

Study of Administrator password policy costs Survey 4

Response ID	Completion date	
634104-634095-66102451	7 Oct 2020, 23:56 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Passwords should not be hard coded	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Doesn't apply
3.1.b	Frequency Cost is Experienced	Once off
3.2	User education required	
3.2.a	Severity of Cost	Minor
3.2.b	Frequency Cost is Experienced	Periodic
3.3	Organization needs extra resources	
3.3.a	Severity of Cost	Minor
3.3.b	Frequency Cost is Experienced	Once off

3.4	Takes organization time to implement	
3.4.a	Severity of Cost	Minor
3.4.b	Frequency Cost is Experienced	Once off
3.5	Increases the organization's computing power needed	
3.5.a	Severity of Cost	Doesn't apply
3.5.b	Frequency Cost is Experienced	N/A
3.a	Do you approve of this advice?	Yes
3.b	Comments	

4	Passwords should expire regularly and be changed (e.g. every six months)	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	Periodic
4.2	User education required	
4.2.a	Severity of Cost	Minor
4.2.b	Frequency Cost is Experienced	Periodic
4.3	Organization needs extra resources	
4.3.a	Severity of Cost	Minor
4.3.b	Frequency Cost is Experienced	Periodic
4.4	Takes organization time to implement	
4.4.a	Severity of Cost	Minor
4.4.b	Frequency Cost is Experienced	Periodic
4.5	Increases the organization's computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	No
4.b	Comments	High entropy passwords with no expiration are more secure than low entropy passwords that expire

5	Digital & physical backups should be regularly maintained	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A

5.2	User education required	
5.2.a	Severity of Cost	Doesn't apply
5.2.b	Frequency Cost is Experienced	N/A
5.3	Organization needs extra resources	
5.3.a	Severity of Cost	Minor
5.3.b	Frequency Cost is Experienced	Periodic
5.4	Takes organization time to implement	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Periodic
5.5	Increases the organization's computing power needed	
5.5.a	Severity of Cost	Minor
5.5.b	Frequency Cost is Experienced	Periodic
5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	Defense in Depth should be implemented	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Periodic
6.2	User education required	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	Periodic
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Major
6.3.b	Frequency Cost is Experienced	Periodic
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Major
6.4.b	Frequency Cost is Experienced	Periodic
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Minor
6.5.b	Frequency Cost is Experienced	Periodic
6.a	Do you approve of this advice?	Yes

6.b	Comments	
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7	Password cracking should be used to detect crackable passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	Periodic
7.2	User education required	
7.2.a	Severity of Cost	Minor
7.2.b	Frequency Cost is Experienced	Periodic
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	Periodic
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Minor
7.4.b	Frequency Cost is Experienced	Periodic
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	Major
7.5.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	

8	All ASCII characters should be permitted in a password	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Doesn't apply
8.1.b	Frequency Cost is Experienced	N/A
8.2	User education required	
8.2.a	Severity of Cost	Doesn't apply
8.2.b	Frequency Cost is Experienced	N/A
8.3	Organization needs extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Takes organization time to implement	
8.4.a	Severity of Cost	Doesn't apply

8.4.b	Frequency Cost is Experienced	N/A
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Yes
8.b	Comments	

9	Users should not store passwords in a computer file	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Major
9.1.b	Frequency Cost is Experienced	Periodic
9.2	User education required	
9.2.a	Severity of Cost	Major
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Minor
9.3.b	Frequency Cost is Experienced	Periodic
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	Minor
9.4.b	Frequency Cost is Experienced	Periodic
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	Yes
9.b	Comments	Password managers that encrypt passwords should be provided/encouraged to be used. Better yet, passwords should be avoided when possible in favor of technologies like federated SSO in combination with webAuthN

10	A user should never share their passwords with others	
10.1	Increased help desk/user support time	
10.1.a	Severity of Cost	Minor

10.1.b	Frequency Cost is Experienced	Periodic
10.2	User education required	
10.2.a	Severity of Cost	Major
10.2.b	Frequency Cost is Experienced	Periodic
10.3	Organization needs extra resources	
10.3.a	Severity of Cost	Minor
10.3.b	Frequency Cost is Experienced	Periodic
10.4	Takes organization time to implement	
10.4.a	Severity of Cost	Minor
10.4.b	Frequency Cost is Experienced	Periodic
10.5	Increases the organization's computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Users should not set password hints on websites	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Minor
11.1.b	Frequency Cost is Experienced	Periodic
11.2	User education required	
11.2.a	Severity of Cost	Major
11.2.b	Frequency Cost is Experienced	Periodic
11.3	Organization needs extra resources	
11.3.a	Severity of Cost	Minor
11.3.b	Frequency Cost is Experienced	Periodic
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	Minor
11.4.b	Frequency Cost is Experienced	Periodic
11.5	Increases the organization's computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	Neutral

11.b	Comments	
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12	Users should not open emails from strangers	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Major
12.1.b	Frequency Cost is Experienced	Periodic
12.2	User education required	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	Periodic
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Takes organization time to implement	
12.4.a	Severity of Cost	Minor
12.4.b	Frequency Cost is Experienced	Periodic
12.5	Increases the organization's computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	Yes
12.b	Comments	There has to be a better way to ensure email authenticity. Like, widespread use of S/MIME.

