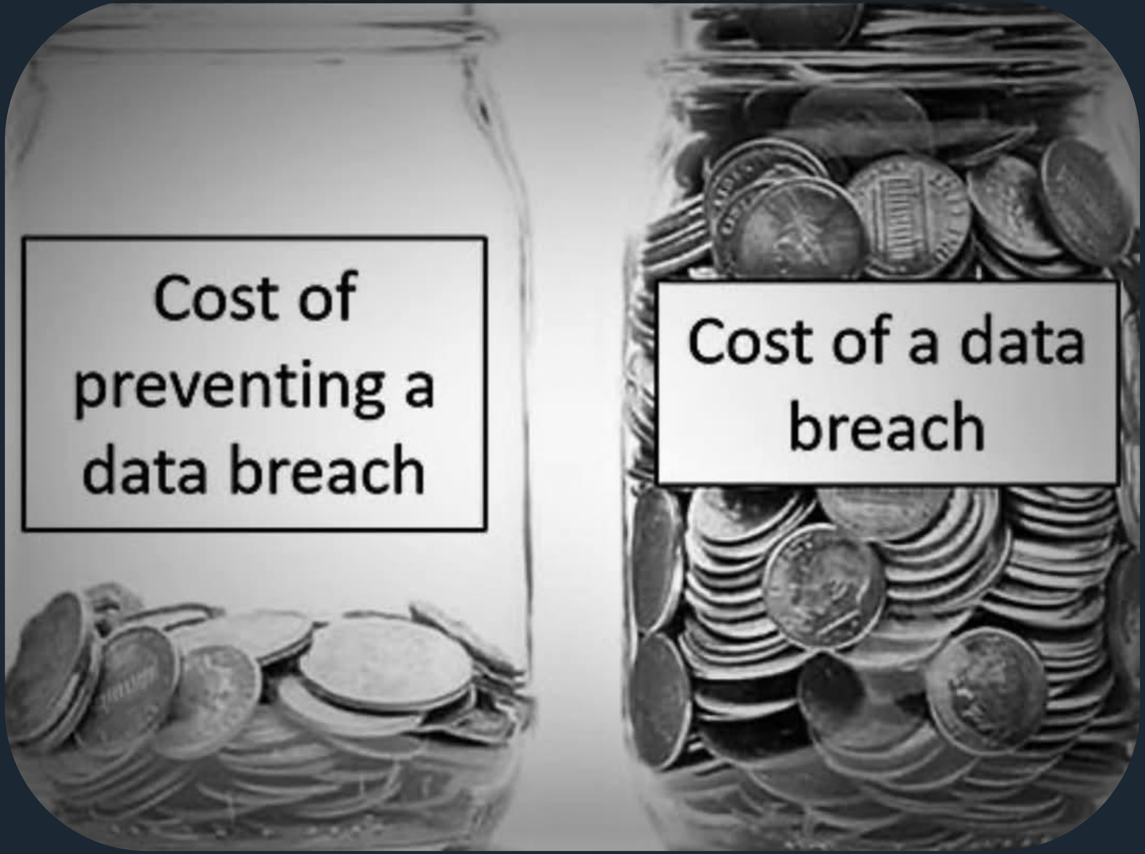
Lillestrom
kommune

”Laziness trumps everything..”

💰 What's the cost?

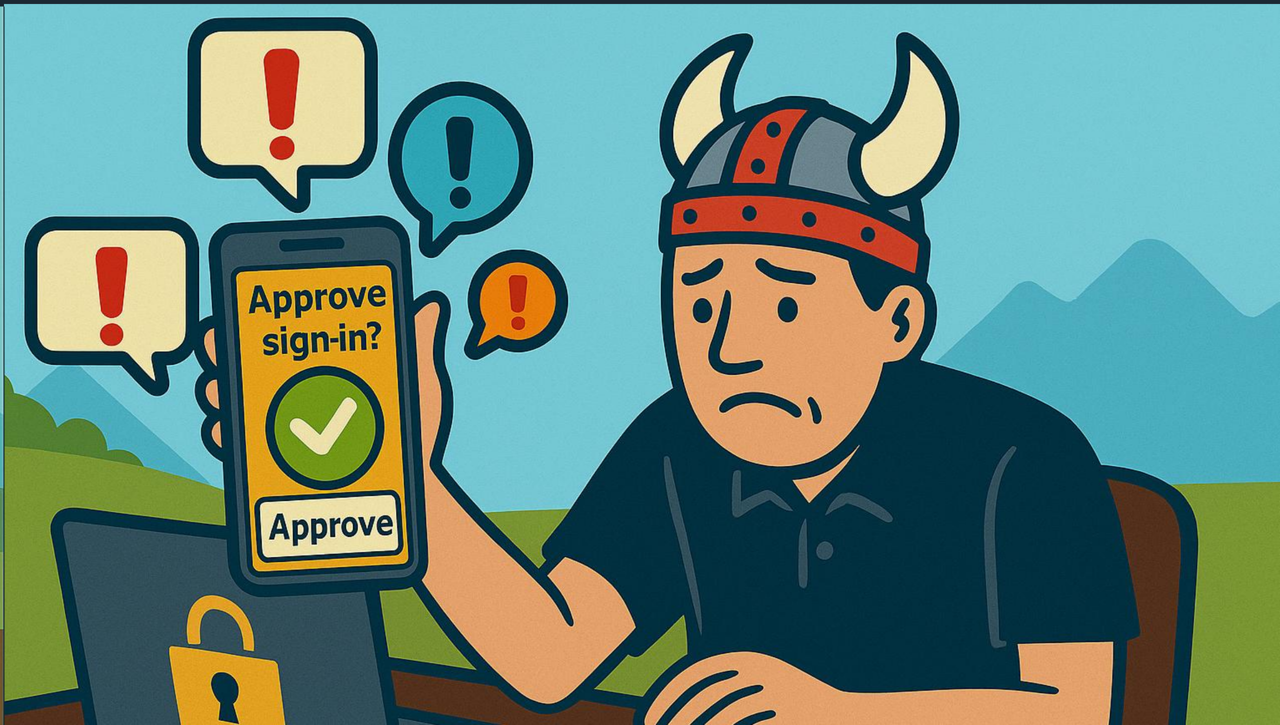
..of a **data breach?**

- 👉 Predictable
- 👉 Measurable



💰 What's the cost?

..of **inflexible security measures** not tailored to business requirements?



