## Skyhigh Service Categories

Service Categories

Backup and Archiving

Botnets and Malware

Business Intelligence

Cloud Infrastructure

Cloud Storage

Collaboration

Content Sharing

CRM

Development

e-Commerce

Education

ERP

Finance

Healthcare

HR

IaaS Admin Console

IaaS Services

Identity Federation

IT Services

Legal

Logistics

Marketing

Media

Networking

Procurement

Project Management

Security

Service Desk and Support

Service Proxy

Social Media

Tracking

Virtual Data Rooms

Web Applications

The following table lists a brief description of categories identified by Skyhigh for Shadow IT. A few well known services are listed to serve as a point of reference, but is not a comprehensive list of all services in the category.

## Main Service Categories

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| Category Name | | Sub-Category Name | Sub-Category Description |
| Cloud Storage | Online storage, file sharing, or backup. | Box, Norton Online |
| Backup, Google Drive |
| Cloud Storage | Online storage, file sharing, or backup. | Box, Norton Online |
| Backup, Google Drive |
| Content Sharing | Services for storing and sharing photos, videos, or images. | YouTube, Pinterest, |
| SoundCloud |
| Business Intelligence | Business insights, analytics, or intelligence solutions. | Teradata, A9, Netvibes |
| Development | Environment to develop enterprise applications or build integration. | WordPress, GitHub, |
| SourceForge |
| e-Commerce | Platform or solutions that helps retailers sell goods on the internet. | Ariba, MetaPack, Bigcommerce |
| Education | Enterprise level learning management system, interactive tutorials, or platform for educational content. | Edmodo, RioLearn, |
| GlobalEnglish |
| ERP | Enterprise Resource Planning (ERP), enterprise resource management, or business process management solution. | Oracle ERP, Fieldglass, |
| NetSuite ERP |
| Finance | Financial, payroll, payment, invoicing, or accounting solutions. | Paypal, Mint, Concur |
| HR | Employment management, hiring, screening, or benefits administration. | ADP, Wageworks, |
| ClickTime |
| IT Services | IT support and application services. | ServiceNow, |
| NewRelic, AppDynamics |
| Legal | Legal insurance, document management, electronic signatory, or shared practice management solutions. | Adobe EchoSign, |
| LegalZoom, Docusign |
| Logistics | Supply chain, transport management, and logistics solution. | FedEx, Pitney Bowes, UPS |

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| Category Name | | Sub-Category Name | Sub-Category Description |
| Marketing | Marketing solutions, marketing research, campaign management, and brand development. | Optimizely, AdRoll, |
| SiteScout |
| Procurement | Vendor management, procurement tool, or supplier quality management. | Capgemini IBX |
| Procurement, Ariba |
| Procurement, Bizbuysell |
| Media | Streaming video, audio, music, or gaming solutions. | LiveStream, Pandora, |
| Netflix |
| Networking | Enterprise networking service or networking management solutions. | BitGravity, CloudFlare, |
| Boingo |
| CRM | Customer relationship management (CRM) or business contact data services. | Salesforce.com, NetSuite, |
| Clicktools |
| Social media | Social networking, blogging, or services that drive engagement through social media. | Facebook, Twitter, LinkedIn |
| Service Desk and Support | Facility management, field service management, and service delivery solutions. | InContact, ZenDesk |
| Uncategorized | Other cloud services that cannot be categorized with the list in this document. |  |
| Project Management | Online project, program, or requirements management solutions, or software suites for managers and business owners. | Daptiv, Trello, YouTrack- |
| JetBrains |
| Cloud Infrastructure | Dedicated hosting infrastructure, web and application hosting, or managed servers. | Amazon Web Services, |
| Nubifer, CA |
| Security | Identity and access management, information security, or fraud prevention solutions. | Symantec.cloud, Voltage |
| SecureMail, OpenDNS |
| Tracking | Tools for web analytics and tracking, site metrics, monitoring, comparisons, or benchmarking. | AddThis, Chartbeat, |
| Google Analytics |
| Web Application API | APIs for building and integrating services, creating graphs, forms, or surveys. | Google APIs, Disqus, |
| Typekit |

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| Category Name | | Sub-Category Name | Sub-Category Description |
| Service Proxy | URL redirection, shortening, or forwarding services. | Bitly, TinyURL |
| Health Care | Health benefit, medical management, or health care risk management solutions. | ASCO, NextGen, Simplee |
| IaaS Services | Automatically added domains hosted on specific cloud infrastructure providers. | |
| Botnets and Malware | Domains identified as hosting malware or are botnet affected. These services are automatically added. | |
| Backup and Archiving | Services specifically providing backup solutions. | |
| Virtual Data Rooms | Offers storage capability for due diligence and financial transactions. | Imprima iRooms, Sterling Data Rooms |

## Service Sub-Categories

These categories have one or more sub-categories for better classification. Sub-categories will appear in the Active Services and Cloud Registry entry for a service and can be used as a filter in the Omnibar.

At this time, sub-categories will not appear in reports and cannot be used to manually filter the Active Service or Cloud Registry page. Subcategories cannot currently be used to filter Service Groups.

