

UC

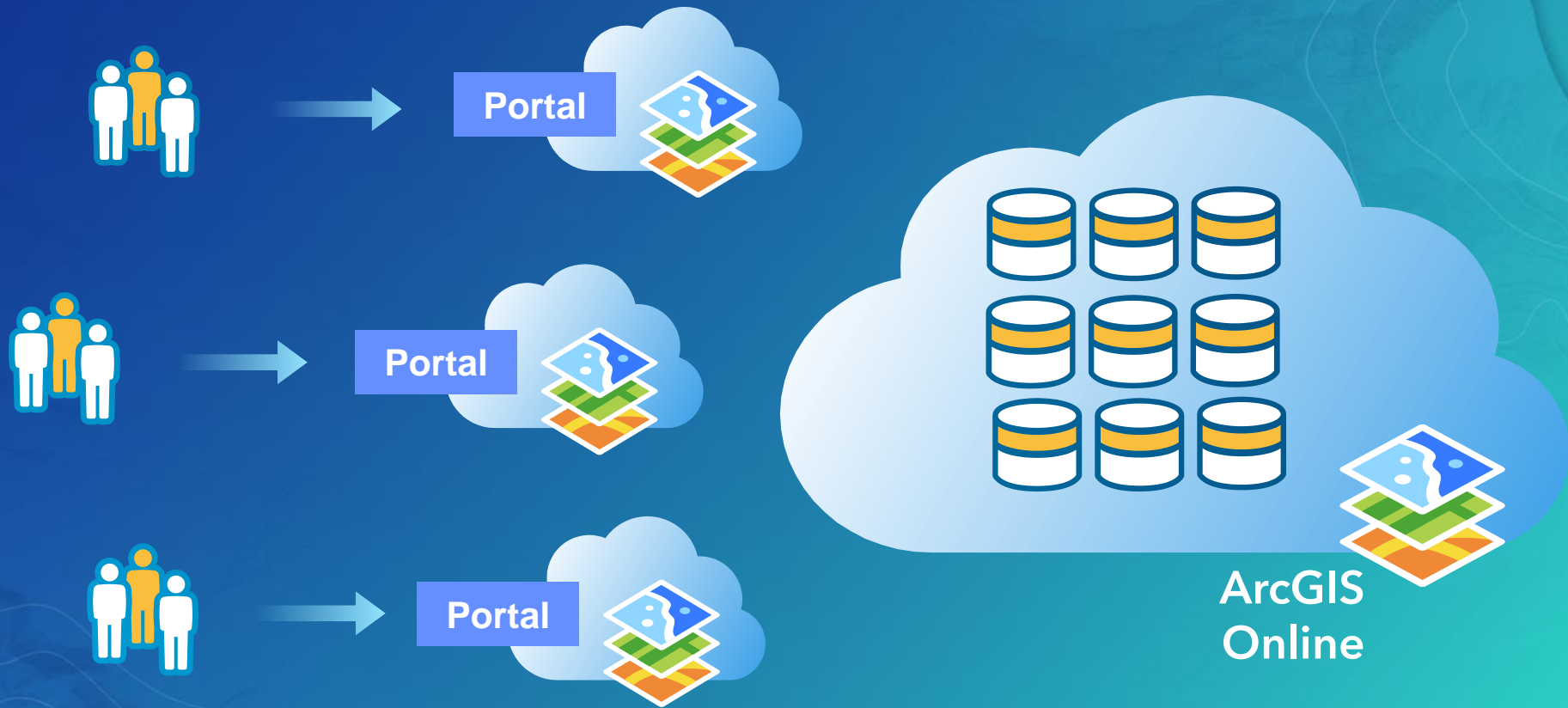


ArcGIS Online: A Security, Privacy & Compliance Overview

Andrea Rosso – Lead Architect

Michael Young – CISO Products

ArcGIS Online – A Multi-Tenant System



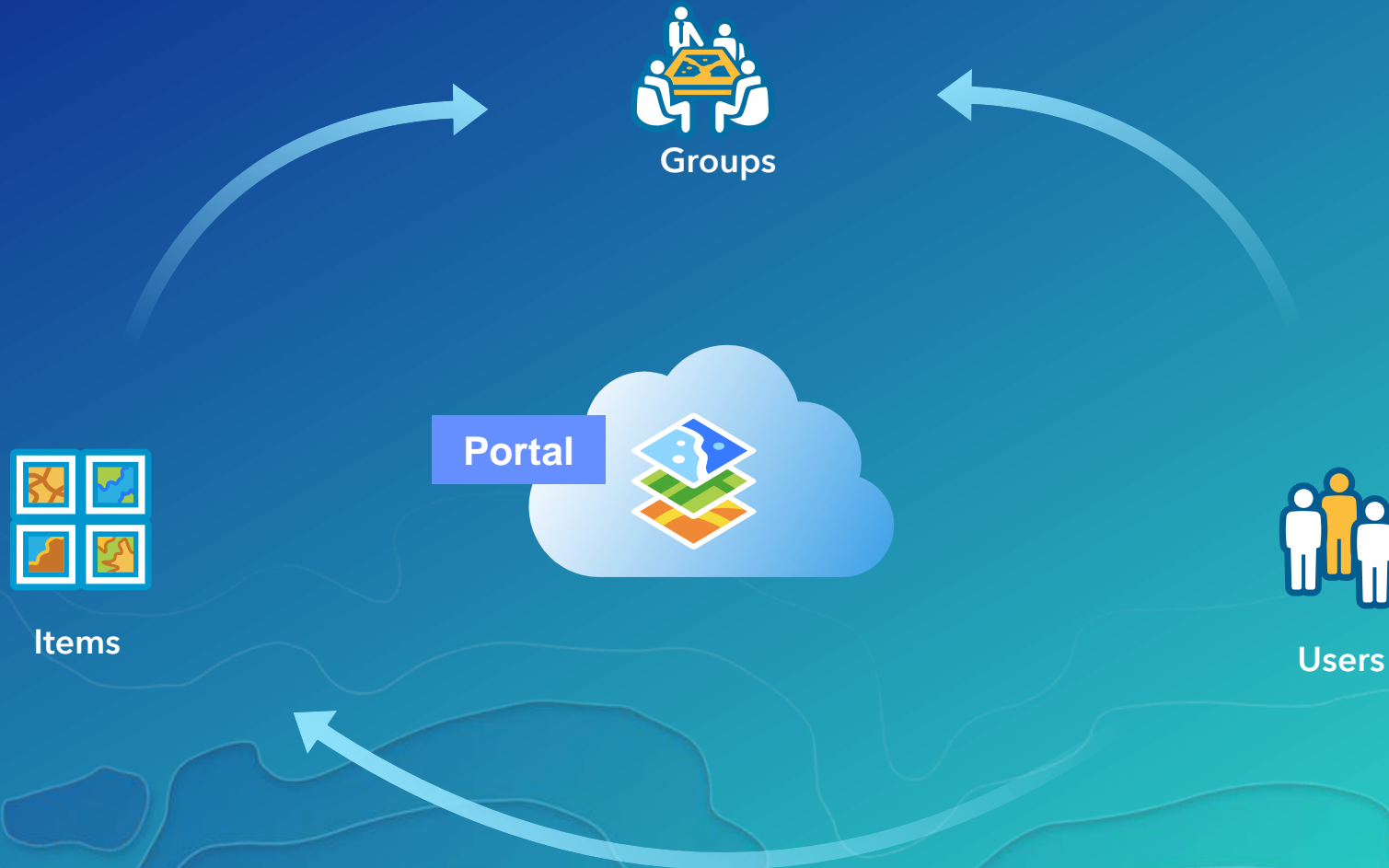
Agenda

- Platform Security
- Deployment Architecture
- Compliance

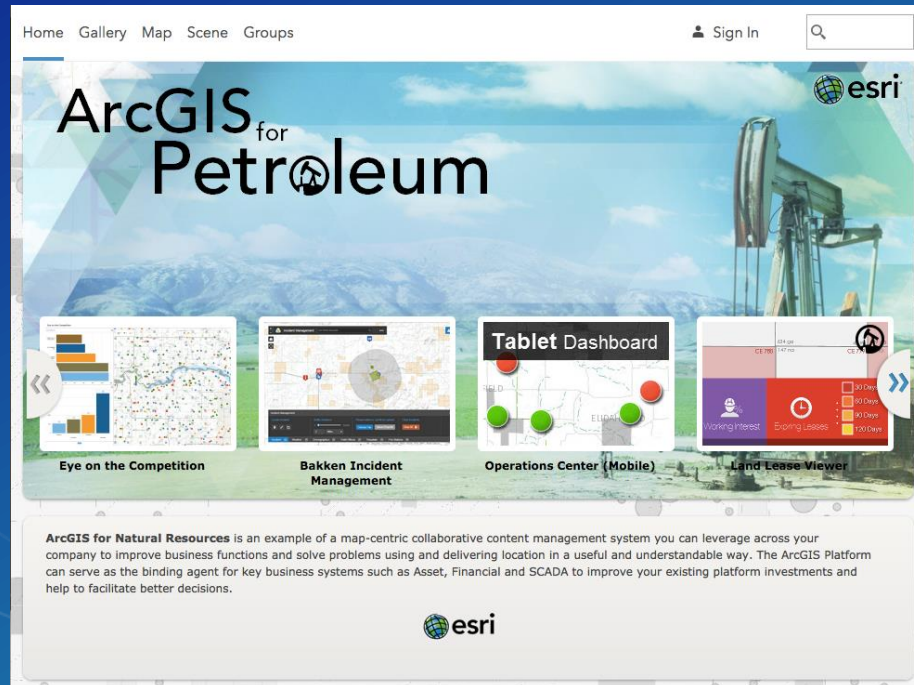
Platform Security

Andrea Rosso

Portal Information Model










Portal



- Your Organization
- Custom Url (yoururl.maps.arcgis.com)
- Public or Private

Items

+ Add Item ▾ Create ▾ Share Delete Move ▾ Change Owner				
<input type="checkbox"/>	▲ Title	Type	Modified	Shared
<input type="checkbox"/>	 Fire Surveys	Feature Layer	Jul 17, 2015	Not Shared
<input type="checkbox"/>	 Restaurant Finder	Web Mapping Application	Jul 16, 2015	Not Shared
<input type="checkbox"/>	 Store Closures	CSV	Jul 17, 2015	Not Shared
<input type="checkbox"/>	 Store Closures	Feature Layer	Jul 17, 2015	Not Shared
<input type="checkbox"/>	 USA Congressional Districts	Layer Package	Jul 16, 2015	Not Shared
<input type="checkbox"/>	 Wildfires	Web Map	Jul 16, 2015	Not Shared
<input type="checkbox"/>	 Yellowstone	Map Document	Jul 16, 2015	Not Shared
1 - 7 of 7 results				

- Typed
 - Web Map
 - Services
 - Data
 - ...
- Private by default
- Can Share to
 - Groups
 - Organization
 - Everyone/Public

Users

Members					
Viewing: Current Members			Search for Name... Q		
▲Name	Username	Last Login	Role	Action	
Alice Smyth	alice_rossouc2015	Jul 17, 2015	Administrator	⚙	
Andrea Rosso	✓ arossouc2015	Jul 17, 2015	Administrator	⚙	
Bob Smith	bsmith_rossouc2015	Jul 15, 2015	User	⚙	
Frank Desmedt	frank_rossouc2015	Jul 17, 2015	Publisher	⚙	
Jim Schmidt	jim_rossouc2015	Jul 17, 2015	User	⚙	

- Users own items and groups
- Users have a profile
- Discoverable
 - No one
 - Organization
 - Everyone
- Users have a Role

User Roles

- Built-in Roles

- Administrator
- Publisher
- User
- Viewer

- Custom Roles

- Templates
- Fine Grained Privileges

Roles ?