Shadow IT explosion

Approve sign-in?
Approve

Security fatigue

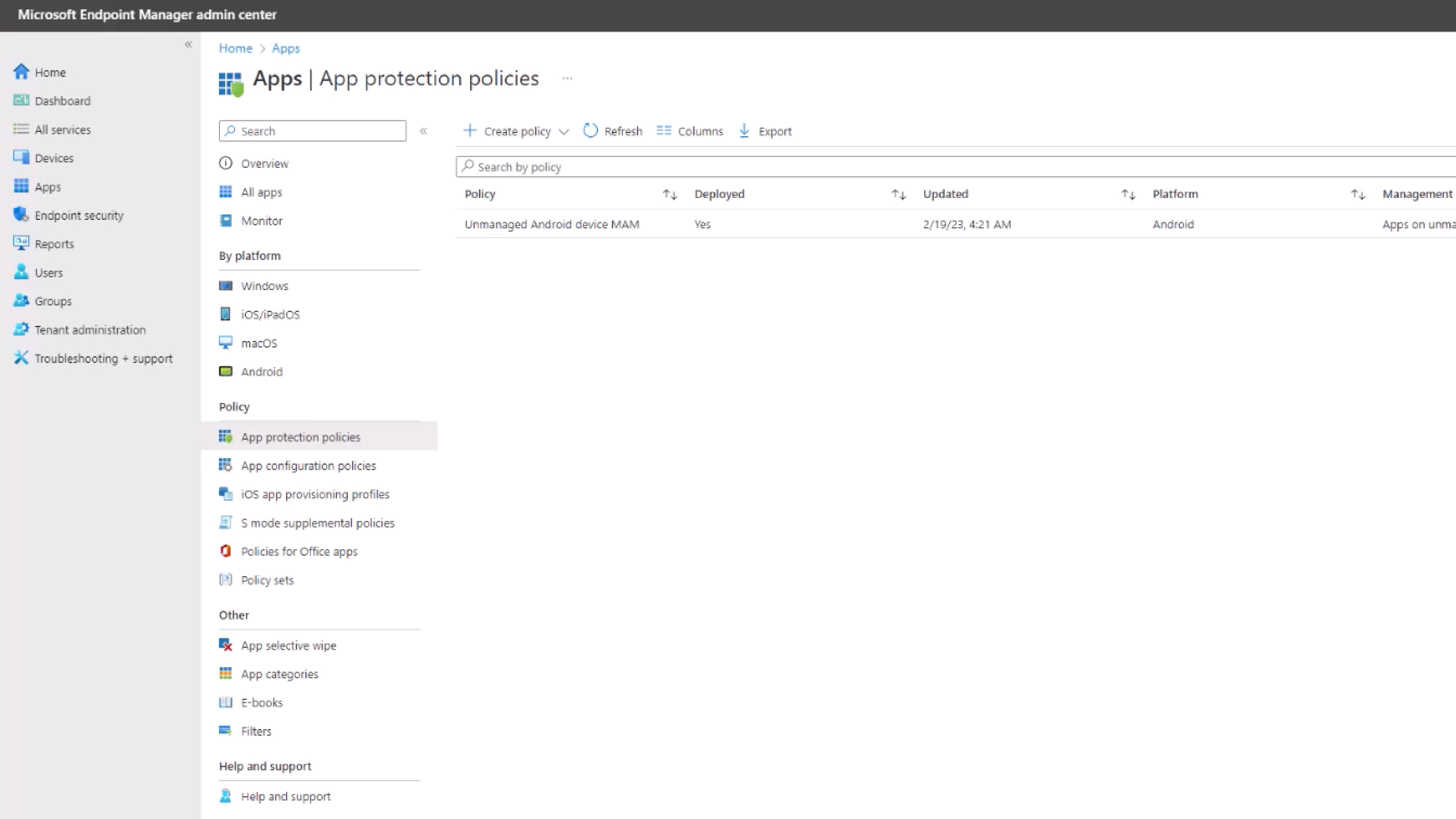
Poor security culture

Stalling productivity & innovation

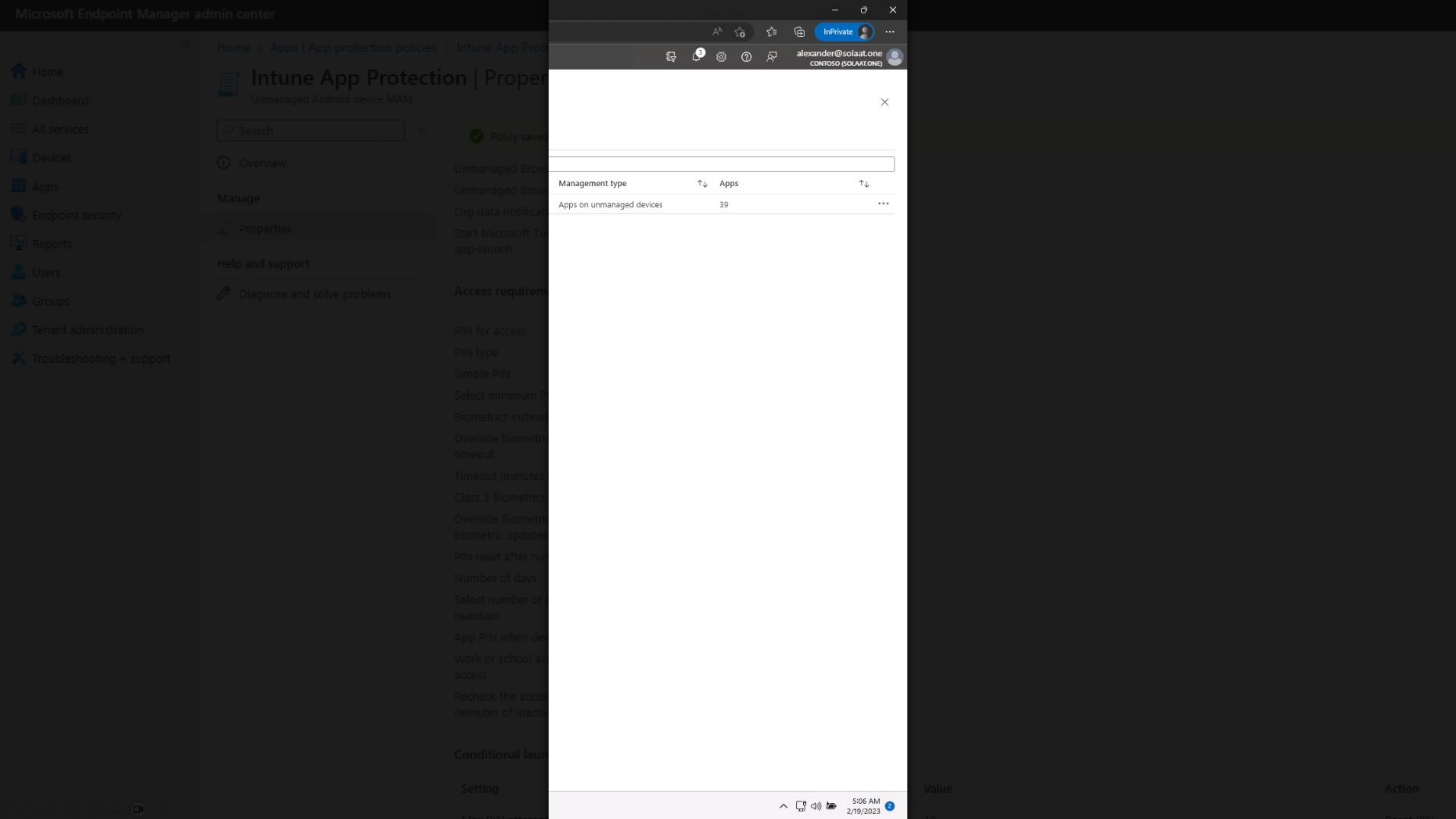
High turnover of talent

Demo

Dealing with pesky outdated devices full of security holes – the effective way



Policy	Deployed	Updated	Platform	Management
Unmanaged Android device MAM	Yes	2/19/23, 4:21 AM	Android	Apps on unma