## Sub-Category List

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| Category Name | Sub-Category Name | Sub-Category Description |
| Cloud Storage | Data Storage | A service in which data is maintained, managed and made available to users over a network (typically the Internet). |
| Cloud Storage | Document Storage and Sharing | Enables the storage and management of data as well as sharing of the data over the network. |
| Cloud Storage | Network Attached Storage (NAS)/Data Management | A file-level computer data storage server connected to a computer network providing data access to a heterogeneous group of clients. |
| Collaboration | Web Mail/Calendar | Email available for use online and stored in an Internet server mailbox. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Collaboration | Online Meeting Tool | Browser/Cloud based Platform/Tools for Meetings. |
| Collaboration | Productive/Task Organizing Tool | Tools that help user manage tasks. |
| Collaboration | Document Editing Tool | Enables creating and editing text files. |
| Collaboration | Media Editing Tool (Image/Video/Audio Editing) | Tools that are used to edit files such as Image, Video or Audio. |
| Collaboration | Document Conversion | Conversion of documents to variety of formats. |
| Collaboration | Instant Messengers/Chat | A type of software that supports online chat with real-time text transmission over the Internet. |
| Collaboration | Document Sharing | The ability to store and share documents over the cloud. |
| Collaboration | Online Discussion Boards (Forum/Blog) | An online discussion site where people can hold conversations in the form of posted messages. |
| Collaboration | Translators | Online translation services between different languages. |
| Collaboration | Diagramming Tool | Used to model, represent and visualize information. |
| Collaboration | Address Book/Contact Management | Enables users to easily store, migrate, import and find contact information, such as names, addresses and telephone numbers. |
| Collaboration | Knowledge Base | A centralized repository for information: a public library, a database of related information about a particular subject. |
| Collaboration | Sports | Organization, training lessons, coaching techniques of sports activities. |
| Collaboration | Industrial management | Provides management and collaborative tools for various industrial disciplines. |
| Collaboration | Geographical Information System | Provide mapping, GIS, location and navigational tools. |
| Collaboration | Synchronization Tools | The services that help in syncing files between two or more locations. |
| Collaboration | Vehicular Management | Applications pertaining to transportation, vehicle diagnostics, service and fuel stations etc. |
| Collaboration | Mind Mapping | A graphical way to represent ideas and information. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Collaboration | Scheduling Tool | Simplifies the process of scheduling any meetings, appointments, events, etc. |
| Collaboration | Task Organization Tool | Tools to manage task lists or goals. |
| Content Sharing | Media Storage and Sharing | Storing of photos/videos/audio files and their sharing over the internet. |
| Content Sharing | Torrent | Torrent sites that use distributed file upload and downloading to share files. |
| Business Intelligence | Business/Data Analytics | Use of statistical analysis, including explanatory and predictive modeling, and fact-based management to drive decision making. |
| Business Intelligence | Data Warehousing | Central repositories of integrated data from one or more sources. They store current and historical data and are used for creating analytical reports. |
| Business Intelligence | Business/Data Management | The development and execution of architectures, policies, practices and procedures in order to manage the information lifecycle needs of an enterprise in an effective manner. |
| Development | Content Management System | A web application that makes content authoring and content delivery easy. It enables even non-technical users to efficiently build a website, streamline the web publishing procedures and quickly deploy them, creating a content-rich website. |
| Development | Web Application Development | The creation of application programs that reside on remote servers and are delivered to the user's device over the Internet. |
| Development | Desktop Application Development | The creation of application programs that could run on single machines only after the installation. |
| Development | Mobile Application Development | The act or process by which application software is developed for handheld devices, such as personal digital assistants, enterprise digital assistants or mobile phones. |
| Development | Game Development | A service for creating a video game. |
| Development | Compilation/Debugging Tools | Identify coding errors at various development stages. |
| Development | Website Builder | Tools to build web pages. |
| e-Commerce | B2B | The exchange of products, services or information between businesses. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| e-Commerce | B2C | A commerce transaction in which businesses sell products or services to consumers. |
| e-Commerce | C2C | The transaction of products or services between customers. |
| e-Commerce | Store Builder | Enables users to design and create an e-commerce store and integrate payments and provide support required for the business. |
| Education | Learning Management System | A software application for the administration, documentation, tracking, reporting and delivery of electronic educational technology (also called e-learning) courses or training programs. |
| Education | Online Testing | A service where tests are delivered via a computer connected to a network. |
| ERP | ERP | The services which provide Enterprise Resource Management/ business process management solution. |
| Finance | Finance Management | The planning, directing, monitoring, organizing, and controlling of the monetary resources of an organization. It includes budgeting, invoicing, billing, treasury management, wealth management etc. |
| Finance | Payroll Management | The administration of the financial record of employees' salaries, wages, bonuses, net pay, and deductions. |
| Finance | Payment Gateway | An e-commerce application service provider service that authorizes credit card payments for e-businesses, online retailers, bricks and clicks, or traditional brick and mortar. |
| Finance | Stock/Currency Trading Platforms | The trade involving shares/stock in share market and currency/ forex in foreign exchange. |
| Finance | Tax Services | Services dealing with tax management. |
| Finance | Money Transfer | Services dealing with cashless form of money transfer like Electronic funds transfer, Bank to bank funds transfer and wire transfer. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Finance | Commodity Trading | Services dealing with the trade of commodities like agricultural produce, precious metals etc. |
| Finance | Insurance | Services that provide a form of risk management primarily used to hedge against the risk of a contingent, uncertain loss. |
| Finance | Wallet | An online prepaid account where one can stock money, to be used when required. |
| Finance | Pension management | The services that manage pensions of beneficiaries. |
| HR | Workforce Management | An umbrella term for desktop and mobile programs that help a business manage staff scheduling. |
| HR | Resource Data Management Tool | The data of employment histories which include, but are not limited to employment related actions such as recruitment and selection, promotion, classification, compensation, performance, discipline, and training. |
| HR | Employment Portal | A tool that helps applicants find jobs and aids employers in their quest to locate ideal candidates. |
| HR | Human Resource Information System | An information system or managed service that provides a single, centralized view of the data that a human resource management  or human capital management (HCM) group requires for completing human resource (HR) processes. Such processes include recruiting, applicant-tracking, payroll, time and attendance, performance appraisals, benefits administration. |
| HR | Organization Modeling Tool | A tool that defines how activities such as task allocation, coordination and supervision are directed toward the achievement of organizational aims. |
| HR | Retirement Benefits | The benefits received by the benefactor after his/her retirement. |