Role Name:

Description:

Select a role or template on which to base the new role:

Minimum Level: ☐ 1 ☒ 2

General Privileges

<input checked="" type="checkbox"/> Members	<input type="checkbox"/> Groups	<input type="checkbox"/> Content
<input checked="" type="checkbox"/> View	<input type="checkbox"/> Create, update, and delete	<input checked="" type="checkbox"/> Create, update, and delete
	<input checked="" type="checkbox"/> Join organizational groups	<input checked="" type="checkbox"/> Publish hosted feature layers
	<input checked="" type="checkbox"/> Join external groups	<input type="checkbox"/> Publish hosted tile layers
	<input type="checkbox"/> View groups shared with organization	<input type="checkbox"/> Publish hosted scene layers
		<input type="checkbox"/> View content shared with organization

Sharing ☒ **Premium Content** ☒ **Features** ☐

<input checked="" type="checkbox"/> Share with groups	<input checked="" type="checkbox"/> Geocoding	<input checked="" type="checkbox"/> Edit
<input checked="" type="checkbox"/> Share with organization	<input checked="" type="checkbox"/> Network Analysis	<input type="checkbox"/> Edit with full control
<input type="checkbox"/> Share with public	<input checked="" type="checkbox"/> Spatial Analysis	
<input type="checkbox"/> Make groups visible to organization	<input checked="" type="checkbox"/> GeoEnrichment	
<input type="checkbox"/> Make groups visible to public	<input checked="" type="checkbox"/> Demographics	
	<input checked="" type="checkbox"/> Elevation Analysis	

Administrative Privileges

<input type="checkbox"/> Members	<input type="checkbox"/> Groups	<input type="checkbox"/> Content
<input type="checkbox"/> View all	<input type="checkbox"/> View all	<input type="checkbox"/> View all
<input type="checkbox"/> Update	<input type="checkbox"/> Update	<input type="checkbox"/> Update
<input type="checkbox"/> Delete	<input type="checkbox"/> Delete	<input type="checkbox"/> Delete
<input type="checkbox"/> Invite	<input type="checkbox"/> Reassign ownership	<input type="checkbox"/> Reassign ownership
<input type="checkbox"/> Disable	<input type="checkbox"/> Assign members	
<input type="checkbox"/> Change roles	<input type="checkbox"/> Create with update capabilities	
<input type="checkbox"/> Manage licenses		

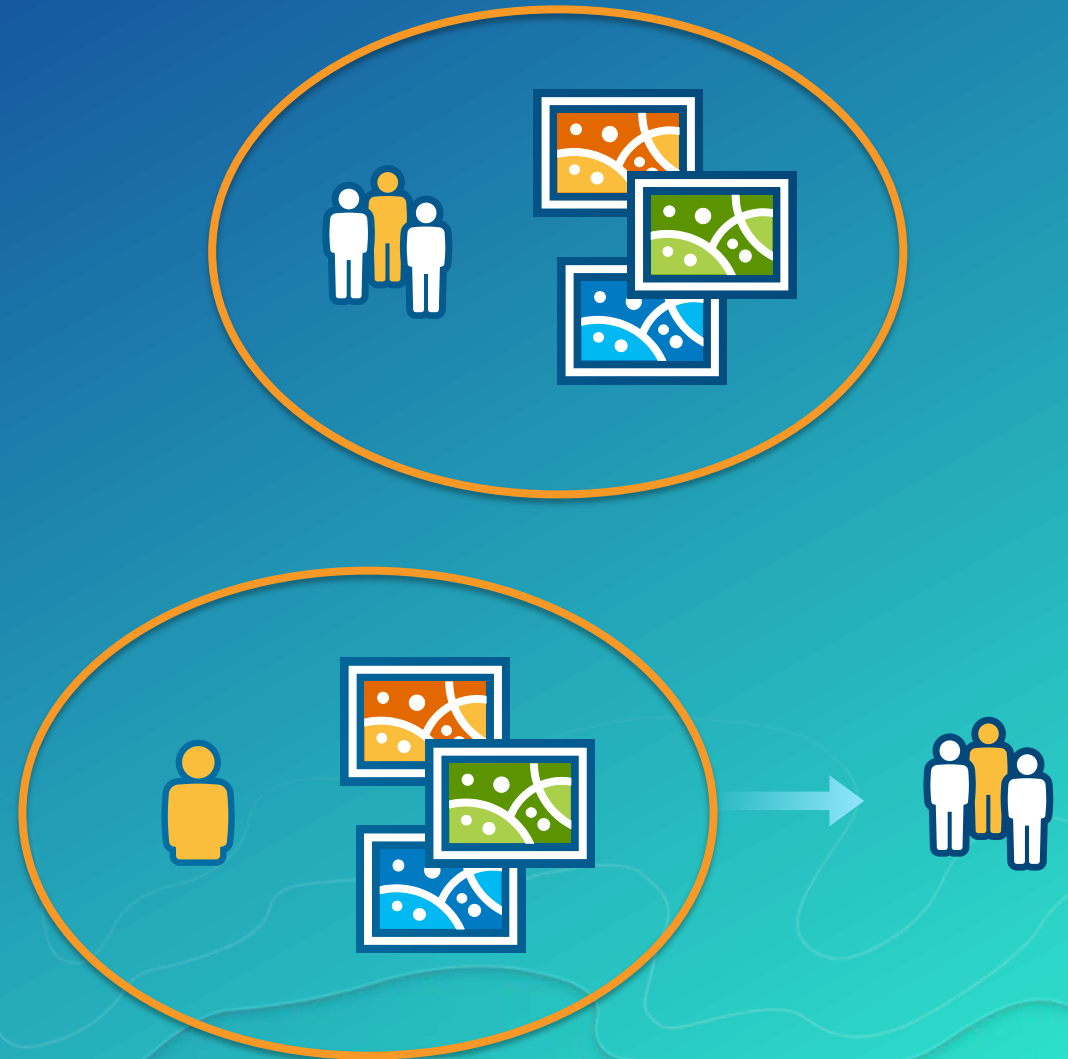
ArcGIS Marketplace Subscriptions ☐

☐ Request purchase information

☐ Start trials

Groups

- Contain Items and Users
- Users have access to items in group
- Group owners can share items to their own groups
- Groups can be visible to:
 - No one (private)
 - Organization
 - Everyone
- Items do not inherit visibility



Groups with Update Capability


- **Specialized Groups**
 - All members can update included items
- **Restrictions**
 - Can only be created by Admins
 - Items and Users must be within Org
 - Capability cannot be toggled
- **Use Cases**
 - Shift Operators
 - Collaborative Editing

Who can view this group?

- ☐ Only group members
- ☐ People in the organization (ArcGIS Online Team)
- ☒ Everyone (public)

Who can join this group?

- ☐ Those who request membership and are approved by a group manager
- ☒ Only those invited by a group manager
- ☐ Anyone

What items in the group can its members update? 

- ☒ Only their own items
- ☐ All items (group membership is limited to the organization)

Who can contribute content to the group?

- ☒ Group members
- ☐ Only group owner and managers

Open Data

- ☐ Designate as available for use in Open Data sites

Feature Layer Editing

- Users who always can edit
 - Owner
 - Admins
 - Members of Groups w/ Update
- Enable Editing
 - Anyone who can access the service
 - Options
 - Add, update and delete features
 - Only update feature attributes
 - Only add new features
- Custom Roles can have Edit or Edit with full control privileges

Feature Layer (hosted) Settings

Editing

☒ Enable editing.

☐ Keep track of created and updated features.

☐ Keep track of who created and last updated features.

☐ Enable Sync (disconnected editing with synchronization).

• Who can edit features?

Share the layer to specific groups of people, the organization or publicly via the Share button on the Overview tab. This layer is not shared.

• What kind of editing is allowed?

☒ Add, update, and delete features

☐ Only update feature attributes

☐ Only add new features

• What features can editors see?

☒ Editors can see all features

☐ Editors can only see their own features (requires tracking)

☐ Editors can't see any features, even those they add

• What features can editors edit?

☒ Editors can edit all features

☐ Editors can only edit their own features (requires tracking)

• What access do anonymous editors (not signed in) have?

☒ The same as signed in editors

☐ Only add new features, if allowed above (requires tracking)

• Who can manage edits?

◦ You

◦ Administrators


◦ Data curators with the appropriate privileges

Hosted Feature Layer Views

- A Feature Layer based on another Feature Layer
- Can have different settings:
 - Sharing
 - Editing
 - Export
 - Filters
 - Metadata
 - Time settings
- Can only be created by owner of base layer
- "Allow only standard SQL queries" should be true



Authentication Options

Sign in to UC 2015 

Username


Password

☐ Keep me signed in

[SIGN IN](#)

[Forgot password?](#) [Forgot username?](#)

ArcGIS Account

Sign In 

Username

Password



☐ Keep me signed in

[SIGN IN](#)

[Forgot password?](#) [Forgot username?](#)

OR

Sign in with [ENTERPRISE ACCOUNT](#)

Sign in with  

Social Account

Sign in to ArcGIS for Petroleum 

[USING YOUR ESRI ACCOUNT](#)

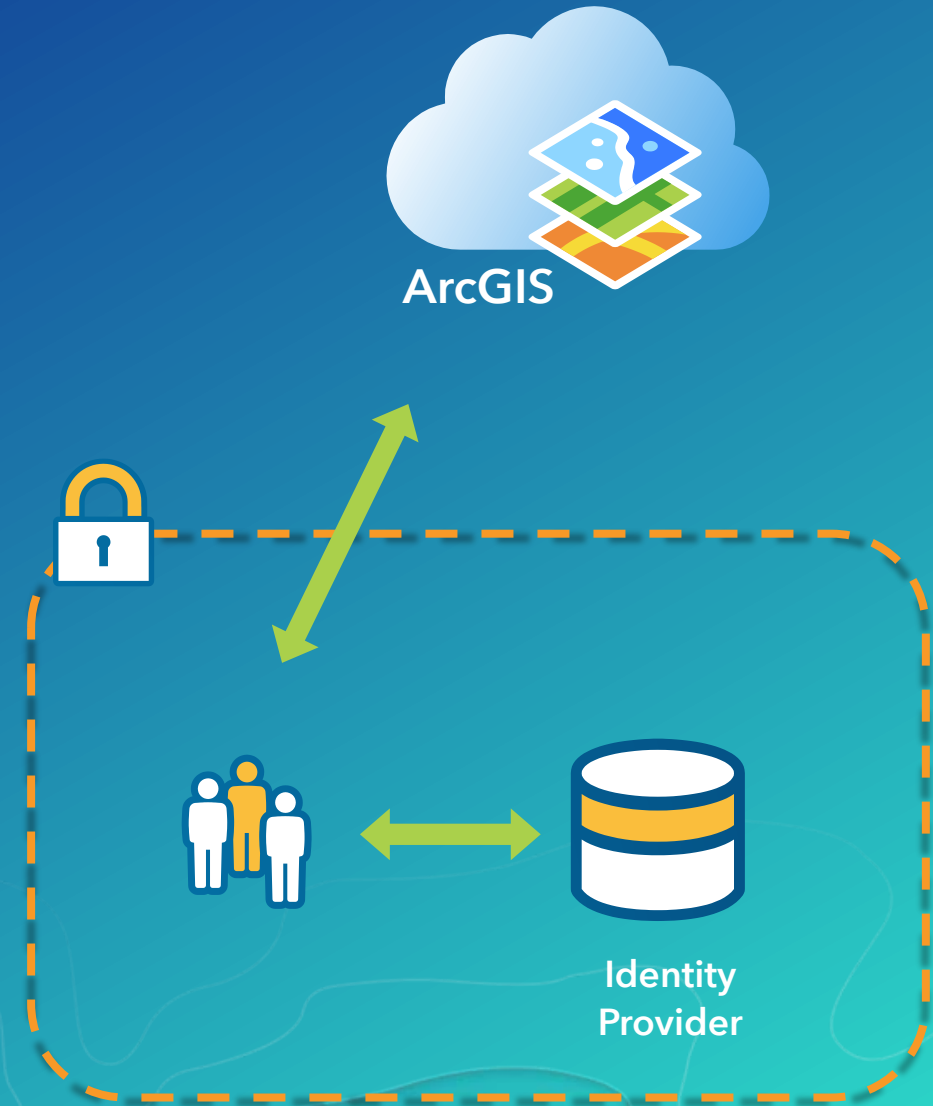
OR

[USING YOUR ARCGIS ACCOUNT](#)

Enterprise Account

Enterprise Identities


- Use your own identity provider
 - SAML 2.0
 - ADFS
 - NetIQ Access Manager
 - Shibboleth
 -
- Can add users:
 - Automatically upon login
 - With an Invitation
- Can use ArcGIS Online identities with Enterprise Identities



Multi-Factor Authentication

- Additional security with second factor at login
- Support for Google Authenticator or MS Authenticator
- Admin needs to enable for Organization
- Must have 2 admins
- Users setup their own Multi-factor

Multifactor Authentication ?



