

The Shared Responsibility Model and the Importance of Cloud Backup



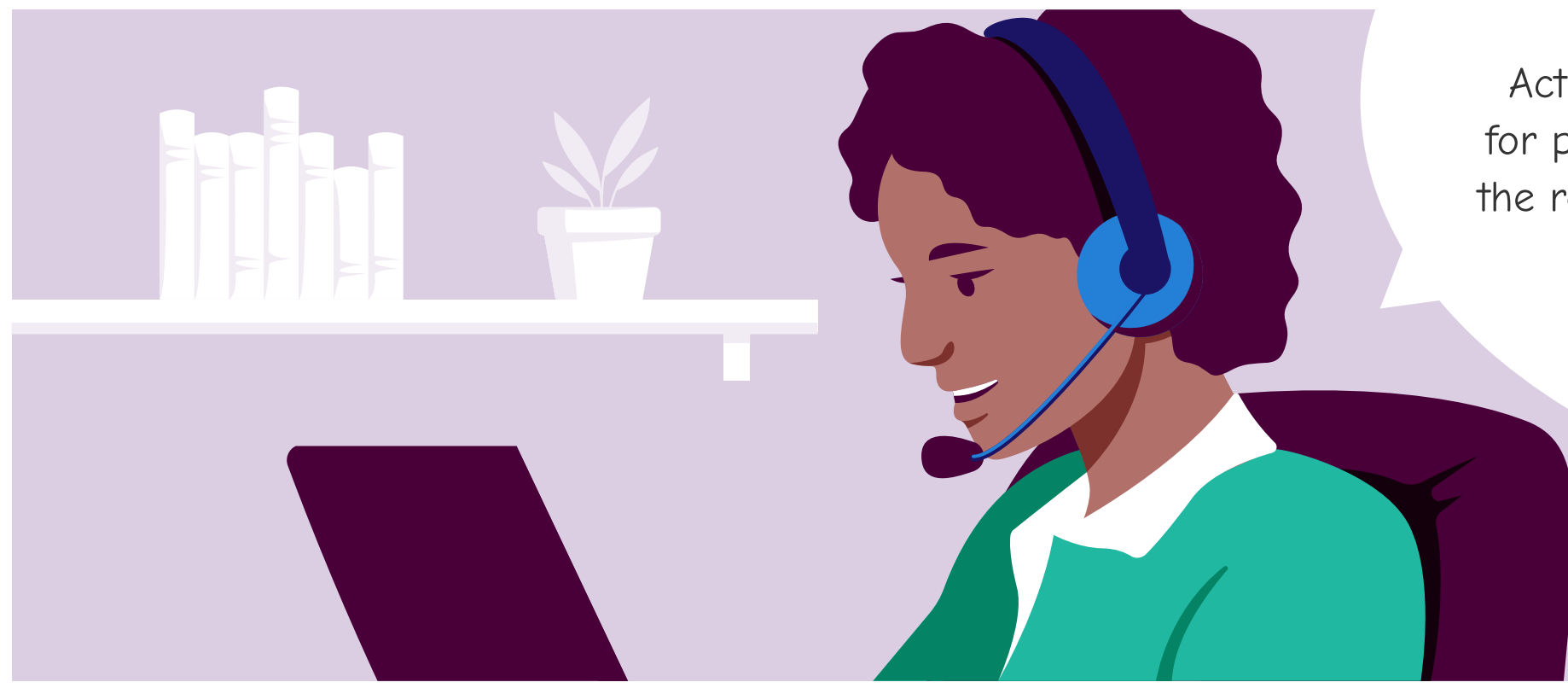
47%

of data loss is caused by end user deletions.

My spilled coffee somehow deleted 10 years of patient files and we're fully booked today! Can you help me call Microsoft? I can't find their phone number!



Actually, Microsoft isn't responsible for providing backups since this was the result of human error, but luckily Toothsayer pays for cloud data recovery. I can send a copy of your data. Give me a few minutes!



This is called the Shared Responsibility Model.

The Shared Responsibility Model was created by Microsoft to outline who is responsible for data in different scenarios of data loss. SaaS vendors are only responsible for data protection and data loss **some** of the time. That means end users are responsible for data security and data loss the **rest** of the time.