| HR | Time & Attendance | The services that tracks employee working hours, attendance, leave etc. |
| HR | Performance Management System | Performance Management systems enable you to track and monitor the performance of individual employees, departments, and the organization overall. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| HR | Retirement Planning and Management | Services for the design, provision and management of retirement plans. |
| HR | Employee Benefits | Programs such as commuter benefit plans, flexible spending accounts, health savings account, health reimbursement accounts, calculation tools, and quick access to account balance. |
| IT Services | Incident Management Tool | A tool that stores information about the incidents prioritizes them assigns them to the right support teams and shows the status of the same. |
| IT Services | Network/Desktop Resource Monitoring Tool | A tool that monitors desktop resources such as CPU usage, Physical memory consumption, Disk usage etc and network resources such as Network activity, Network usage, TCP connections etc. |
| IT Services | Application/Performance Testing Platform | The process of determining the speed or effectiveness of a computer, network, software program or an application. This process can involve quantitative tests done in a lab, such as measuring the response time. |
| IT Services | Virtualization Technology | The creation of a virtual (rather than actual) version of something, such as an operating system, a server, a storage device or network resources. |
| IT Services | Mobility Management Portal | A web application that allows users quickly access essential information, mobile support services and applications that company provides to its employees. |
| IT Services | Asset Management and Inventory Tracking | Systems that help manage the complete lifecycle of particular assets, track their location to ensure assets are not missing or stolen. |
| IT Services | Database/Application Support Tool | A comprehensive set of tools intended to fix application and database issues, or incidents as they are known, that disrupt the service they depend upon. |
| IT Services | Event Reporting/Review Tool (Logs Management) | Used to streamline reporting, automate log collection, develop real-time event correlation, log analysis and enable real-time monitoring for incident reporting. |
| IT Services | Application Deployment Tool | Enables the applications to be deployed in different environments. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| IT Services | Software Integration Service | The practice of combining individually tested software components into an integrated whole. (Cloud integration, app integration, integration services etc). |
| IT Services | IT Security | The protection of information assets through the use of technology, processes, and training. |
| IT Services | Data Backup Management Tools | Applications to automate backup to cloud, desktop and Windows server backups, backup scheduling, local and block level backup, network locations backup, and backup plan statistics. |
| IT Services | Authentication Services | A security service that verifies an identity claimed by or for a system entity using username/password validation. |
| IT Services | VoIP services | Phone service over the Internet. |
| IT Services | PBX servers | A PBX (Private Branch Exchange) server connects telephone extensions to the Public Switched Telephone Network and provides internal communication for a business. |
| IT Services | IT Services Management | The services that offer a suite of activities to plan, deliver, operate and control IT services offered to customers. |
| IT Services | IoT Platform | The network of physical objects or "things" embedded with electronics, software, sensors, and network connectivity, which enables these objects to collect and exchange data. |
| IT Services | Compliance Management | Services which ensures that an organization are following a given set of rules or compliance. |
| Legal | e-Signing Tool | Services which offer signature tools on legally binding documents electronically. |
| Legal | Intellectual Property Management | Services that deal with the management of intellectual property rights such as copyrights, patents, industrial design rights, trademarks and related rights. |
| Legal | Legal Workflow Management | A service designed specifically to handle the unique requirements of the legal profession. It encompasses legal document management systems, case management etc. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Logistics | Inventory Management | The overseeing and controlling of the ordering, storage and use of components that a company will use in the production of the items it will sell as well as the overseeing and controlling of quantities of finished products for sale. |
| Logistics | Supply Chain Management | The control of the supply chain as a process from supplier to manufacturer to wholesaler to retailer to consumer. |
| Logistics | Courier Service/Shipment Tracking | Deals with the shipment of mail, packages and their tracking. |
| Marketing | Product Branding | Product branding is developing and communicating what the company does and how well it does it, and providing a way to bring that information to mind in an instant to the audience. |
| Marketing | Business Development | Identify, maintain and encourage relationship building within a firm, building rapport with both suppliers and customers, helps inform management as to how the market is moving, providing insights into new developments of technology. |
| Marketing | Video Advertising | Online display advertisements in TV and internet. |
| Marketing | Social Marketing | The process of gaining website traffic or attention through social media sites. |
| Marketing | Affiliate Marketing | A type of performance-based marketing in which a business rewards one or more affiliates for each visitor or customer brought by the affiliate's own marketing efforts. |
| Marketing | Survey Tool | A tool to create, publish and develop free online surveys. |
| Marketing | Email Marketing | Directly marketing a commercial message to a group of people using email. |
| Marketing | Event Management | Companies create promotional events to help them communicate with clients and potential clients. |
| Marketing | Advertising | A form of marketing communication used to promote or sell something, usually a business's product or service. |
| Marketing | Media Management | Covers all the goal-oriented activities of planning, organization and control within the framework of the creation and distribution processes for information or entertainment content in media enterprises. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Marketing | Ticket Management | Helps event professionals create, promote and sell tickets online. |
| Marketing | SEO | Considers how search engines work, what people search for, the actual search terms or keywords typed into search engines and which search engines are preferred by their targeted audience. |
| Marketing | Property Management | The operation, control, and oversight of real estate as used in its most broad terms. |
| Marketing | Digital Publishing | Any type of publishing that involves disseminating information or entertainment by digital means. |
| Marketing | Donation Management | A donation platform to raise funds. |
| Marketing | CRM Marketing | Platforms for customer engagement, multi-channel engagement and campaign targeting; real-time and historical data mining, management and reporting. |
| Marketing | Point of Sale System | A retail point of sale system typically includes a cash register (which in recent times comprises a computer, monitor, cash drawer, receipt printer, customer display and a barcode scanner) and the majority of retail POS systems also include a debit/credit card reader. |
| Marketing | Loyalty Program | Services offering rewards program  to customers who frequently make purchases. |
| Marketing | Mobile Marketing | Marketing on or with a mobile device providing customers with time and location sensitive, personalized information that promotes goods, services and ideas. |
| Marketing | Marketing Automation Platform | Software platforms designed to effectively market on multiple channels online and automate repetitive tasks. |
| Marketing | Market Research | Services that gather information about target markets or customers. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Procurement | Procurement | Services which deal with vendor management/ procurement tool/ supplier quality management. |