Multifactor authentication provides all members with ArcGIS accounts in your organization with an extra level of security by requesting an additional verification code at the time of login.

☒ Allow members to choose whether to set up multifactor authentication for their individual accounts.

Add at least two administrators from the list at left to the Designated Administrators list at the right to enable multifactor authentication. Designated Administrators receive requests to troubleshoot members' multifactor authentication issues. Click Save on this page to confirm this action.

Click a name to add.

Administrators
Alice Smyth (alice_arossouc2015)
Andrea Rosso (arossouc2015)

Click a name to remove.

Designated Administrators
Alice Smyth (alice_arossouc2015)
Andrea Rosso (arossouc2015)

Password Policies

- Default Password Policy
 - 8 characters with at least 1 number
- Can Customize
 - Complexity
 - History
 - Expiration

Password Policy

×

Set the password policy for all members with ArcGIS accounts in your organization. Each member's password must satisfy the following rules:

Is at least characters long

☒ Contains at least one letter (A-Za-z)

☐ Contains at least one upper case letter (A-Z)

☐ Contains at least one lower case letter (a-z)

☒ Contains at least one number (0-9)

☐ Contains at least one special (non-alphanumeric) character

☐ Password will expire after days

☐ Members may not reuse their last passwords

Trust Boundaries



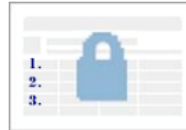
Admin Organization Controls

- Use only HTTPS (HSTS)
- Disable Sharing to Everyone
- Purchasers
- Admin Contacts
- Disable Bio

Security

Configure the security settings for your organization.

Policies



☒ Allow access to the organization through HTTPS only.

☐ Allow anonymous access to your organization's website. (arossouc2015.maps.arcgis.com)
[What does this mean?](#)

☒ Allow only standard SQL queries.

Sharing and Searching



☒ Members can share content outside the organization.

☒ Members can search for content outside the organization.

Admin Organization Controls

- Trusted Servers
- Allow Portal Access
- Allow Origins

Trusted Servers



Configure the list of trusted servers you wish your organization to send credentials to when working with services secured with web-tier authentication. Changes made to this list are only applied when Save is clicked.

ADD SERVER

Servers

No servers configured

Allow Portal Access



Do you need members of your organization to use enterprise logins to access secured content through web applications hosted on other portals? If so, add the portal instances (e.g. <https://webadaptor.domain.com/arcgis>) hosting these applications to the list below. The map viewer and the web applications hosted under the Apps folder of the specified portal will be able to access your organization. Portals your organization collaborates with automatically have access to your organization.

ADD PORTAL

Allow Origins



ArcGIS Online allows an organization to limit the web application domains that can connect via Cross-Origin Resource Sharing (CORS) to the ArcGIS Online REST API. By default the ArcGIS Online REST API is open to CORS requests from an application on any domain. Administrators can limit CORS access to specific domains by specifying the domains in the list below. For example, if you have a web application hosted on acme.com and you want to limit CORS access to only acme.com you will need to enter acme.com in the list below. Note that applications running on arcgis.com are always allowed REST API access to ArcGIS Online.

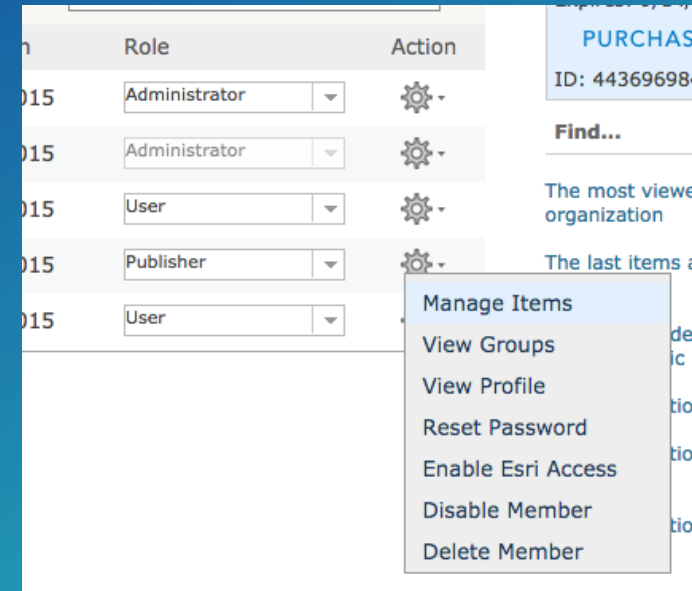
ADD DOMAIN

Domains

No domains configured

Administrator Controls on Users

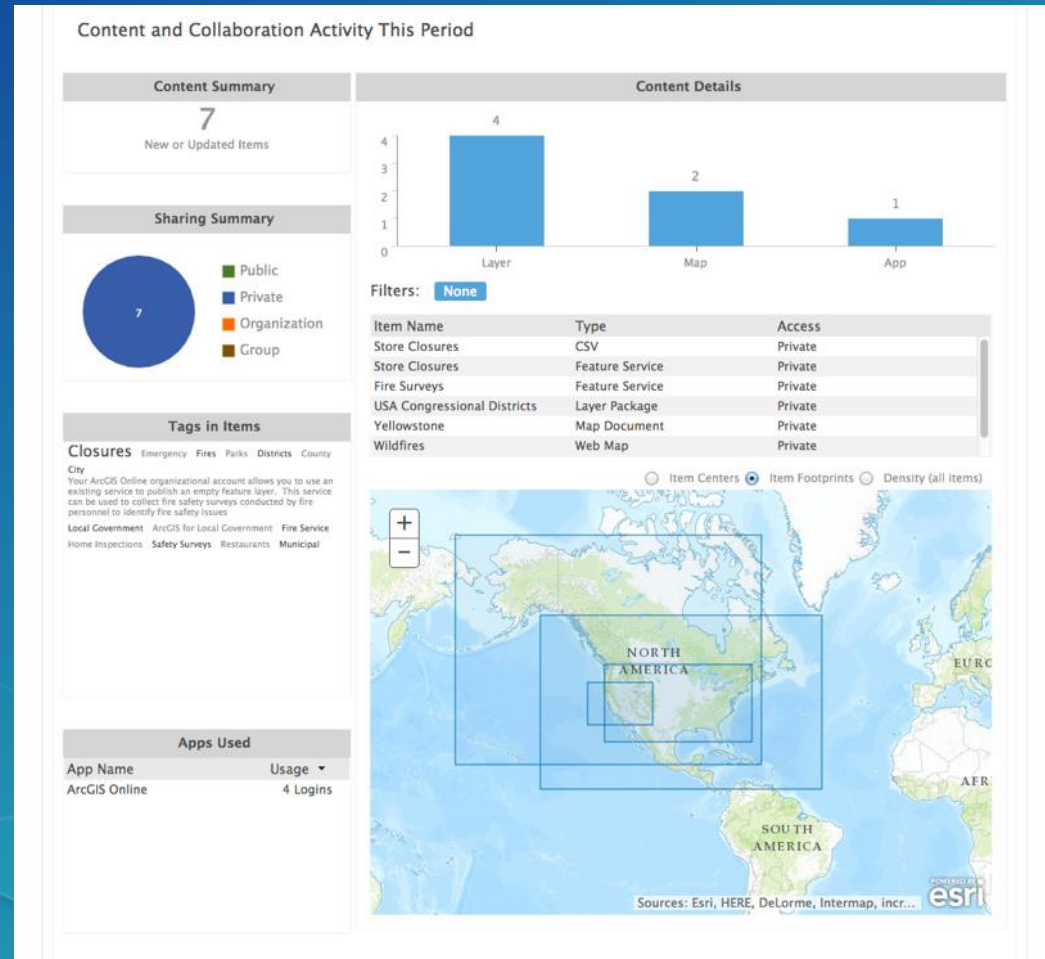
- Admins can
 - Manage Items, Groups, Profile
 - Disable Users
 - Delete Users
 - Reset User's Password
 - Change Role
 - Enable Esri Access



Keeping Track of Usage

- Status Reports

- Credits
- Content
- Members
- Groups



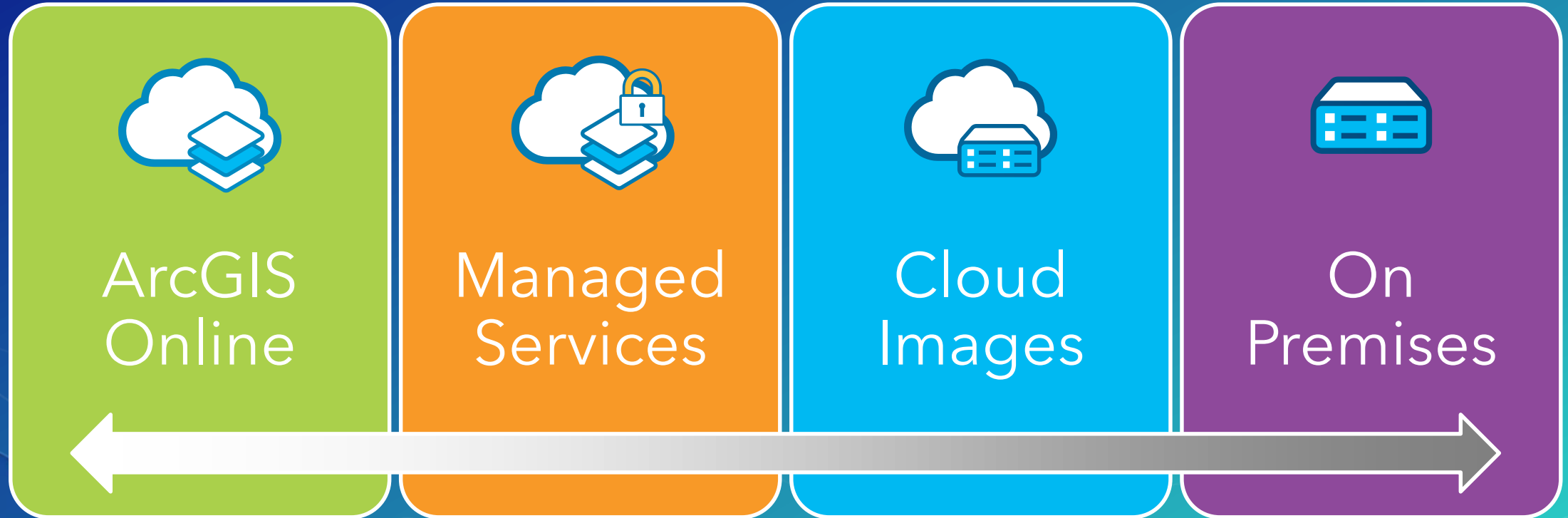
Deployment Architecture

Michael Young



Deployment Architecture

Options



Deployment Architecture

Responsibility

On-premises	Cloud Images	Managed Services <i>FedRAMP Moderate</i>	ArcGIS Online <i>FISMA Low</i>
ArcGIS Server	ArcGIS Server	ArcGIS Server	ArcGIS Online
OS/DB/Network	OS/DB/Network	OS/DB/Network	OS/DB/Network
Security Infrastructure	No Security Infrastructure by default	Security Infrastructure	Security Infrastructure
Virtual / Physical Servers	Cloud Infrastructure (IaaS)	Cloud Infrastructure (IaaS)	Cloud Infrastructure (IaaS)