Intune App Protection | Proper

Unmanaged Android device MAM

Policy saved

Unmanaged Brow

Unmanaged Brow

Org data notificat

Start Microsoft Tu app-launch

Access requirem

PIN for access

PIN type

Simple PIN

Select minimum P

Biometrics instead

Override biometri timeout

Timeout (minutes

Class 3 Biometrics

Override Biometri biometric updates

PIN reset after nu

Number of days

Select number of maintain

App PIN when de

Work or school ac access

Recheck the acces (minutes of inactiv

Conditional laun

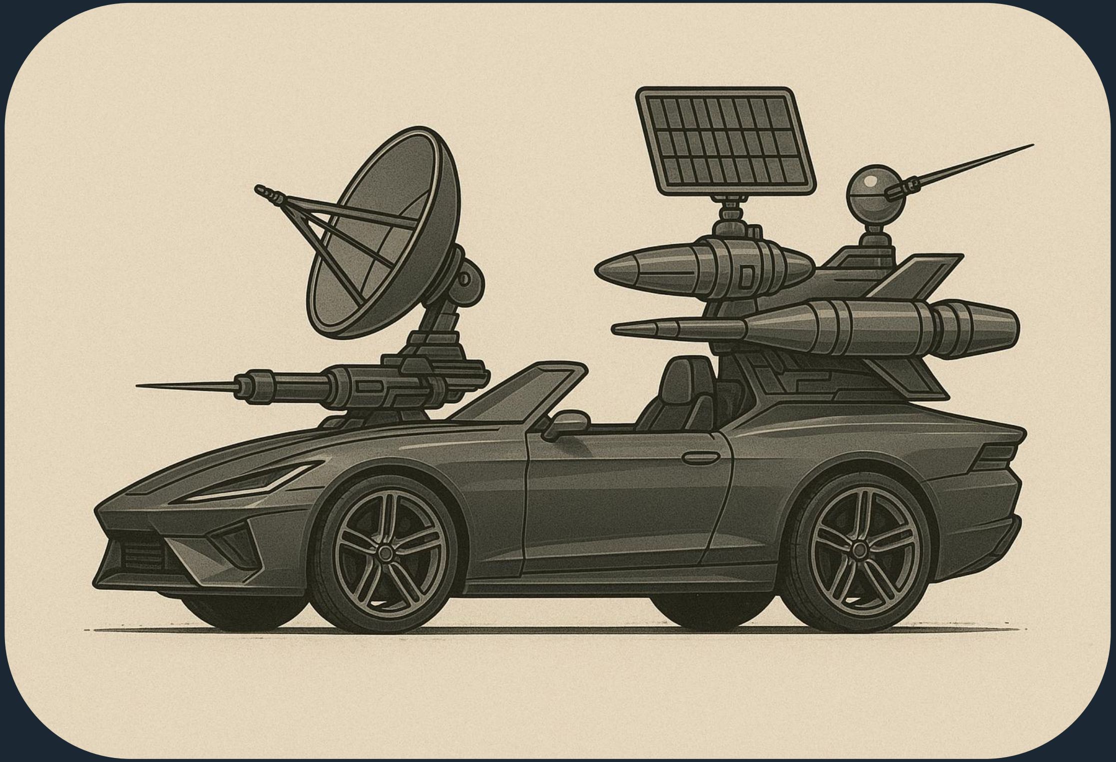
Setting	Value	Action

Management type	Apps
Apps on unmanaged devices	39

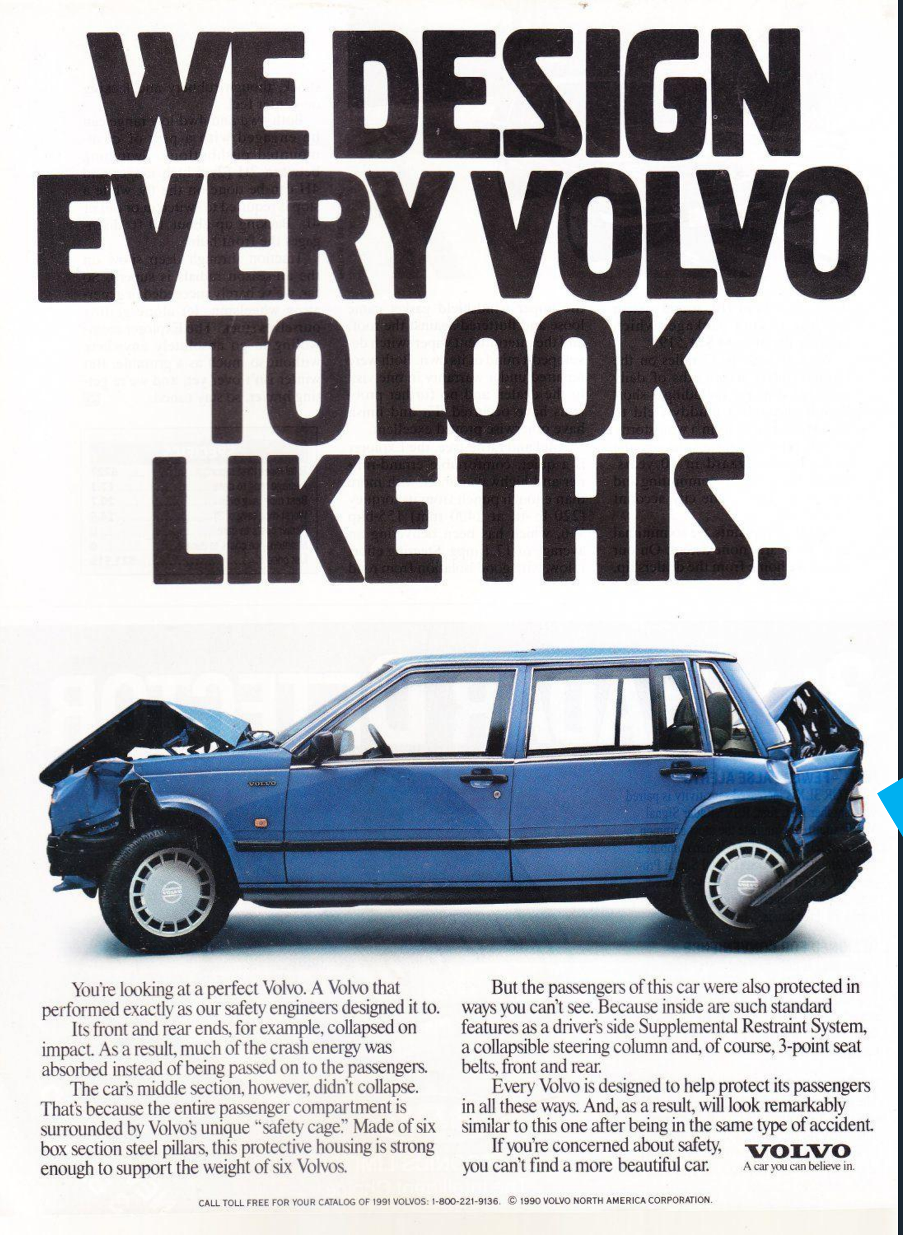
Which type of SecOps pro are you?