| Media | Audio/Voice Content Manager | An audio platform enabling the creation, broadcast and consumption of audio across multiple global media outlets. |
| Media | Video Content Management Solution | A platform enabling the creation, streaming of rich video content across multiple global media outlets. |
| Media | Electronic Publication | The digital publication of e-books, digital magazines, and the development of digital libraries and catalogs. |
| Media | Media Management Application | The services that provide audio, video and digital books as content to the consumers. |
| Networking | File Server Management | Allows administrators to understand, control, and manage the quantity and type of data that is stored on their servers. |
| Networking | Domain Naming Services | A hierarchical distributed naming system for computers, services, or any resource connected to the Internet or a private network. It translates domain names to numerical IP address. |
| Networking | SMTP | A TCP/IP protocol used in sending and receiving e-mail. |
| Networking | FTP | A standard network protocol used to transfer computer files from one host to another host over a TCP-based network, such as the Internet. |
| Networking | Network Analytics | Combines network analysis techniques with an analysis environment, enabling analysts to gain new insights into interaction networks and make decisions. |
| Networking | Domain Registration | The process of registering a domain name, which identifies one or more IP addresses with a name that is easier to remember and use in URLs to identify particular Web pages. |
| Networking | CDN | A system of distributed servers that deliver webpages and other Web content to a user based on the geographic locations of the user, the origin of the webpage and a content delivery server. |
| Networking | Internet Services | The services which provide Broadband and WIFI services. |
| Networking | VPN | A network technology that creates a secure network connection over a public network such as the Internet. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| CRM | CRM | All aspects of interaction that a company has with its customers. |
| Social media | Image Sharing | Social Network for sharing images. |
| Social media | Video Sharing | Social Network for sharing videos. |
| Social media | Multimedia Sharing | Social Network for sharing Multimedia content (Images/Videos). |
| Social media | Enterprise Social Networking Platform | An organization's use of social media, internally to connect individuals who share similar business interests or activities. |
| Social media | Professional Social Networking Platform | Social Networking platform to connect professionals of various organizations. |
| Service Desk and Support | IT | A service providing information and support on IT services. |
| Service Desk and Support | Other | A service providing general information and support. |
| Service Desk and Support | Interactive Voice Response (IVR) | An automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipient. |
| Uncategorized | Uncategorized | Other cloud services that cannot be categorized with the list in this document. |
| Project Management | Workflow Management | A service which provides status of each task pertaining to the project and its timescale. |
| Project Management | Project Lifecycle Management | A service which deals with the entire lifecycle of project i.e. Initiation, Planning, Execution and Evaluation. |
| Cloud Infrastructure | Cloud Infrastructure | The services that provide hosting infrastructure and managed servers. |
| Security | Identity/Access management | Identifying individuals in a system (such as a country, a network, or an enterprise) and controlling their access to resources within that system by associating user rights and restrictions with the established identity. |
| Security | Cyber Security | The protection of systems, networks and data in cyberspace. |
| Security | IT Risk Management | The application of the principles of risk management to an IT organization in order to manage the risks associated with the field. |
| Security | Desktop Security | The protection of standalone machines from virus, malware attacks. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Security | Network Security | The policies and procedures implemented by a network administrator to avoid and keep track of unauthorized access, exploitation, modification, or denial of the network and network resources. |
| Security | Application Security | Measures taken throughout the code's life-cycle to prevent gaps in the security policy of an application or the underlying system through flaws in the design, development, deployment, upgrade, or maintenance of the application. |
| Security | Mobile Security | The protection of smartphones, tablets, laptops and other portable computing devices, and the networks they connect to, from threats and vulnerabilities associated with wireless computing. |
| Security | Data Encryption | The act of changing electronic information into an unreadable state by using algorithms or ciphers. |
| Security | Cloud Security | It refers to a broad set of policies, technologies, and controls deployed to protect data, applications, and the associated infrastructure of cloud computing. |
| Security | Certificate Issuer | Services that provide TLS and SSL certifications to the websites held by organizations. |
| Tracking | Tracking | The tools that provide metrics on various activities. |
| Web Application API | Web Hosting API | Services that provide API's for web hosting. |
| Web Application API | Website Builder API | Services that provide API's for Website building. |
| Web Application API | Website Monitoring (IT Services) | The process of testing and verifying to ensure website uptime, performance, and functionality is as expected. |
| Web Application API | Search Engines | Services that are designed to search for information on the World Wide Web. |
| Web Application API | Website Data Analytics | The measurement, collection, analysis and reporting of web data for purposes of understanding and optimizing web usage. |
| Web Application API | SEO Tools | A service that provides tools for SEO such as content checker, content rewriter, keyword positioning etc. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Web Application API | API manager | The process of publishing, promoting and overseeing application programming interfaces (APIs) in a secure, scalable environment. |
| Web Application API | Queue Management | The ability to manage and streamline queues in order to improve customer waiting periods. |
| Service Proxy | Redirection Service | A technique for making a web page available under more than one URL address. When a web browser attempts to open a URL that has been redirected, a page with a different URL is opened. |
| Service Proxy | URL Shortening | An online application that converts a regular URL into its condensed format but still opens the same site. |
| Service Proxy | Anonymous | A service designed to allow users to connect to sites through the service, concealing their location or identity. |
| Health Care | Clinical Information Systems | A computer based system that is designed for collecting, storing, manipulating and making available clinical information important to the healthcare delivery process. |
| Health Care | Clinical Project Management | The management of clinical trials/ clinical research and ensures compliance with protocols and overall clinical objectives. |
| Health Care | Health Related Web Applications | Services that provide applications such as dietary information, drug information, physician directory, wellness management etc. |
| Health Care | Clinical Workflow Management Systems | The delivery of clinical services involving a series of tasks in an order. |
| Health Care | Patient Engagement Systems | The ongoing communication between patients and healthcare professionals. |
| Health Care | Health Care Financing Portal | A branch of finance that helps patients and health care beneficiaries pay for medical expenses in the short and long terms and also deal with claims management. |
| IaaS Services | IaaS Services | Automatically added domains hosted on specific cloud infrastructure providers. |
| Botnets and Malware | Botnets and Malware | Domains identified to host malware or botnet affected, and are automatically added. |
| Backup and Archiving | Data Archiving Service | Tools for online archive solutions, file import, customization and backup. |