Customer Responsibility



Esri Responsibility

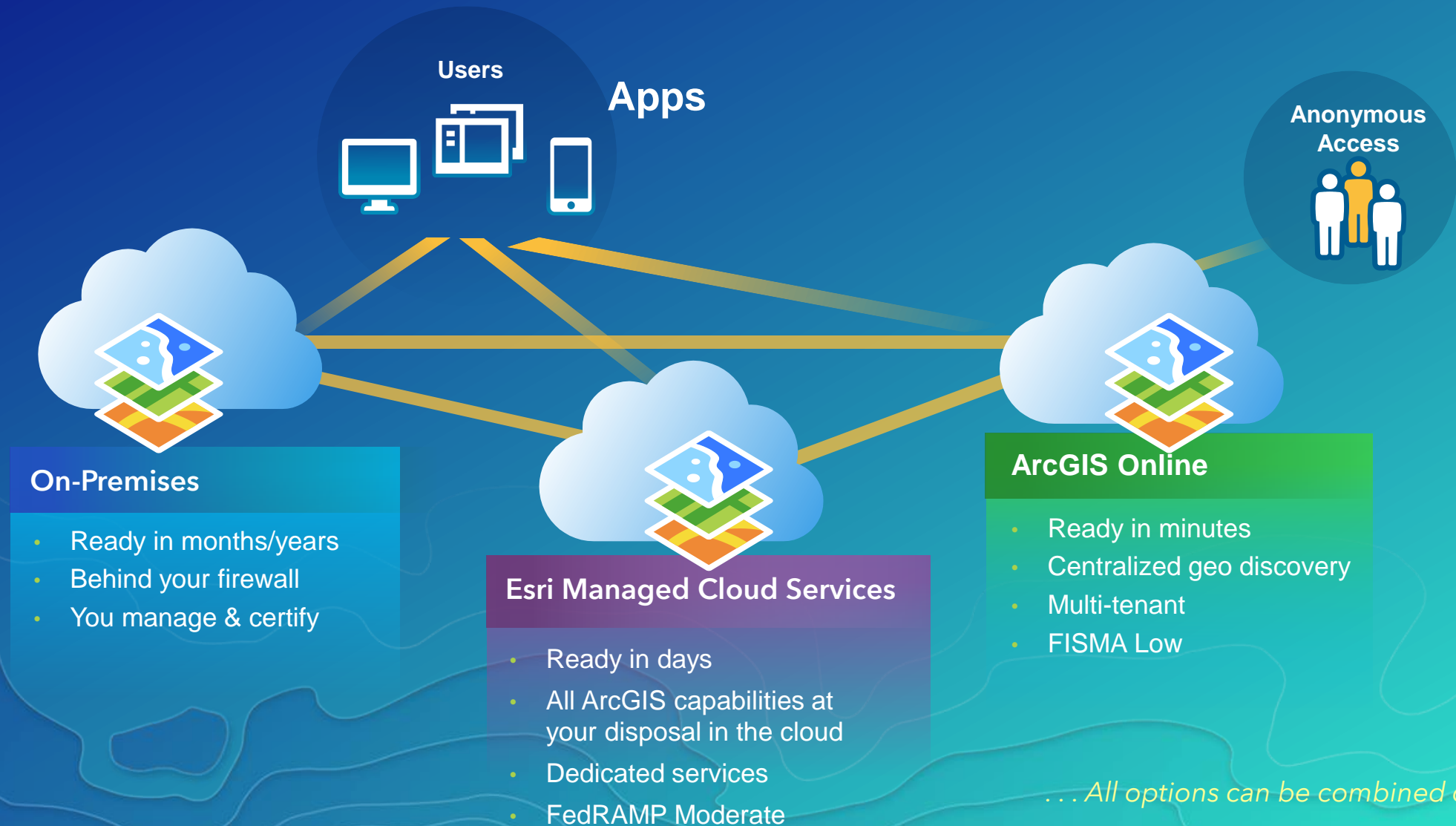


CSP Responsibility



Deployment Architecture

Hosting Options



Deployment Architecture

User Scenario - ArcGIS Online Alone

I want to share and process operational data with field workers.



ArcGIS
Online

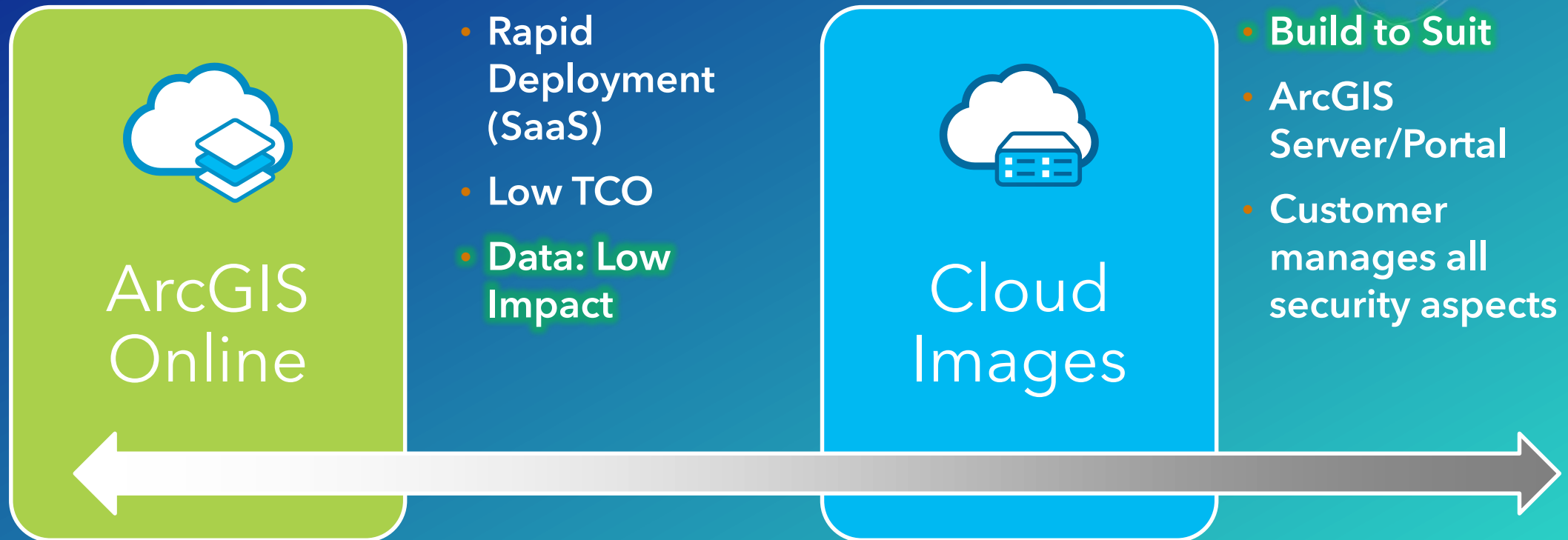
- Rapid Deployment (SaaS)
- Low TCO
- Utilize content / Basemaps
- **Data: Low Impact**



Deployment Architecture

User Scenario - ArcGIS Online + Cloud Images

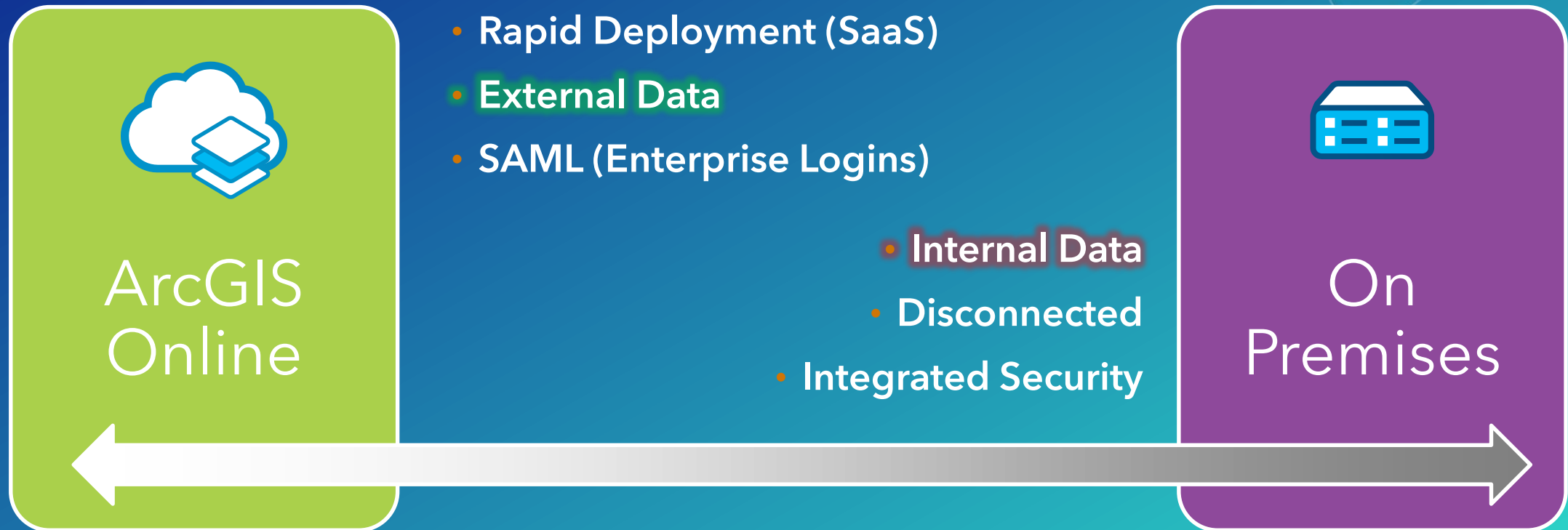
I need to pilot a solution that requires basemaps and some ArcGIS server specific features.



Deployment Architecture

User Scenario - ArcGIS Online + On-Premises

I want to share sensitive data internally but provide subsets to external and public users.