You got a problem?

We got you covered!



Users are **stupid** and should not be trusted with a magnetic sketcher!



WE DESIGN EVERY VOLVO TO LOOK LIKE THIS.

You're looking at a perfect Volvo. A Volvo that performed exactly as our safety engineers designed it to.

Its front and rear ends, for example, collapsed on impact. As a result, much of the crash energy was absorbed instead of being passed on to the passengers.

The car's middle section, however, didn't collapse. That's because the entire passenger compartment is surrounded by Volvo's unique "safety cage." Made of six box section steel pillars, this protective housing is strong enough to support the weight of six Volvos.

But the passengers of this car were also protected in ways you can't see. Because inside are such standard features as a driver's side Supplemental Restraint System, a collapsible steering column and, of course, 3-point seat belts, front and rear.

Every Volvo is designed to help protect its passengers in all these ways. And, as a result, will look remarkably similar to this one after being in the same type of accident.

If you're concerned about safety, you can't find a more beautiful car.

VOLVO
A car you can believe in.

CALL TOLL FREE FOR YOUR CATALOG OF 1991 VOLVOS: 1-800-221-9136. © 1990 VOLVO NORTH AMERICA CORPORATION.

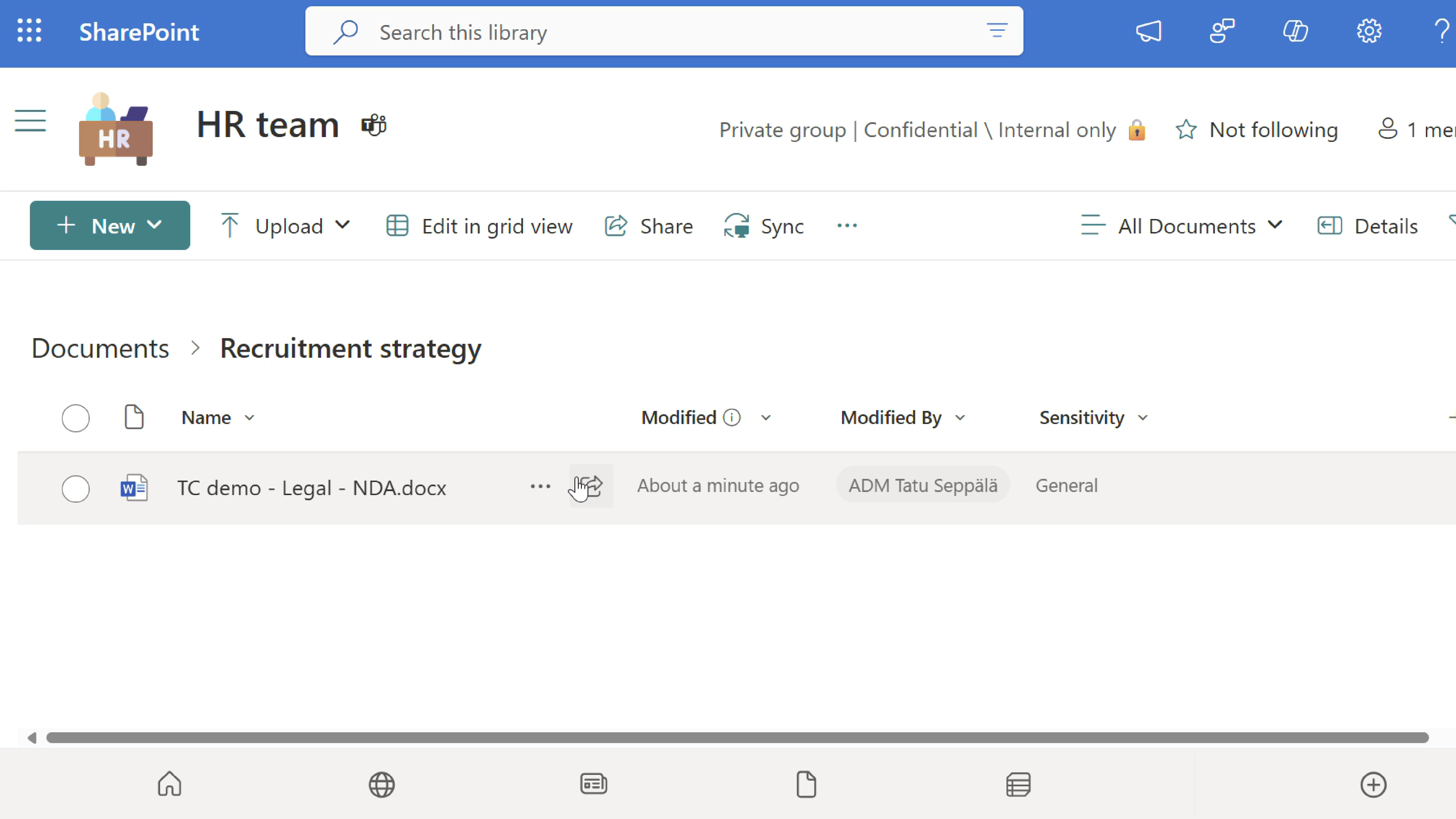
Your security solution design goal

How much security do I need?

- Limit the impact of mistakes without breaking **business processes**
- A certain amount of risk can and must always be accepted
- **How much?** “It depends.”