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| Category Name | Sub-Category Name | Sub-Category Description |
| Backup and Archiving | Data Backup Workflow Management | Providers offering backup service management to ensure clients can access backups quickly to get up and running after any type of disaster. |
| IaaS Admin Console | IaaS Admin Console | Admin console accesses to large cloud infra providers. |
| Virtual Data Rooms | Virtual Data Rooms | An online repository of information that is used for the storing and distribution of documents. |

## DLP Incidents

The following Omnibar facets are used exclusively in on the DLP Incidents page.

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| Search Term | Description | Available Options |
| File Size | The detected file size of the file matching the DLP policy rule. You can use this Omnibar facet to filter results around the size of the file. Transfers of unusually large files may indicate potential data exfiltration events. Excessive transfers of unusually small files may indicate attempts to test security measures in preparation of a data theft incident. | Equal To Greater Than Less Than Between |
| File Type | The format of the file matching the DLP policy rule. You can use this Omnibar facet to filter results around a specific file format in order to better tune policies that control which formats can be shared. For example, if you have a policy that only allows PDFs to be shared, you could use the File Type filter to confirm that .DOC or .XLS files are triggering policy violations. | [One or more formats can be selected from any of the Skyhigh CASB supported formats.](https://success.myshn.net/Start_Here_with_Skyhigh/Skyhigh_Overview/Supported_File_Formats) |
| Incident ID | This Omnibar facet is reserved for internal functionality. | N/A |
| Match Count | The number of policy rule matches were found in the document that triggered the policy violation. You can use this Omnibar facet to filter results to investigate files that violate a policy in many places (as those indicate the highest risk violations) or to review files that have a small number of matches as those may indicate false positives or accidental violations. | Enter any integer to filter to the number of policy matches. |
| Policy | The name of the violated policy. You can use this Omnibar facet to review all policy violations from a specific policy. | [Select from any of your existing DLP policies.](https://success.myshn.net/Policy_Management/Data_Loss_Prevention_Policies/DLP_Policy_Rules_and_Rule_Groups) |
| Remediator | The remediator is the CASB user who has been assigned to investigate the policy violation. You can use this Omnibar facet to view the workflow of your remediators. | [Select from any CASB user with the Policy Manager role to view any policy violations where that user is assigned as a remediator.](https://success.myshn.net/Setup_and_Configuration/RBAC_and_User_Management/aAbout_User_Access_Levels) |
| Response | The response action taken as a result of the policy violation. You can use this Omnibar facet to review policy responses and see how many policy violations are responded to in a certain way. | [Select from Skyhigh's DLP response actions.](https://success.myshn.net/Policy_Management/Data_Loss_Prevention_Policies/DLP_Policy_Response_Actions) |
| Scan Name | The name of the On-Demand Scan that detected the policy violation. You can use this Omnibar facet to review your On-Demand Scans; if an On-Demand Scan consistently runs without triggering any policy violations it may not be configured correctly. Conversely, if an On-Demand Scan produces excessive false positives you may need to adjust the scan criteria. | [Select from your active On-Demand Scans.](https://success.myshn.net/Policy_Management/On-Demand_Scanning) |
| Severity | The recorded severity level of the policy violation. Severity level is defined by the user during DLP policy creation. You can use this Omnibar facet to manage your remediation workflow; filtering based on severity level allows your remediators to focus on the highest priority violations first. | High |