Example: EPA's FISMA Authorized GeoPlatform

Deployment Architecture

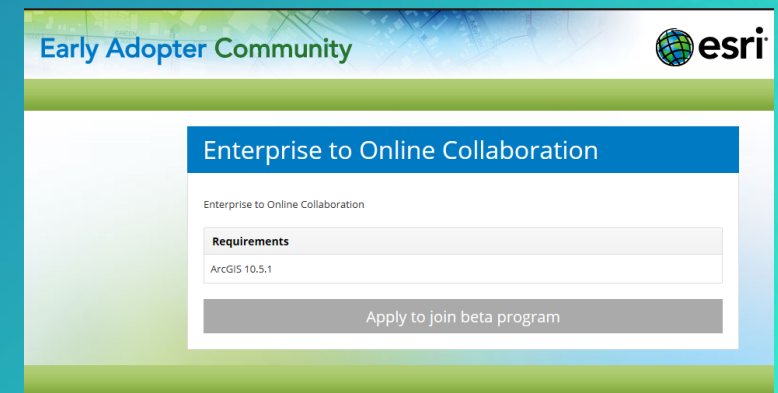
Registering ArcGIS Server Services in ArcGIS Online

- **Common for large enterprises**
 - Primary reason
 - Data Segmentation / Prevent storing sensitive data in the cloud
- **What is stored in ArcGIS Online? – Service Metadata**
 - **Username & password** - Default, not saved
 - **Initial extent** - Adjust to a less specific area
 - **Name & tags** - Address with organization naming convention
 - **IP Address** - Utilize DNS names within URL's
 - **Thumbnail image** - Replace with any image as appropriate

Deployment Architecture

User Scenario – ArcGIS Online + On-Premises w/Collaboration

- Starting with 10.5.1 Collaboration was enhanced to connect ArcGIS Online with ArcGIS Enterprise
- Allows for a greater flow of data and maps between the two systems
- Search and discover data and maps through a single home system, no matter how it is physically spread out and maintained across different departments within your organization
- Currently provided as part of the early adopter program
- <http://doc.arcgis.com/en/arcgis-online/administer/create-a-collaboration.htm>

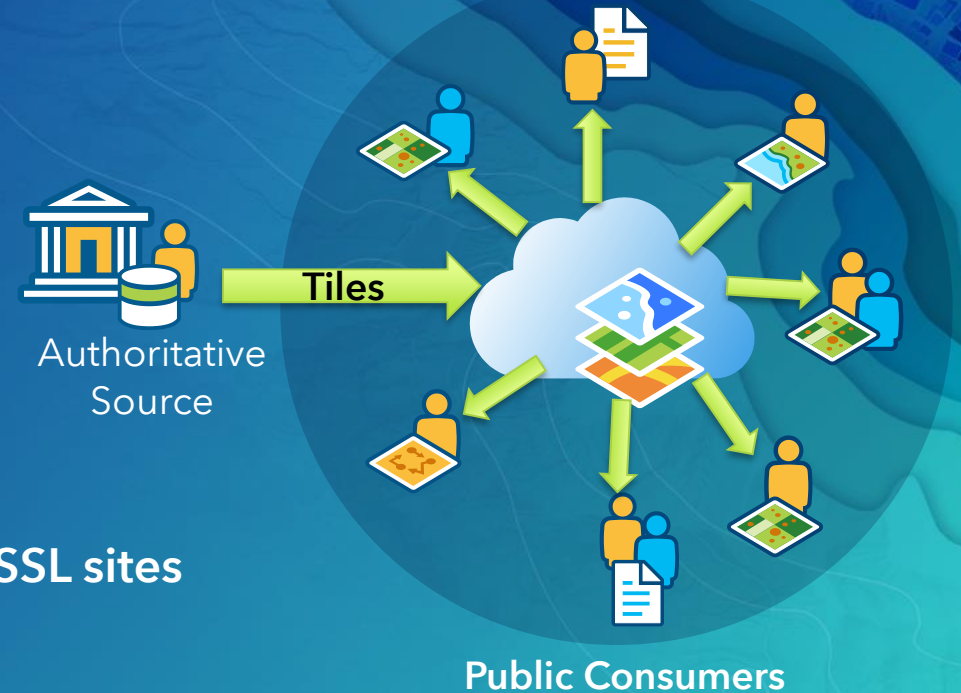


Deployment Architecture

ArcGIS Online FISMA Authorized Use Cases

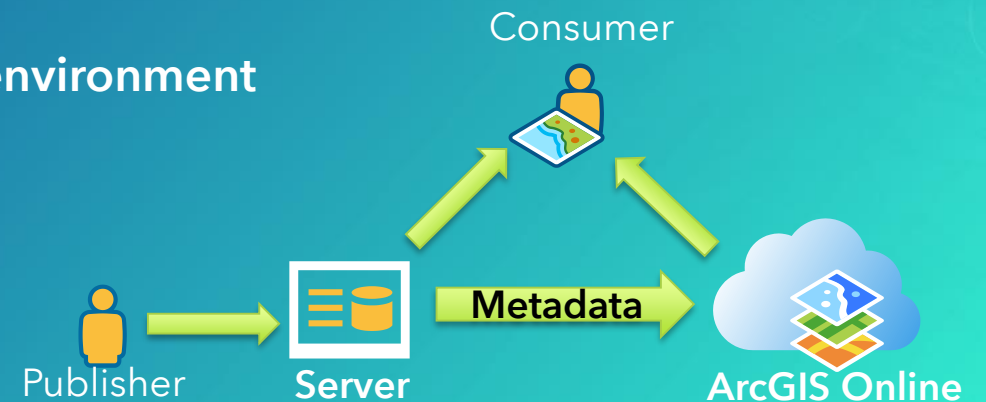
- **Use Case 1 – Public Dissemination**

- Publish tiles for fast, scalable visualizations
- Share information with the public
- Can be used for mashing up services with external non-SSL sites



- **Use Case 2 – Share operational data within or between businesses**

- Register ArcGIS Server Services in ArcGIS Online
- Sensitive data stored on premises or other authorized environment
- ArcGIS Online operates as a discovery portal
- Utilize Enterprise Logins



Deployment Architecture

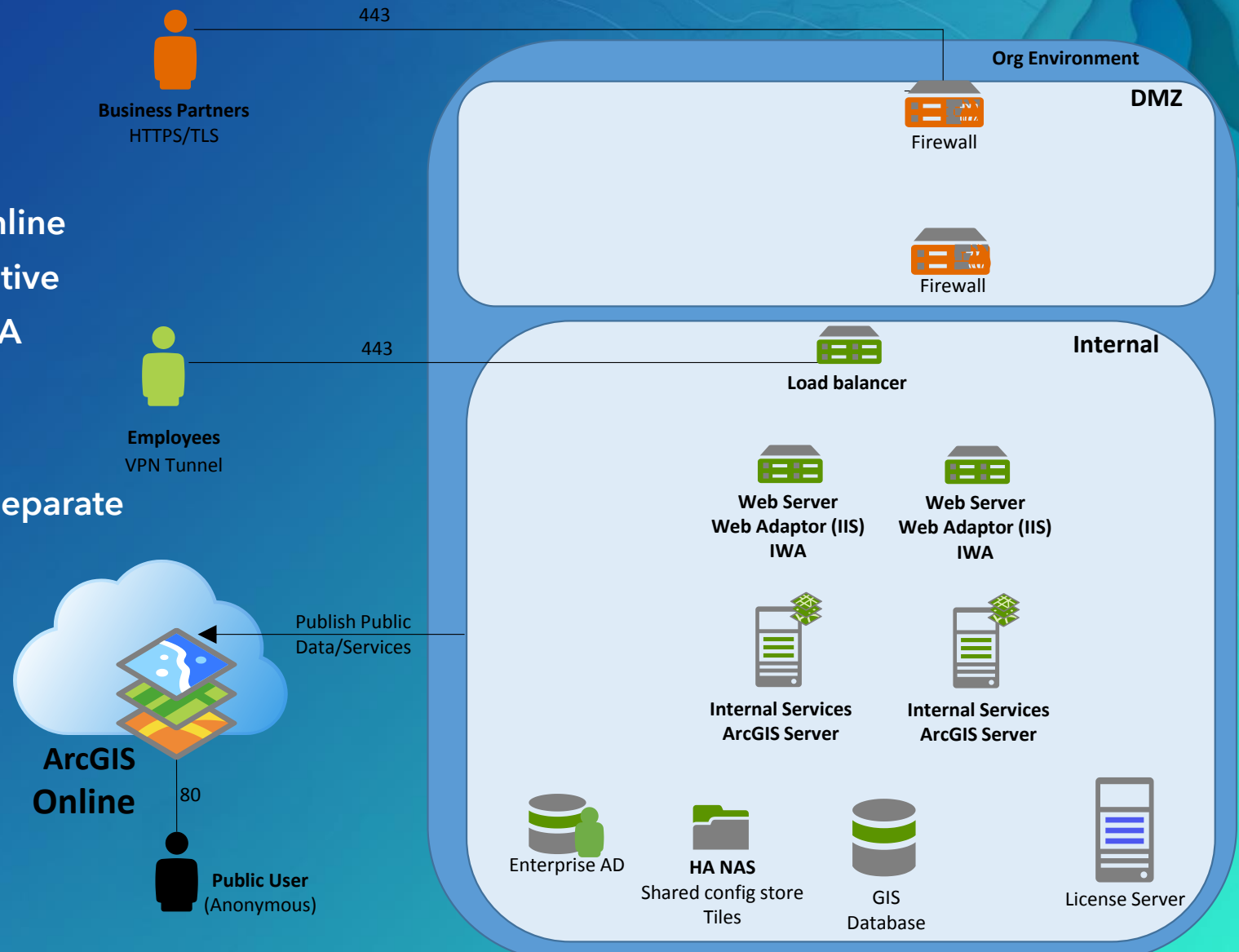
Using ArcGIS Online for Public Dissemination

- Pros

- Variable user loads handled by ArcGIS Online
- Public information Segmented from Sensitive
- Internal users have SSO experience w/IWA

- Cons

- Internal users access ArcGIS Online with separate logins
- Partners do not have an SSO experience
- External publishing workflow is needed



Deployment Architecture

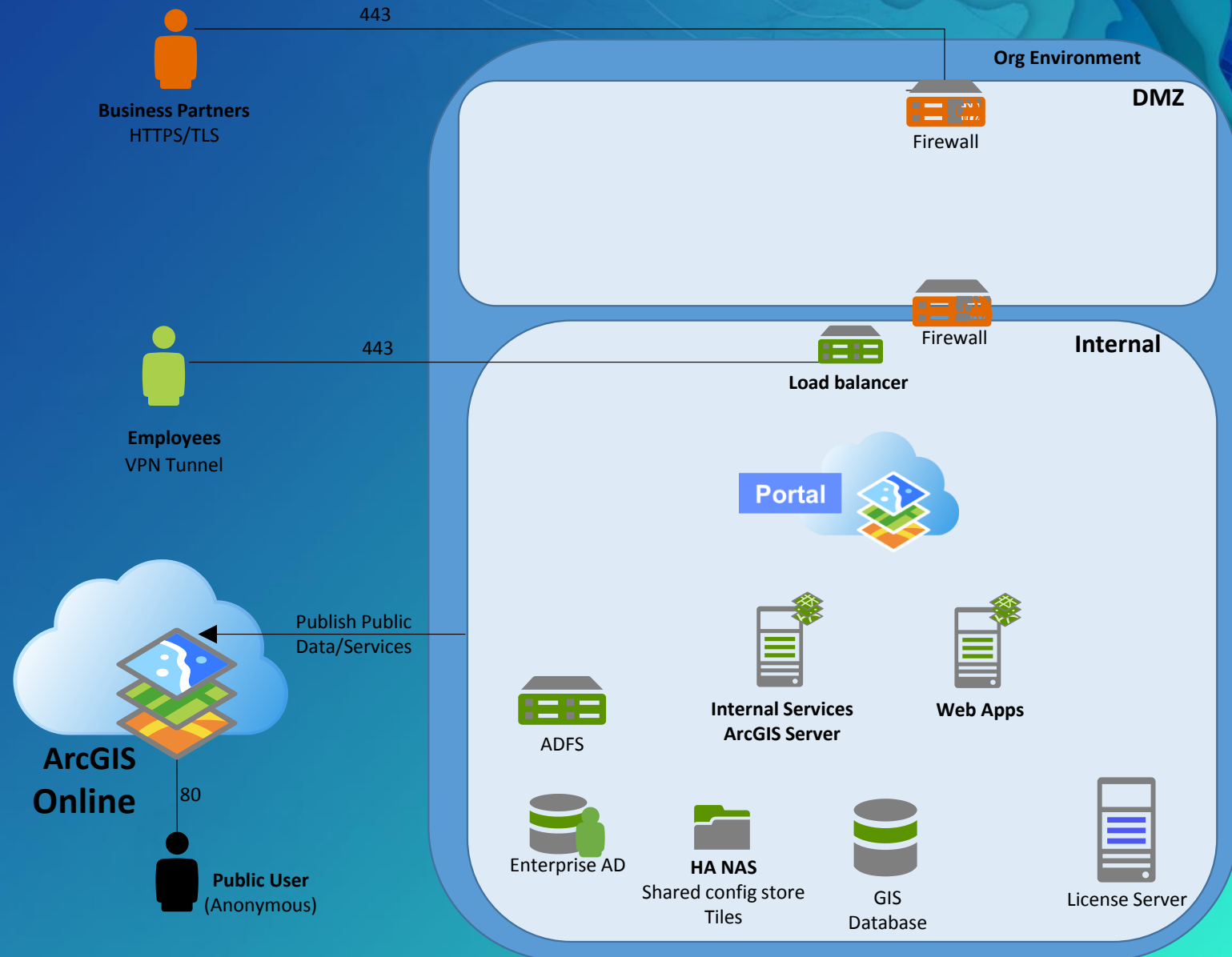
Using Both ArcGIS Online & Portal On-Premises