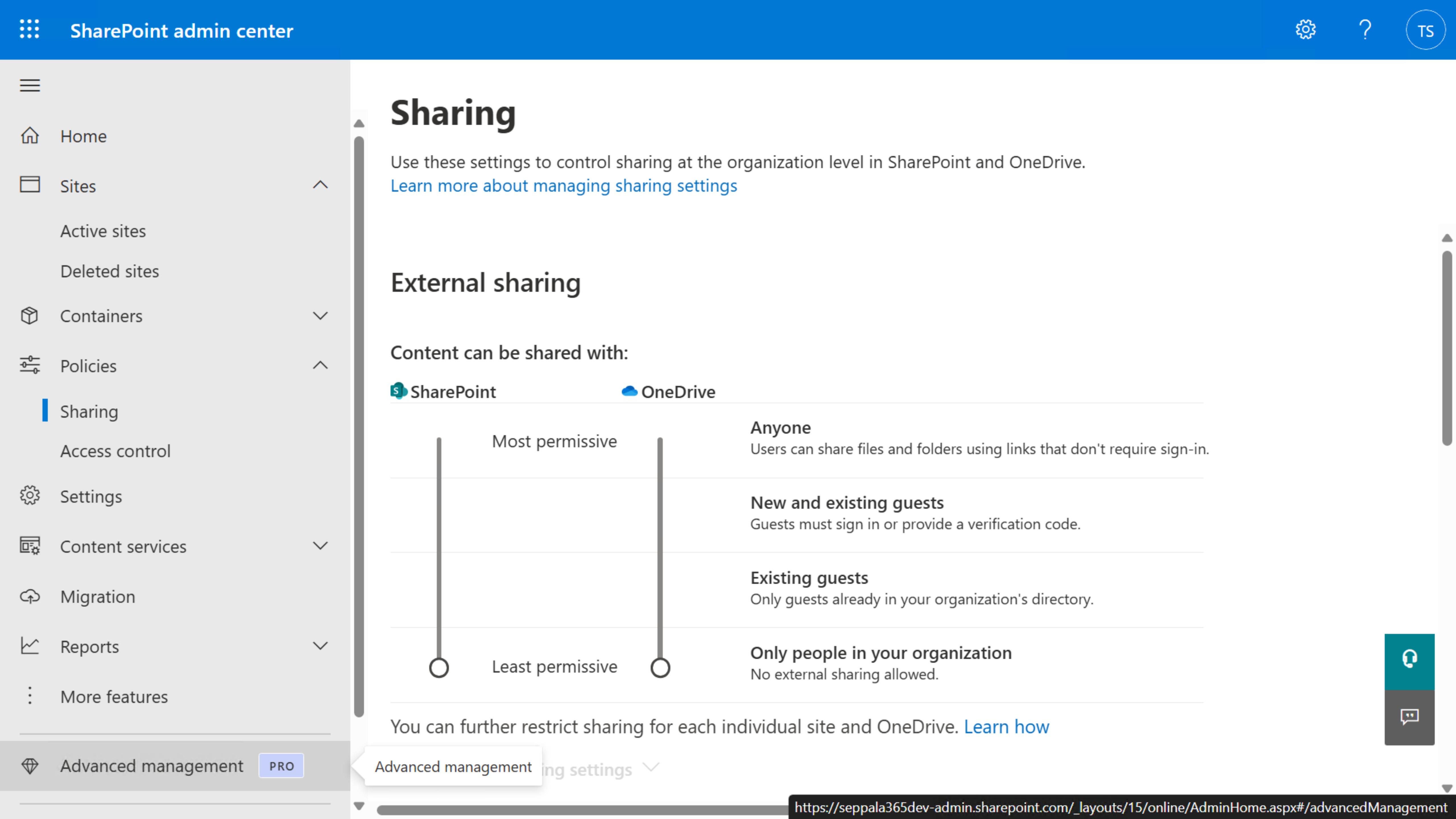
Demo

When there is no clear path to share files with or collaborate with externals..



Documents > Recruitment strategy

Name	Modified	Modified By	Sensitivity
TC demo - Legal - NDA.docx	About a minute ago	ADM Tatu Seppälä	General



Sharing

Use these settings to control sharing at the organization level in SharePoint and OneDrive.
Learn more about managing sharing settings

External sharing

Content can be shared with:

SharePoint OneDrive

Most permissive

Anyone
Users can share files and folders using links that don't require sign-in.

New and existing guests
Guests must sign in or provide a verification code.

Existing guests
Only guests already in your organization's directory.

Least permissive

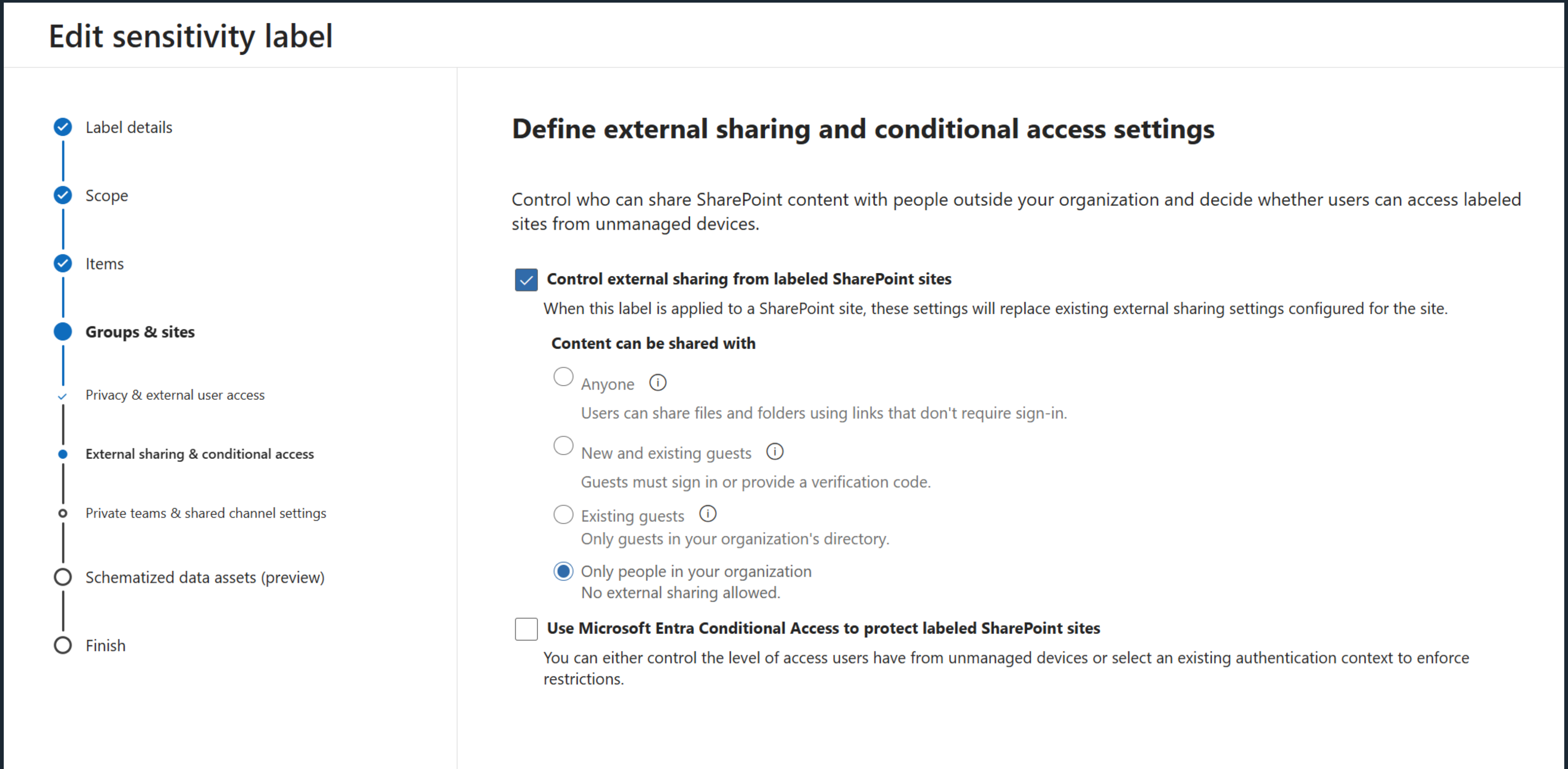
Only people in your organization
No external sharing allowed.