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| Search Term | Description | Available Options |
| Sharing | If the content is included in a shared folder or external link within the CSP. Some companies view policy violations for files shared outside of the company more harshly than files that remain internal. You can use this Omnibar facet to provide better insight on how your users are interacting with the cloud and better determine the significance of the policy violation. | Content Not Shared Externally |
| Status | The current state of the policy violation. Status is set by the user in the policy violation platform. You can use this Omnibar facet to manage your remediation workflow; remediators can filter to only New policies to tackle the incoming violations or filter out any violations that have been marked as False Positive. | New Open False Positive Resolved Archived |
| User | The user who triggered the policy violation. You can use this Omnibar facet to investigate specific users. If a single user is generating excessive policy violations, they may need to be investigated. | Select between all users who have triggered a DLP policy violation. |
| File Name | The name of the file matching the DLP policy rule. You can use this Omnibar facet to locate policy violations centering on a specific file. | All detected files can be used in this search filter. |
| File Size | The detected file size of the file matching the DLP policy rule. You can use this Omnibar facet to filter results around the size of the file. Transfers of unusually large files may indicate potential data exfiltration events. Excessive transfers of unusually small files may indicate attempts to test security measures in preparation of a data theft incident. | Filter on file size based on KB, MB or GB. The filter can compare files against the user-entered value based on the following criteria: Equal To Greater Than Less Than Between |
| File Type | The format of the file matching the DLP policy rule. You can use this Omnibar facet to filter results around a specific file format in order to better tune policies that control which formats can be shared. For example, if you have a policy that only allows PDFs to be shared, you could use the File Type filter to confirm that .DOC or .XLS files are triggering policy violations. | One or more formats can be selected from any of the Skyhigh CASB supported formats. |
| Incident ID | This Omnibar facet is reserved for internal functionality. | N/A |
| Match Count | The number of policy rule matches were found in the document that triggered the policy violation. You can use this Omnibar facet to filter results to investigate files that violate a policy in many places (as those indicate the highest risk violations) or to review files that have a small number of matches as those may indicate false positives or accidental violations. | Enter any integer to filter to the number of policy matches. |

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| --- | --- | --- |
| Search Term | Description | Available Options |
| Policy | The name of the violated policy. You can use this Omnibar facet to review all policy violations from a specific policy. | Select from any of your existing DLP policies. |
| Remediator | The remediator is the CASB user who has been assigned to investigate the policy violation. You can use this Omnibar facet to view the workflow of your remediators. | Select from any CASB user with the Policy Manager role to view any policy violations where that user is assigned as a remediator. |
| Response | The response action taken as a result of the policy violation. You can use this Omnibar facet to review policy responses and see how many policy violations are responded to in a certain way. | Select from Skyhigh's DLP response actions. |
| Scan Name | The name of the On-Demand Scan that detected the policy violation. You can use this Omnibar facet to review your On-Demand Scans; if an On-Demand Scan consistently runs without triggering any policy violations it may not be configured correctly. Conversely, if an On-Demand Scan produces excessive false positives you may need to adjust the scan criteria. | Select from your active On-Demand Scans. |
| Severity | The recorded severity level of the policy violation. Severity level is defined by the user during DLP policy creation. You can use this Omnibar facet to manage your remediation workflow; filtering based on severity level allows your remediators to focus on the highest priority violations first. | High Medium Low |
| Sharing | If the content is included in a shared folder or external link within the CSP. Some companies view policy violations for files shared outside of the company more harshly than files that remain internal. You can use this Omnibar facet to provide better insight on how your users are interacting with the cloud and better determine the significance of the policy violation. | Content Shared Externally Content Not Shared Externally |
| Status | The current state of the policy violation. Status is set by the user in the policy violation platform. You can use this Omnibar facet to manage your remediation workflow; remediators can filter to only New policies to tackle the incoming violations or filter out any violations that have been marked as False Positive. | New Open False Positive Resolved Archived |
| User | The user who triggered the policy violation. You can use this Omnibar facet to investigate specific users. If a single user is generating excessive policy violations, they may need to be investigated. | Select between all users who have triggered a DLP policy violation. |