- Pros

- Same scalability and segmentation benefits for public services
- Portal & Server Federation provide employee SSO

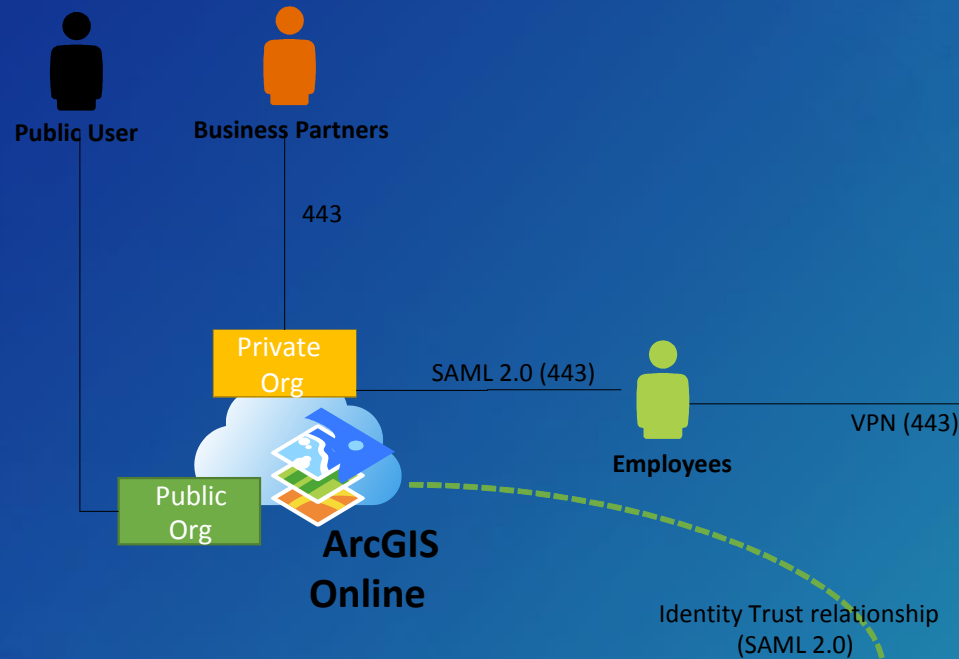
- Cons

- Overhead of internal Portal management / hardware
- Separate workflows for Portal and ArcGIS Online
- New ArcGIS Online / Portal collaboration capabilities in 10.5.1 can offset this con



Deployment Architecture

Using Multiple ArcGIS Online Orgs for Segmentation (Private/Public)

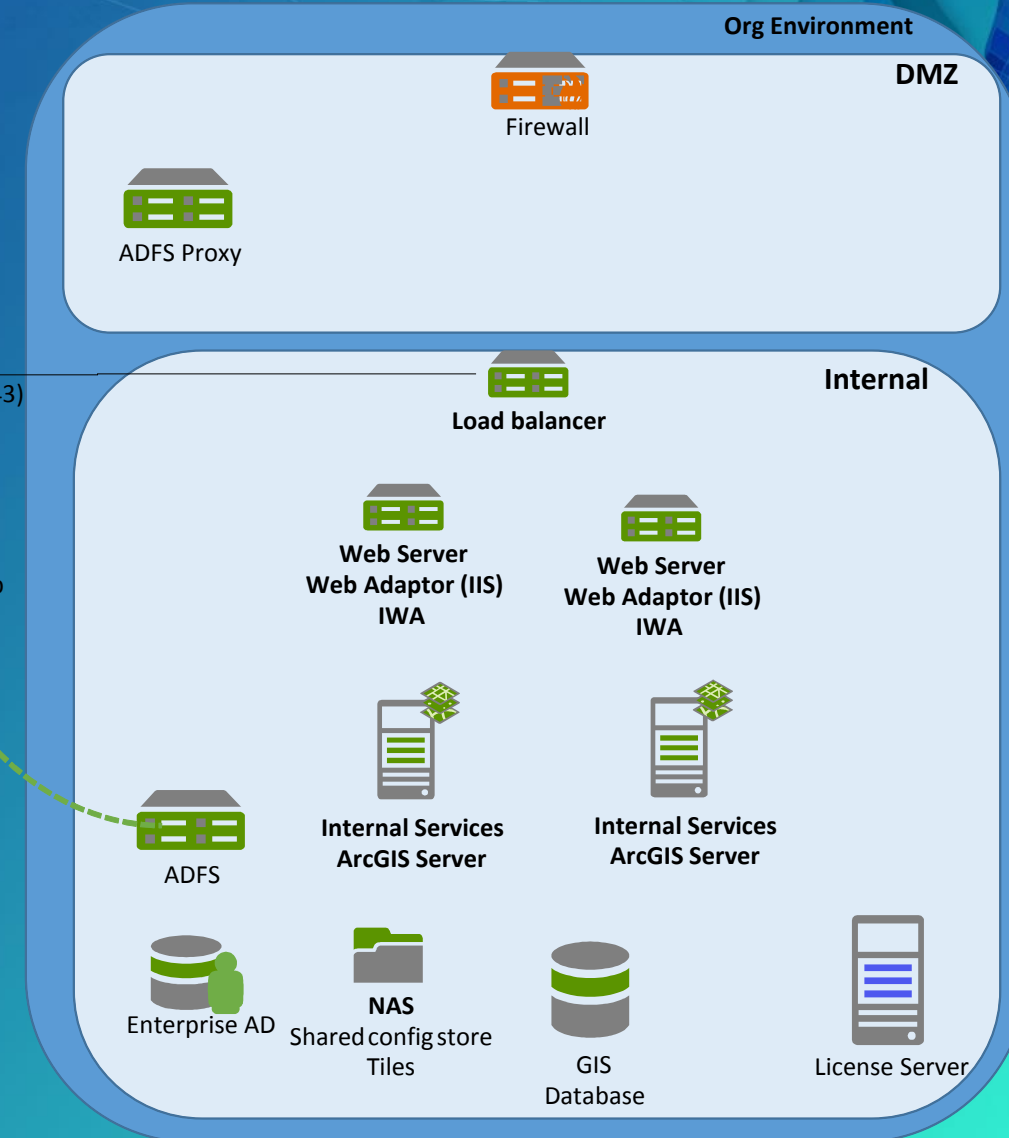


- **Pros**

- ArcGIS Online operates as a central discovery portal
- Mobile users / Collector App access ArcGIS Online directly
- Enterprise logins utilized for employee SSO experience

- **Cons**

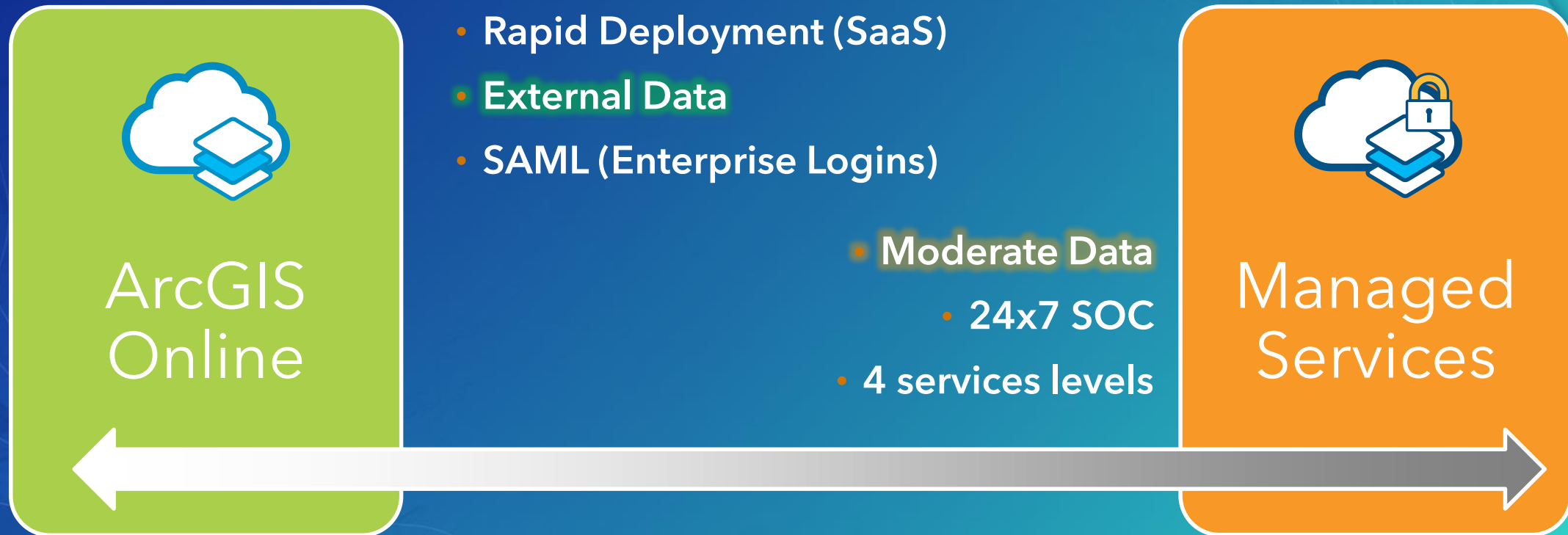
- Two separate ArcGIS Online orgs to manage
- Partner logins managed within ArcGIS Online
- No SSO experience for Partners