You can further restrict sharing for each individual site and OneDrive. Learn how

ing settings

https://seppala365dev-admin.sharepoint.com/_layouts/15/online/AdminHome.aspx#/advancedManagement

Granular sharing control in SharePoint Online (with container Sensitivity Labels)



Edit sensitivity label

- ✓ Label details
- ✓ Scope
- ✓ Items
- ● **Groups & sites**
  - ✓ Privacy & external user access
  - ● **External sharing & conditional access**
  - ○ Private teams & shared channel settings
- ○ Schematized data assets (preview)
- ○ Finish

Define external sharing and conditional access settings

Control who can share SharePoint content with people outside your organization and decide whether users can access labeled sites from unmanaged devices.

☑ **Control external sharing from labeled SharePoint sites**

When this label is applied to a SharePoint site, these settings will replace existing external sharing settings configured for the site.

Content can be shared with

○ Anyone ⓘ
Users can share files and folders using links that don't require sign-in.

○ New and existing guests ⓘ
Guests must sign in or provide a verification code.

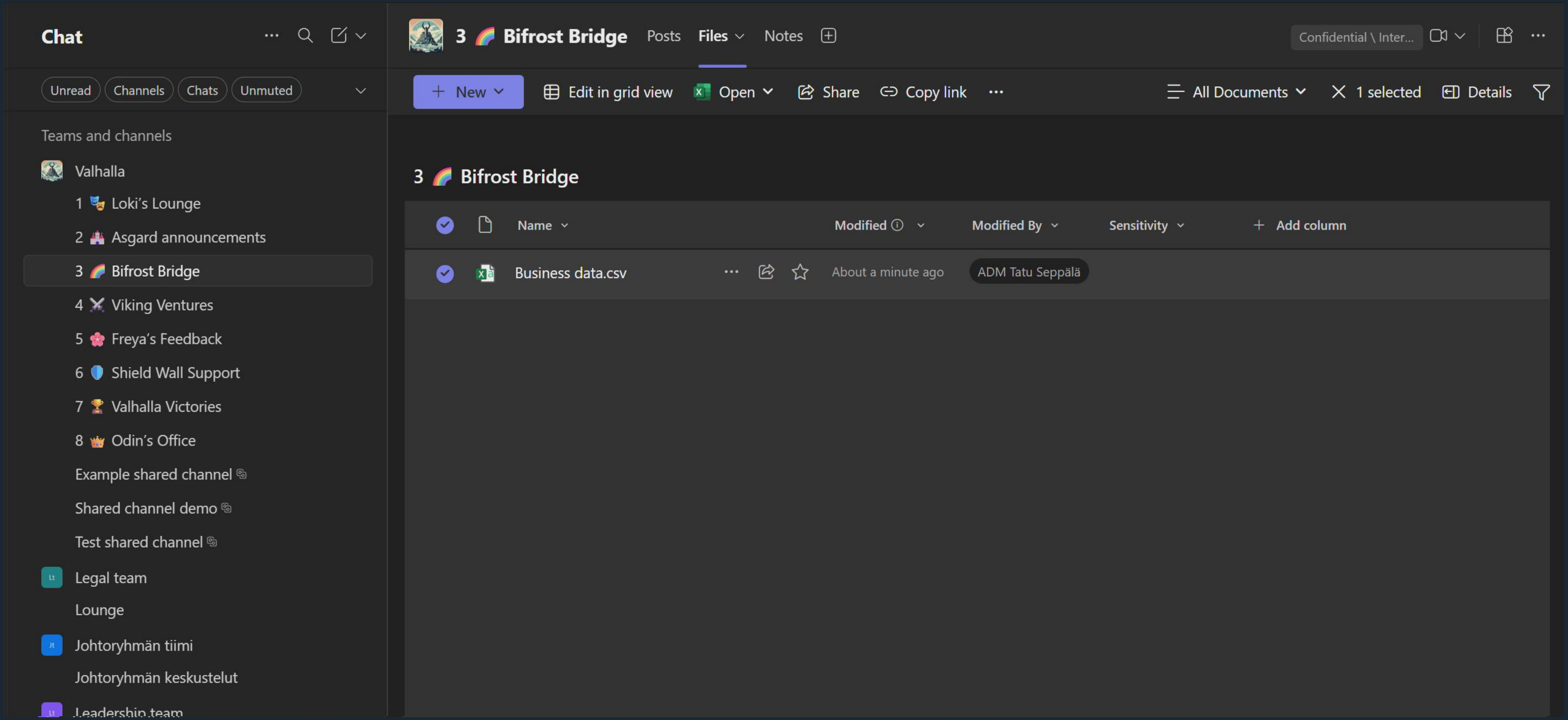
○ Existing guests ⓘ
Only guests in your organization's directory.

● Only people in your organization
No external sharing allowed.

□ **Use Microsoft Entra Conditional Access to protect labeled SharePoint sites**

You can either control the level of access users have from unmanaged devices or select an existing authentication context to enforce restrictions.

Granular sharing control in SharePoint Online
(with container Sensitivity Labels)



3 🌈 Bifrost Bridge

Name	Modified	Modified By	Sensitivity	Add column
Business data.csv	About a minute ago	ADM Tatu Seppälä		

Granular sharing control in SharePoint Online (wo/ container Sensitivity Labels)