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| --- | --- | --- |
| Search Term | Description | Available Options |
| File Name | The name of the file matching the DLP policy rule. You can use this Omnibar facet to locate policy violations centering on a specific file. | All detected files can be used in this search filter. |
| File Size | The detected file size of the file matching the DLP policy rule. You can use this Omnibar facet to filter results around the size of the file. Transfers of unusually large files may indicate potential data exfiltration events. Excessive transfers of unusually small files may indicate attempts to test security measures in preparation of a data theft incident. | Filter on file size based on KB, MB or GB. The filter can compare files against the user-entered value based on the following criteria: |
|  |  | * Equal To |
|  |  | * Greater Than |
|  |  | * Less Than |
|  |  | * Between |
| File Type | The format of the file matching the DLP policy rule. You can use this Omnibar facet to filter results around a specific file format in order to better tune policies that control which formats can be shared. For example, if you have a policy that only allows PDFs to be shared, you could use the File Type filter to confirm that .DOC or .XLS files are triggering policy violations. | [One or more formats can be selected from any of the Skyhigh CASB supported formats.](https://success.myshn.net/Start_Here_with_Skyhigh/Skyhigh_Overview/Supported_File_Formats) |
| Incident ID | This Omnibar facet is reserved for internal functionality. | N/A |
| Match Count | The number of policy rule matches were found in the document that triggered the policy violation. You can use this Omnibar facet to filter results to investigate files that violate a policy in many places (as those indicate the highest risk violations) or to review files that have a small number of matches as those may indicate false positives or accidental violations. | Enter any integer to filter to the number of policy matches. |
| Policy | The name of the violated policy. You can use this Omnibar facet to review all policy violations from a specific policy. | [Select from any of your existing DLP policies.](https://success.myshn.net/Policy_Management/Data_Loss_Prevention_Policies/DLP_Policy_Rules_and_Rule_Groups) |
| Remediator | The remediator is the CASB user who has been assigned to investigate the policy violation. You can use this Omnibar facet to view the workflow of your remediators. | Select from any CASB user with the Policy Manager role to view any policy violations where that user is assigned as a remediator. |
| Response | The response action taken as a result of the policy violation. You can use this Omnibar facet to review policy responses and see how many policy violations are responded to in a certain way. | Select from Skyhigh's DLP response actions. |
| Scan Name | The name of the On-Demand Scan that detected the policy violation. You can use this Omnibar facet to review your On-Demand Scans; if an On-Demand Scan consistently runs without triggering any policy violations it may not be configured correctly. Conversely, if an On-Demand Scan produces excessive false positives you may need to adjust the scan criteria. | Select from your active On-Demand Scans. |
| Severity | [The recorded severity level of the policy violation. Severity level is defined by the user during DLP policy creation. You can use this Omnibar facet to manage your remediation workflow; filtering based on severity level allows your remediators to focus on the highest priority violations first.](https://success.myshn.net/Policy_Management/Data_Loss_Prevention_Policies/Creating_a_New_DLP_Policy) | High  Medium  Low |
| Sharing | If the content is included in a shared folder or external link within the CSP. Some companies view policy violations for files shared outside of the company more harshly than files that remain internal. You can use this Omnibar facet to provide better insight on how your users are interacting with the cloud and better determine the significance of the policy violation. | Content Shared Externally |
|  |  | Content Not Shared Externally |
| Status | [The current state of the policy violation. Status is set by the user in the policy violation platform. You can use this Omnibar facet to manage your remediation workflow; premeditators can filter to only New policies to tackle the incoming violations or filter out any violations that have been marked as False Positive.](https://success.myshn.net/Incident_Management_and_Threat_Protection/Policy_Incidents/Understanding_DLP_Violation_Statuses) | New |
|  |  | * Open * False Positive * Resolved * Archived |
| User | The user who triggered the policy violation. You can use this Omnibar facet to investigate specific users. If a single user is generating excessive policy violations, they may need to be investigated. | Select between all users who have triggered a DLP policy violation. |

## Threat Protection & Activity Monitoring

The following Omnibar facets can be used on either the Threat Protection or Activity Monitoring pages.

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| Search Term | Description | Available Options | |
| Action Name | The name of the detected activity. You can use this Omnibar facet to filter on specific activities that you wish to investigate. You may need to learn more about how many users are engaging in a specific activity or investigate threats that are calculated based on your selected activity. | | Select one or more available activities. |
| Anomaly Category | The organizational categories used to sort detected anomalies. You can use this Omnibar facet to investigate all anomalies that are sorted into one of the three categories. Filtering by category can help with anomaly resolution; if you deal with one category at a time the list may be more easy to manage. | Administration Anomalies | |
| Data Anomalies | |
| Access Anomalies | |

|  |  |  |
| --- | --- | --- |
| Search Term | Description | Available Options |
| Anomaly Duration | The length of time that the anomaly took place. You can use this Omnibar facet to filter your anomaly list based on the longest running anomalies. Anomalies that have been measured over longer timelines are more likely to indicate valid threats. | Hourly |
| Daily |
| Weekly |
| Monthly |
| Anomaly Name | The name of the specific anomaly. You can use this Omnibar facet to filter on a particular anomaly in order to investigate security events; if you have an account breach you can check into any unusual file transfers that occurred during the breach. | Only anomalies that have been detected for the active CSP will be available for selection. |
| At this time, users can only filter results by name for Superhuman, Brute Force Login, and Large Report Download anomalies. If you wish to filter based on anomalies in the Data Anomalies category, you should use the Anomaly Category filter instead. |
| Anomaly Threshold | This Omnibar facet is reserved for internal functionality. | N/A |
| Category | The category of the detected activity. You can use this Omnibar facet to filter on specific activity types. Filtering by category can help with activity monitoring; if you deal with one category at a time the list may be more easy to manage. | <This appears to be the same list as activity name. What's the difference?> |
| Valli - e.g download category refers to several download activity names like - Download File, DOwnload Folder, so here you are searching at a category level. |
| Client Browser | The web browser used to create the activity or anomaly. You can use this Omnibar facet to gain additional insight into how your users are interacting with your cloud services and learn about potential anomaly patterns that may influence your device management rules. For example, if the majority of your access anomalies are occurring through an insecure browser, you may wish to block users from connecting to the cloud service using that browser. | Select one or more detected browsers. |