Deployment Architecture

User Scenario - ArcGIS Online + Managed Services

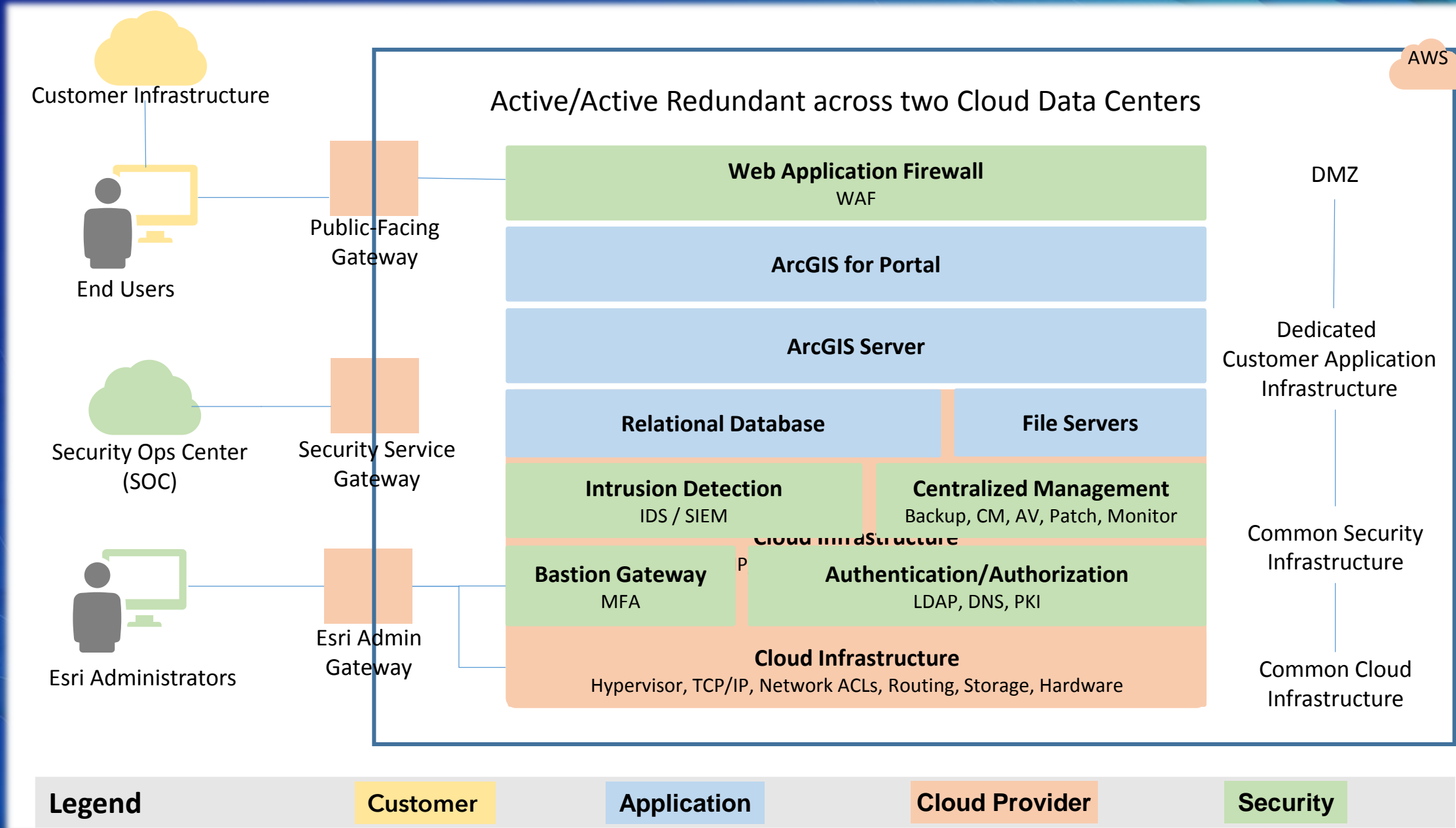
I want to share sensitive internal data, but provide subsets to external and public users. I also don't want to have to manage servers/infrastructure.



Example: US Census utilizes Managed Services Adv Plus offering for Public information

Deployment Architecture

Esri Managed Cloud Services



Deployment Architecture

Common ArcGIS Online Questions

1. Where is my data?

- All ArcGIS Online customer data resides within US Data centers on US soil

2. Is my information encrypted?

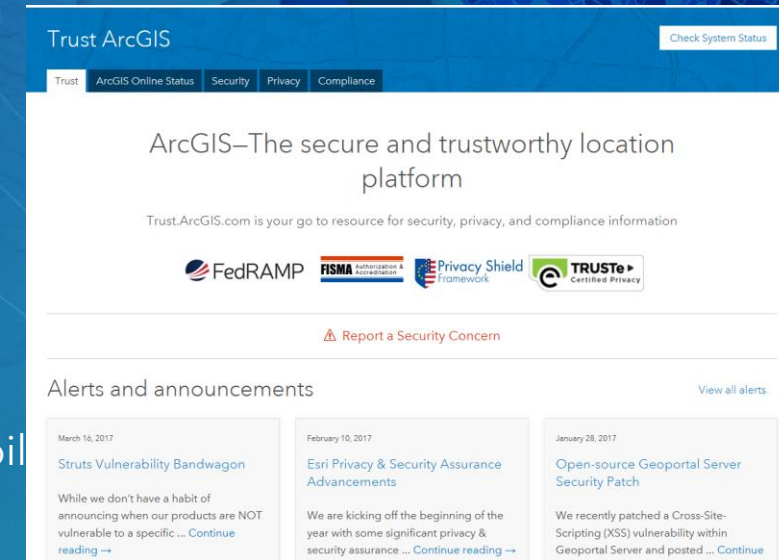
- Organization administrator can force TLS encryption for all communications
- ArcGIS Online does not encrypt customer data at rest

3. Is my data locked into ArcGIS Online?

- No, customer can download data back to their organization via shapefiles, CSVs, or original publication package

4. How do I know if ArcGIS Online was affected by the latest major Internet vulnerability?

- [Trust.ArcGIS.com](https://trust.arcgis.com) announcements
- Answers to all of the above questions and more available



Compliance

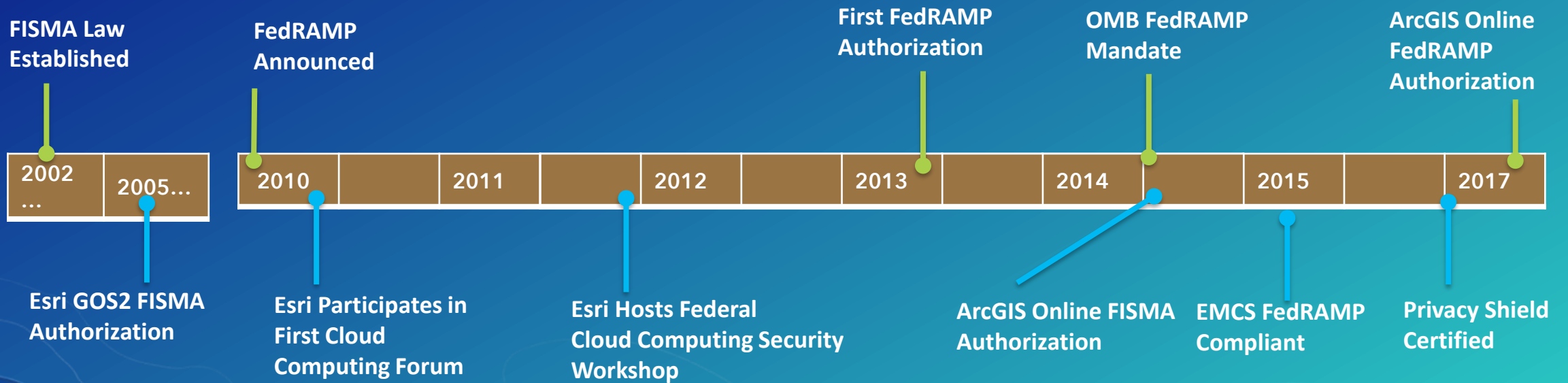
The background of the slide is an abstract composition. The upper portion is a solid, warm orange color. Below this, there are several overlapping, wavy, organic shapes in various shades of orange and red, creating a layered, topographical effect. In the bottom left corner, there is a dark blue area containing a white grid pattern, which resembles a city map or a technical drawing. The word "Compliance" is centered in the orange area in a white, sans-serif font.

Compliance

- **Milestones**
- **Esri Corporate**
- **Cloud Infrastructure Providers**
- **Products and Services**
- **Solution Guidance**

Compliance

Milestones



Esri has actively participated in hosting and advancing secure compliant solutions for over a decade

Compliance

Corporate

- **ISO 27001**
 - Esri's Corporate Security Charter
- **Privacy Assurance**
 - EU-U.S. Privacy Shield self-certified
 - General Esri Privacy Statement
 - Products & Services Privacy Statement Supplement
 - TRUSTed cloud certified
 - General Data Protection Regulation (GDPR)
 - Active alignment project in place for May 2018 deadline



Compliance

Cloud Infrastructure Providers

- ArcGIS Online Utilizes World-Class Cloud Infrastructure Providers
 - Microsoft Azure
 - Amazon Web Services

Cloud Infrastructure Security Compliance



Compliance

Product, Service, Solution

- **Product Based Initiatives**
 - ArcGIS Server 10.3+ - DISA STIG
 - ArcGIS Desktop 9.3+ - USGCB
 - ArcGIS Pro 1.4.1+ - USGCB
- **Service Based Initiatives**
 - ArcGIS Online (Multi-tenant) - FISMA Low
 - EMCS Advanced Plus (Single-tenant) - FedRAMP Moderate
- **Solution Based Guidance**
 - CJIS- Law enforcement - Started
 - HIPAA - Healthcare - Future

Compliance

FedRAMP

- New FedRAMP Tailored Low Authorization Program being released August 2017
- Program targeted for SaaS offerings hosted on FedRAMP authorized cloud infrastructure providers
 - Great fit for ArcGIS Online
 - Advancements made during this authorization include
 - Incorporating cloud-specific security control guidance of FedRAMP beyond FISMA
 - Shifts from NIST 800-53 Rev 3 security controls to Rev 4 (current release)
 - Incorporate ArcGIS Online capabilities from both AWS and MS Azure such as Hosted Feature Services
 - Goal is to complete ArcGIS Online authorization before end of 2017
- Details on new Tailored Low program: <https://tailored.fedramp.gov/policy/>