Responsibility	SaaS	PaaS	IaaS	On-prem	
Information and data	●	●	●	●	Responsibility always retained by customer
Devices (Mobile and PCs)	●	●	●	●	
Accounts and identities	●	●	●	●	
Identity and directory infrastructure	●	●	●	●	Responsibility varies by service type
Applications	●	●	●	●	
Network controls	●	●	●	●	
Operating system	●	●	●	●	
Physical hosts	●	●	●	●	Responsibility transfers to cloud provider
Physical network	●	●	●	●	
Physical datacenter	●	●	●	●	

● Microsoft

● Customer

SaaS - Software as a Service
PaaS - Platform as a Service

IaaS - Infrastructure as a Service
On-prem - On premises

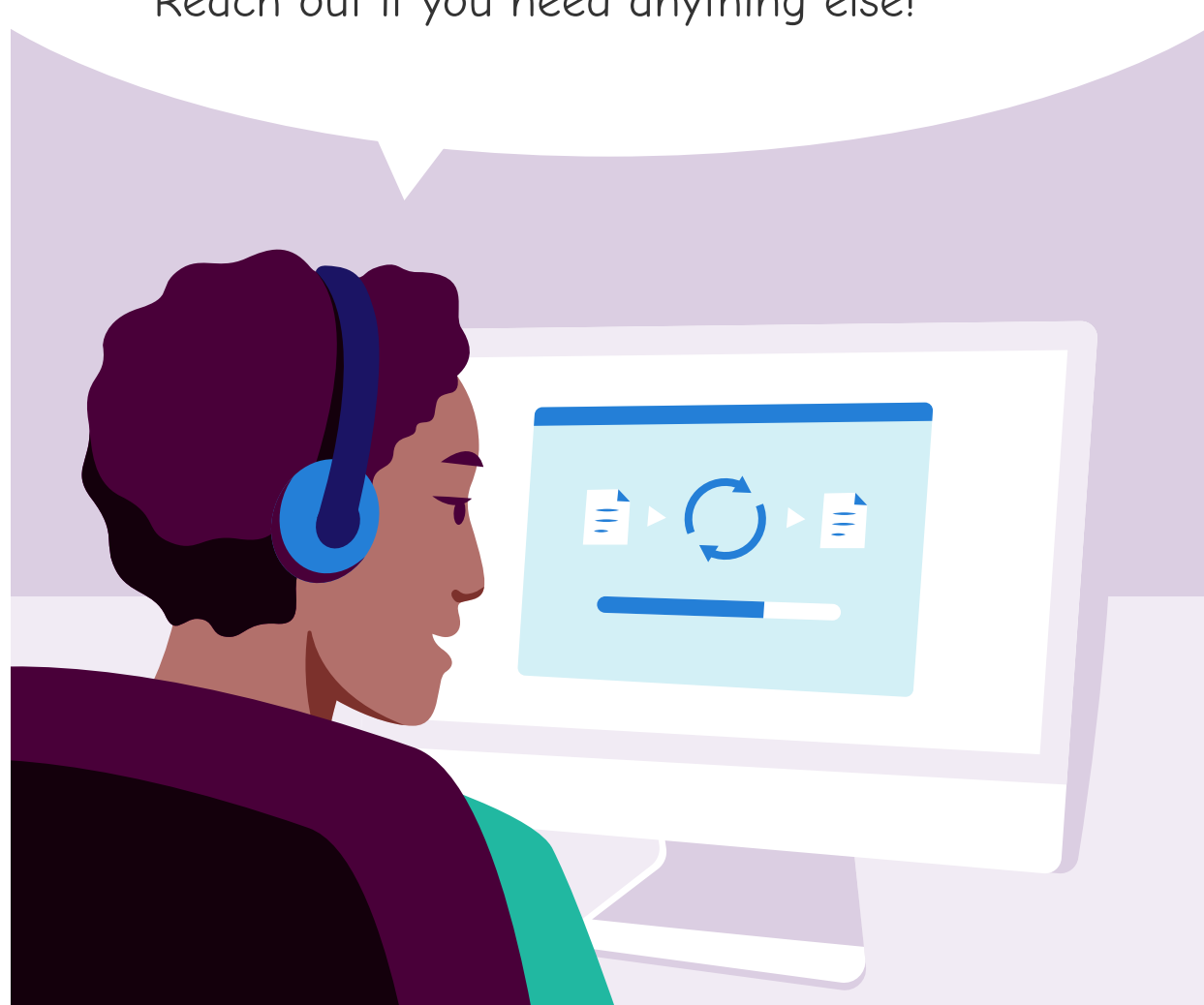
Microsoft states for all cloud deployment types (SaaS, PaaS, IaaS):

"You are responsible for protecting the security of your data and identities.

Regardless of the type of deployment, the following responsibilities are always retained by you: Data, Endpoints, Account, Access management."

- Microsoft on data loss caused by imminent disruptions and outages

Okay Hank, you're all set. Your accidentally deleted files have been sent back to your Office 365 account and are ready for use. Reach out if you need anything else!



Thanks so much Molly! Our back-to-back appointments today appreciate you! Now for another coffee!

Backup your backups

Just because your data is in the cloud, it doesn't mean you can't lose it. While SaaS applications offer many advantages, they can't completely protect your business data from human error or ransomware attacks.

According to a study by The Aberdeen Group on data loss in the cloud:



47% were due to end-users deleting information



17% were users overwriting data



13% were because hackers deleted info

With Datto's SaaS Protection and our expert help, you can avoid downtime and keep business data more secure. **Get in touch today to learn more about our backup offerings.**