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| --- | --- | --- |
| Search Term | Description | Available Options |
| Client OS | The computer operating system used to create the activity or anomaly. You can use this Omnibar facet to gain additional insight into how your users are interacting with your cloud services and learn about potential anomaly patterns that may influence your device management rules. For example, if the majority of your access anomalies are occurring through an insecure OS, you may wish to block users from connecting to the cloud service using that OS. | Select one or more detected operating systems. |
| Collaboration Group | The domain of the user's email address. For example, if you detect activity from users with email address ending in samplecompany.com, competetorcompany.com and freeemail.com, there will be three detected collaboration groups. You can use this Omnibar facet on the Collaboration View to filter collaborations to specific domains. | Select one or more of the detected collaboration groups for the CSP. |
| Country | The country where the activity or anomaly occurred. You can use this Omnibar facet to understand anomaly and threat patterns occurring in different countries. If excessive anomalies occur in a specific country you can adjust your access and DLP policies surrounding access in that country. | Select one or more detected countries. <Is there an abbreviation to country list I can use?> |
| Device | The device used to trigger the activity or anomaly. You can use this Omnibar facet to gain additional insight into how your users are interacting with your cloud services and learn about potential anomaly patterns that may influence your device management rules. For example, if the majority of your access anomalies are occurring through an insecure device, you may wish to block users from connecting to the cloud service using that device. | Select one or more of the detected devices. |

|  |  |  |
| --- | --- | --- |
| Search Term | Description | Available Options |
| Logical Operators | Use these operators to create compound Omnibar searches. You can use this Omnibar facet link multiple facets together in a single search string. For example, you can search for all anomalies in the Data Anomalies group made to Box from China. | And |
| Or |
| ( |
| ) |
| Notes | This Omnibar facet is reserved for future functionality. | N/A |
| Profile | The profile of the user who triggered the activity or anomaly. Profile information is provided through your Salesforce or Active Directory integration. You can use this Omnibar facet to discover more about the activities of specific types of users. For example, if you've established the profile of "Sales Team" you can filter your results based on that profile. | Select one or more detected profiles. |
| Role | The role of the user who triggered the activity or anomaly. Role information is provided through your Salesforce or Active Directory integration. You can use this Omnibar facet to discover more about the activities of specific types of users. For example, if you've established the role of "Accounting" you can filter your results based on that role. | Select one or more detected role. |
| Service Name | The CSP where the activity or anomaly occurred. You can use this Omnibar facet to learn more about the activities occurring in a specific service in order to better design DLP policies for this service. | Only the currently selected service can be used in this facet. However, Skyhigh for O365 customers can use this facet to separate SharePoint, AzureAD or OneDrive results. |
| Severity | The severity of the anomaly, as determined by how much the anomaly exceeds its threshold. You can use this Omnibar facet to manage your investigation workflow; filtering based on severity level allows your investigators to focus on the highest priority anomalies or threats first. | High |
| Medium |
| Low |

|  |  |  |
| --- | --- | --- |
| Search Term | Description | Available Options |
| Status | This Omnibar facet is reserved for internal functionality. | N/A |
| Threat Category | The organizational categories used to sort detected threats. You can use this Omnibar facet to investigate all threats that are sorted into one of the three categories. Filtering by category can help with threat resolution; if you deal with one category at a time the list may be more easy to manage. | Compromised Accounts |
| Privileged Access |
| Threat Name | The name of the specific threat. You can use this Omnibar facet to filter on specific threats that you wish to investigate. You may need to learn more about how often this threat occurs or which sorts of users trigger this threat. | Only threats that have been detected for the active CSP will be available for selection. |

# About the Omnibar

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Appearing across many aspects of the Skyhigh Networks service, the Omnibar serves as a comprehensive search and filtering tool.

From the Omnibar, you can search for information across multiple sections of the product and filter the results based on a contextual menu that’s appropriate for your selections.

Specifically, you can search for services, users, categories, and more without having to move to a different screen.

The Omnibar is available in the Usage Analytics and Incident Management sections of Skyhigh.

Use the Omnibar to search in the following ways:

* Type into the Omnibar directly. Predictive search suggests available search terms before you finish your query.
* To use the Date Picker to select a date range for your search, relative or explicit, click the **calendar** icon.
* To add a filter to your search, click the **funnel** icon and select filters from the **Add a Filter** dialog.
* To create a saved view, click the **star** icon.
* To use a saved view or default perspective, click the **down arrow** icon.
* As you add components to build your search, they are displayed as "pills" in the Omnibar.
* To remove search component "pills", click the **x** next to the component.
* Press **Enter**, or click the **magnifying glass** icon to start your search.