Compliance

Summary Across ArcGIS Online

Privacy



Privacy Shield

Compliance



FedRAMP

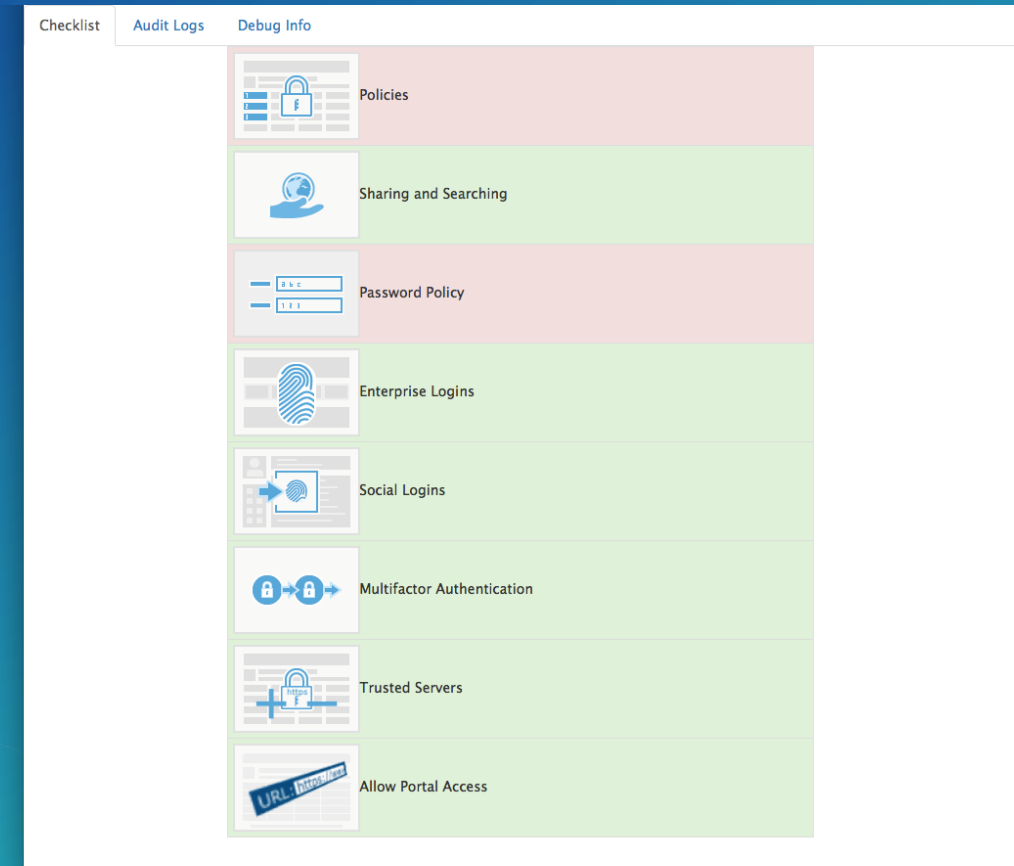
Answers



Compliance

Validation Tool

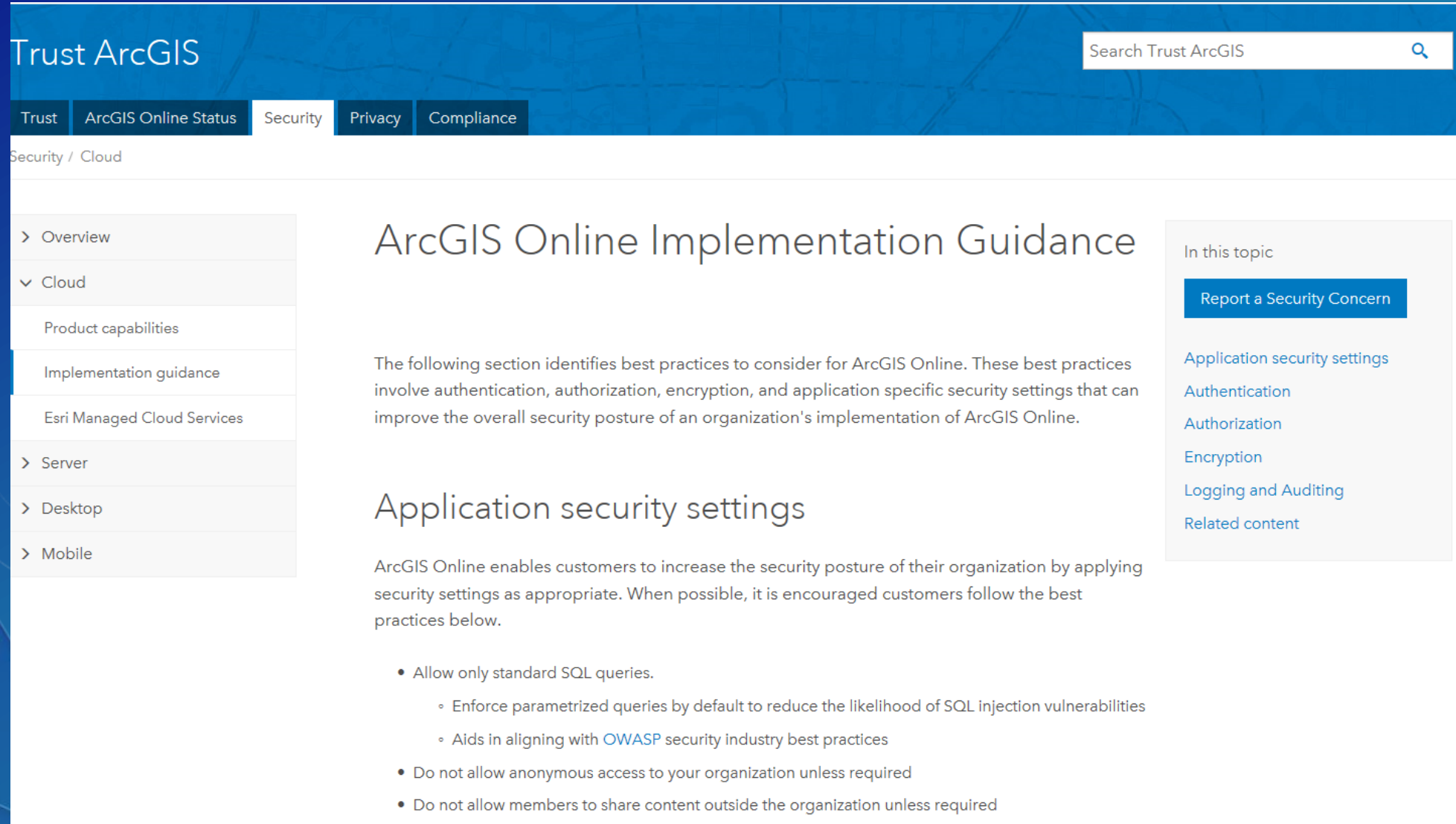
- Checklist validates your org settings/usage against secure best practice recommendations
- Audit log provides a summary of user actions
- Tool in beta form at this time and looking for feedback
- Interested? SecureSoftware@Esri.com



Summary

- ArcGIS Online security capabilities continue to advance
- Utilizes World-Class Cloud Infrastructure Providers
- Extensive security, privacy, compliance, and status info available
 - Trust.ArcGIS.com
 - In-depth Cloud Security Alliance (CSA) answers readily available
 - New security best practice validation tool
- Upcoming ArcGIS Online FedRAMP Tailored Agency Authorization
 - Cross-cloud provider authorization Azure/AWS

Want to Learn More?



The screenshot displays the 'Trust ArcGIS' website. The top navigation bar includes links for 'Trust', 'ArcGIS Online Status', 'Security' (which is active), 'Privacy', and 'Compliance'. A search bar is located in the top right corner. Below the navigation bar, the breadcrumb 'Security / Cloud' is visible. On the left, a sidebar menu lists 'Overview', 'Cloud' (expanded), 'Product capabilities', 'Implementation guidance' (selected), and 'Esri Managed Cloud Services'. Under 'Cloud', there are sub-links for 'Server', 'Desktop', and 'Mobile'. The main content area features the title 'ArcGIS Online Implementation Guidance'. Below the title, a paragraph states: 'The following section identifies best practices to consider for ArcGIS Online. These best practices involve authentication, authorization, encryption, and application specific security settings that can improve the overall security posture of an organization's implementation of ArcGIS Online.' The next section is titled 'Application security settings' and contains a paragraph: 'ArcGIS Online enables customers to increase the security posture of their organization by applying security settings as appropriate. When possible, it is encouraged customers follow the best practices below.' This is followed by a bulleted list of best practices. On the right side of the page, a 'In this topic' sidebar contains a 'Report a Security Concern' button and links to 'Application security settings', 'Authentication', 'Authorization', 'Encryption', 'Logging and Auditing', and 'Related content'.

Trust ArcGIS

Search Trust ArcGIS

Trust ArcGIS Online Status Security Privacy Compliance

Security / Cloud

> Overview

▼ Cloud

Product capabilities

Implementation guidance

Esri Managed Cloud Services

> Server

> Desktop

> Mobile

ArcGIS Online Implementation Guidance

The following section identifies best practices to consider for ArcGIS Online. These best practices involve authentication, authorization, encryption, and application specific security settings that can improve the overall security posture of an organization's implementation of ArcGIS Online.

Application security settings

ArcGIS Online enables customers to increase the security posture of their organization by applying security settings as appropriate. When possible, it is encouraged customers follow the best practices below.

- Allow only standard SQL queries.
 - Enforce parametrized queries by default to reduce the likelihood of SQL injection vulnerabilities
 - Aids in aligning with [OWASP](#) security industry best practices
- Do not allow anonymous access to your organization unless required
- Do not allow members to share content outside the organization unless required

In this topic

[Report a Security Concern](#)

[Application security settings](#)

[Authentication](#)

[Authorization](#)

[Encryption](#)

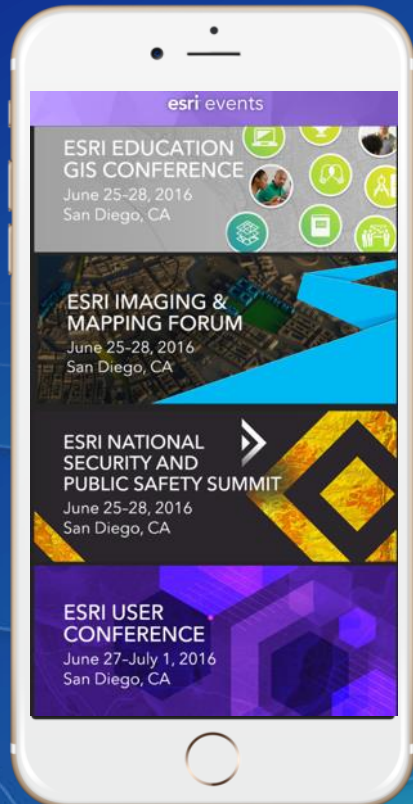
[Logging and Auditing](#)

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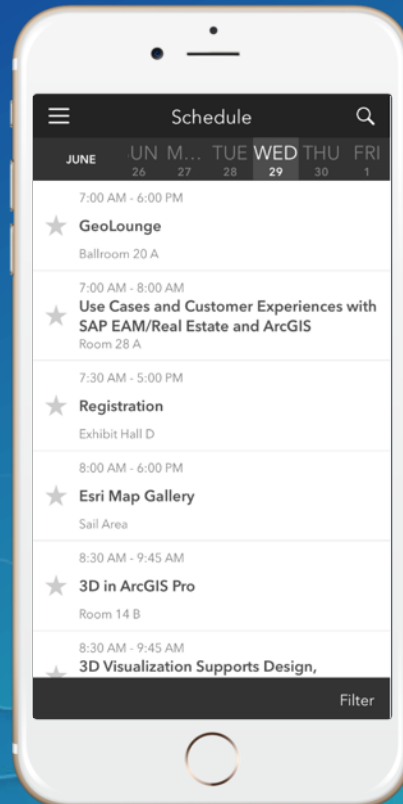
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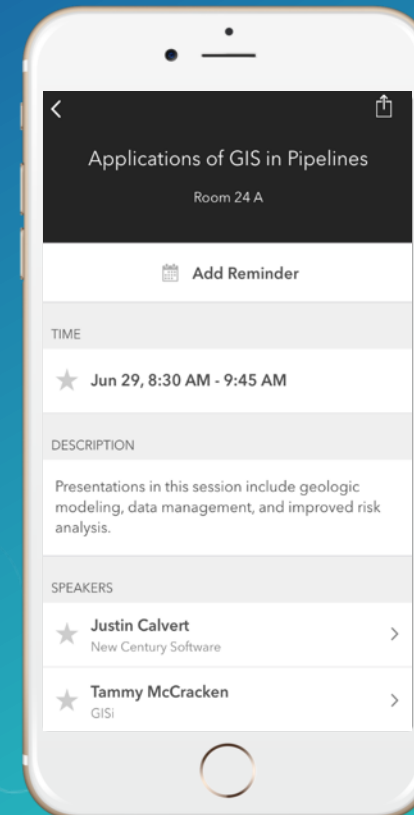
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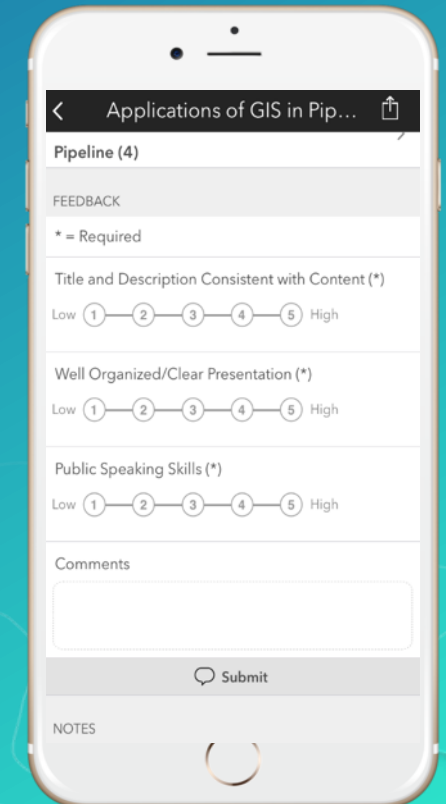
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