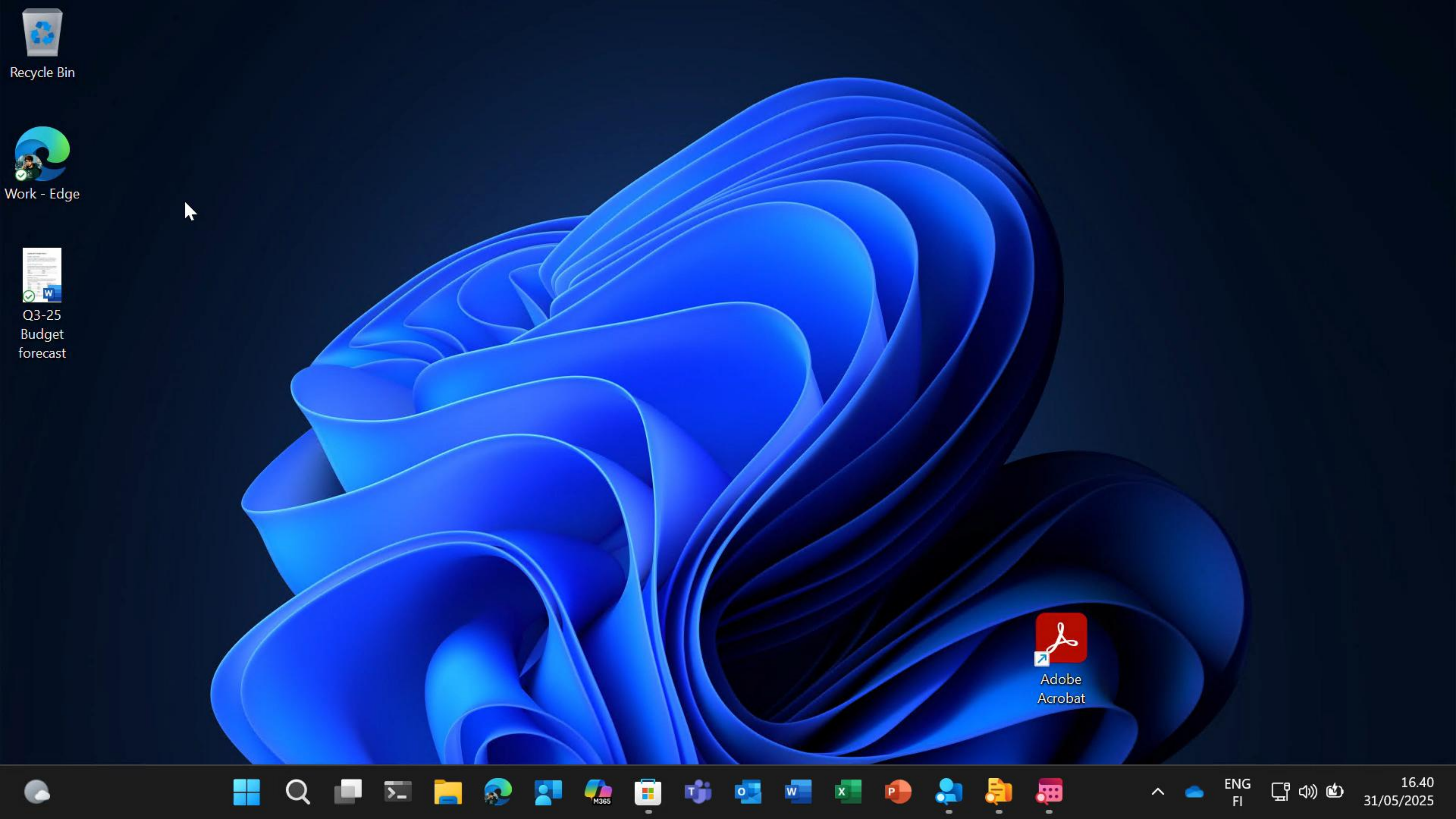
```
# Connect to SharePoint Online
Connect-SPOService -Url https://<your-tenant>-admin.sharepoint.com

# Get all site collections
$sites = Get-SPOSite -Limit All

# Loop through each site and disable external sharing
foreach ($site in $sites) {
    Write-Host "Disabling external sharing for site: $($site.Url)"
    Set-SPOSite -Identity $site.Url -SharingCapability Disabled
}
Write-Host "External sharing has been disabled for all SharePoint sites.”

# Enable sharing for specific sites
Set-SPOSite –Identity <siteurl> -SharingCapability ExternalUserSharingOnly
```

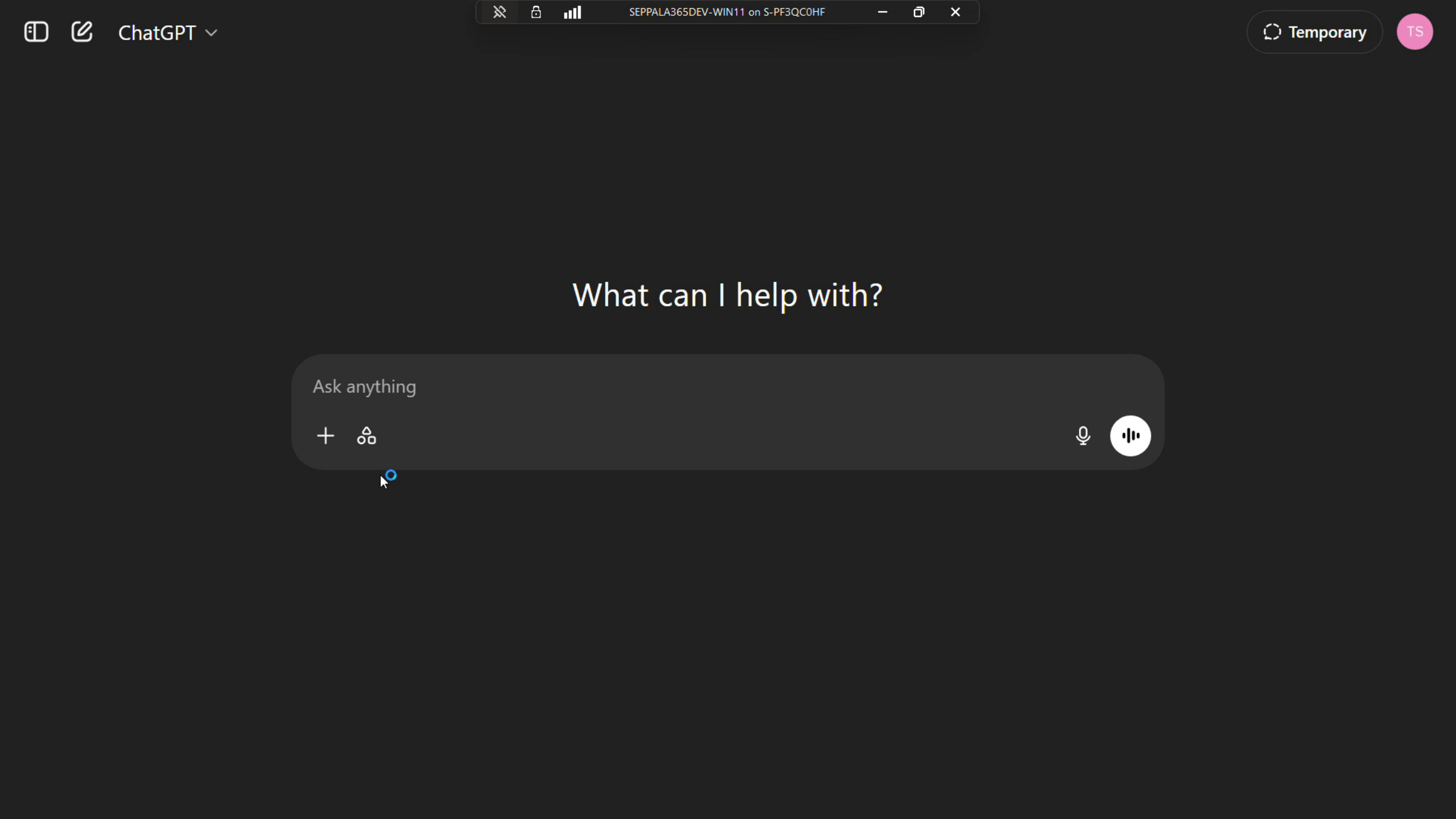
"Security only works if the **secure** way also happens to be the **easy** way."

-The 2nd immutable law of security

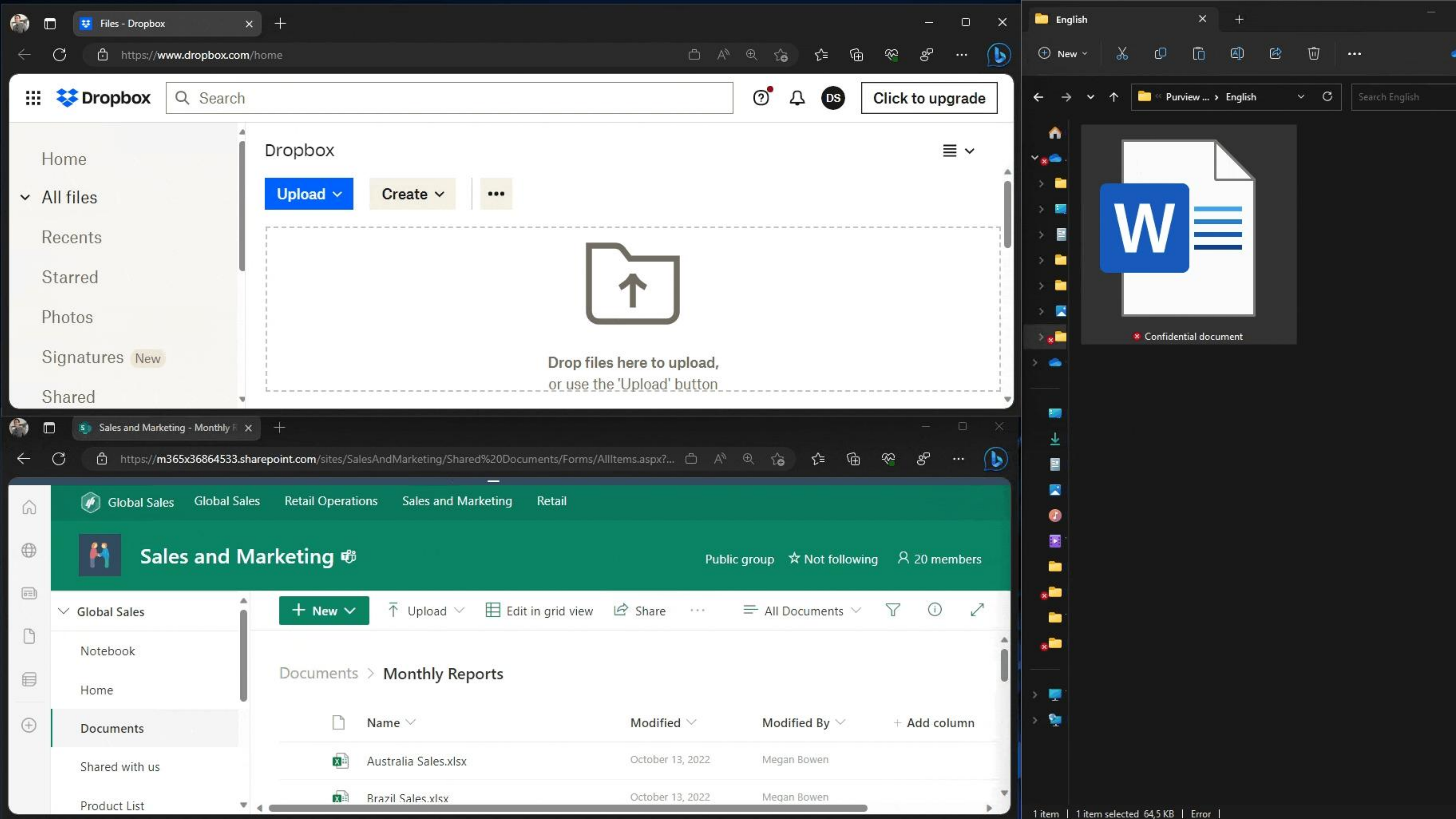
Demo

“AI services are blocked until risk management measures are in place”, said the CISO..


Recycle Bin
Work - Edge
Q3-25 Budget forecast
Adobe Acrobat
M365
ENG
FI
16.40
31/05/2025



What can I help with?



Dropbox

Drop files here to upload,
or use the 'Upload' button

Sales and Marketing

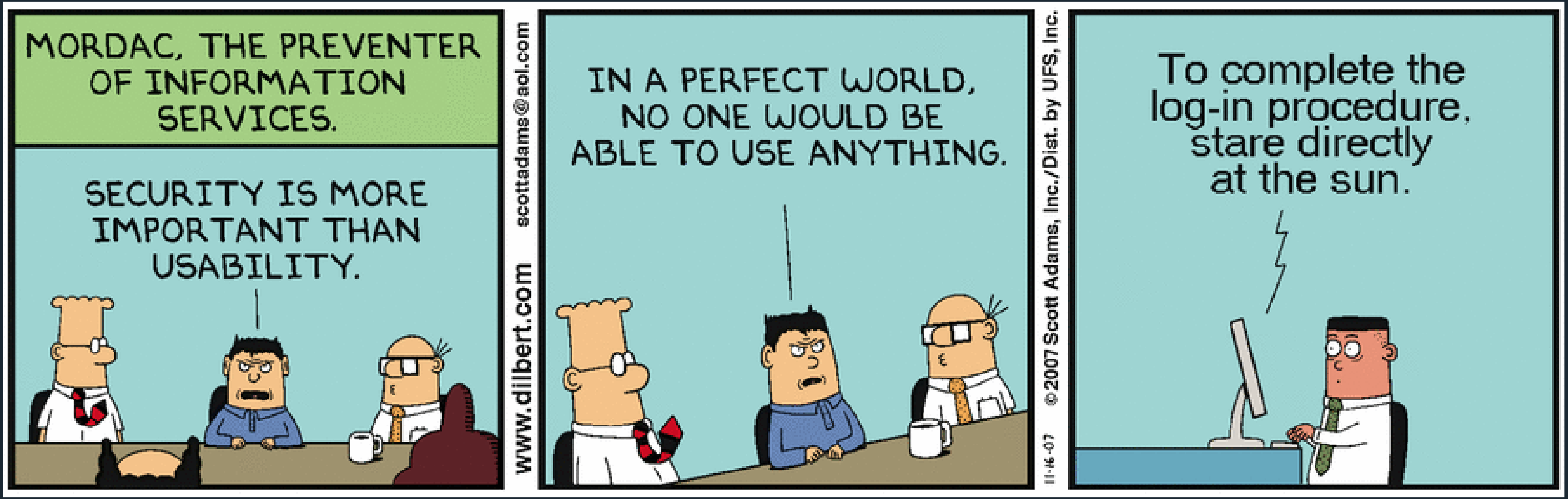
Documents > Monthly Reports

Name	Modified	Modified By	+ Add column
Australia Sales.xlsx	October 13, 2022	Megan Bowen	
Brazil Sales.xlsx	October 13, 2022	Megan Bowen	

Confidential document

1 item | 1 item selected 64,5 KB | Error |

"That which is easy to do *will* be done frequently, **whether it should be or not**"


MORDAC, THE PREVENTER OF INFORMATION SERVICES.
SECURITY IS MORE IMPORTANT THAN USABILITY.
scottadams@aol.com
www.dilbert.com
IN A PERFECT WORLD, NO ONE WOULD BE ABLE TO USE ANYTHING.
© 2007 Scott Adams, Inc./Dist. by UFS, Inc.
11-16-07
To complete the log-in procedure, stare directly at the sun.

Have you ever tried sitting down with your security people with a box of donuts?

Call to action

- Develop a healthy interest in your business users. **They are not stupid** and have meaningful things to accomplish with their digital tools.
- When blocking an action with technical controls, stop to think two steps ahead – **how is the user likely to respond?**
- **Don’t be ”the department of no”** - remember that security is about **enabling business to work securely**

🚫 **If you blocked yourself into trouble,**
you can’t block yourself out of it! 🚫

”Excuse me sir!”

Comments or questions?

Connect with me!