13	A user's Security Answers should be difficult to guess	
13.1	Increased help desk/user support time	
13.1.a	Severity of Cost	Minor
13.1.b	Frequency Cost is Experienced	Periodic
13.2	User education required	
13.2.a	Severity of Cost	Major
13.2.b	Frequency Cost is Experienced	Periodic
13.3	Organization needs extra resources	
13.3.a	Severity of Cost	Minor
13.3.b	Frequency Cost is Experienced	Periodic
13.4	Takes organization time to implement	

13.4.a	Severity of Cost	Minor
13.4.b	Frequency Cost is Experienced	Periodic
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes
13.b	Comments	

14	Users should use a password manager	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	Periodic
14.2	User education required	
14.2.a	Severity of Cost	Major
14.2.b	Frequency Cost is Experienced	Periodic
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Minor
14.3.b	Frequency Cost is Experienced	Periodic
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Minor
14.4.b	Frequency Cost is Experienced	Periodic
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	Generated passwords should be issued immediately	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Doesn't apply
15.1.b	Frequency Cost is Experienced	N/A
15.2	User education required	

15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	
15.b	Comments	Not sure what this question means

Final Comments

16	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	No
16.a	Are there any cost categories that you think should be added or removed?	Ongoing
17	This is the end of the survey do you have any final comments?	

Response ID	Completion date	
634104-634095-66124976	8 Oct 2020, 13:56 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Passwords should not be hard coded	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Minor
3.1.b	Frequency Cost is Experienced	Periodic
3.2	User education required	
3.2.a	Severity of Cost	Minor
3.2.b	Frequency Cost is Experienced	N/A
3.3	Organization needs extra resources	
3.3.a	Severity of Cost	Minor
3.3.b	Frequency Cost is Experienced	Once off
3.4	Takes organization time to implement	
3.4.a	Severity of Cost	Minor
3.4.b	Frequency Cost is Experienced	Periodic

3.5	Increases the organization's computing power needed	
3.5.a	Severity of Cost	Doesn't apply
3.5.b	Frequency Cost is Experienced	N/A
3.a	Do you approve of this advice?	Yes
3.b	Comments	

4	Passwords should expire regularly and be changed (e.g. every six months)	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Major
4.1.b	Frequency Cost is Experienced	Periodic
4.2	User education required	
4.2.a	Severity of Cost	Major
4.2.b	Frequency Cost is Experienced	Periodic
4.3	Organization needs extra resources	
4.3.a	Severity of Cost	Major
4.3.b	Frequency Cost is Experienced	Periodic
4.4	Takes organization time to implement	
4.4.a	Severity of Cost	Minor
4.4.b	Frequency Cost is Experienced	Once off
4.5	Increases the organization's computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	No
4.b	Comments	

5	Digital & physical backups should be regularly maintained	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Don't know
5.1.b	Frequency Cost is Experienced	Periodic
5.2	User education required	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	Periodic
5.3	Organization needs extra resources	

5.3.a	Severity of Cost	Minor
5.3.b	Frequency Cost is Experienced	Once off
5.4	Takes organization time to implement	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the organization's computing power needed	
5.5.a	Severity of Cost	Minor
5.5.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	Defense in Depth should be implemented	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Periodic
6.2	User education required	
6.2.a	Severity of Cost	Minor
6.2.b	Frequency Cost is Experienced	Don't know
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Minor
6.3.b	Frequency Cost is Experienced	Don't know
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Major
6.4.b	Frequency Cost is Experienced	Periodic
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Don't know
6.5.b	Frequency Cost is Experienced	Don't know
6.a	Do you approve of this advice?	Yes
6.b	Comments	

7	Password cracking should be used to detect crackable passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Minor

7.1.b	Frequency Cost is Experienced	Periodic
7.2	User education required	
7.2.a	Severity of Cost	Minor
7.2.b	Frequency Cost is Experienced	Once off
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	Once off
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Minor
7.4.b	Frequency Cost is Experienced	Once off
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	Minor
7.5.b	Frequency Cost is Experienced	Once off
7.a	Do you approve of this advice?	Neutral
7.b	Comments	

8	All ASCII characters should be permitted in a password	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Positive
8.1.b	Frequency Cost is Experienced	N/A
8.2	User education required	
8.2.a	Severity of Cost	Positive
8.2.b	Frequency Cost is Experienced	Once off
8.3	Organization needs extra resources	
8.3.a	Severity of Cost	Major
8.3.b	Frequency Cost is Experienced	Periodic
8.4	Takes organization time to implement	
8.4.a	Severity of Cost	Major
8.4.b	Frequency Cost is Experienced	Once off
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Yes

8.b	Comments	
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9	Users should not store passwords in a computer file	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Major
9.1.b	Frequency Cost is Experienced	Periodic
9.2	User education required	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Minor
9.3.b	Frequency Cost is Experienced	Periodic
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	Doesn't apply
9.4.b	Frequency Cost is Experienced	N/A
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	No
9.b	Comments	

10	A user should never share their passwords with others	
10.1	Increased help desk/user support time	
10.1.a	Severity of Cost	Minor
10.1.b	Frequency Cost is Experienced	N/A
10.2	User education required	
10.2.a	Severity of Cost	Minor
10.2.b	Frequency Cost is Experienced	Periodic
10.3	Organization needs extra resources	
10.3.a	Severity of Cost	Minor
10.3.b	Frequency Cost is Experienced	Once off
10.4	Takes organization time to implement	
10.4.a	Severity of Cost	Minor

10.4.b	Frequency Cost is Experienced	Periodic
10.5	Increases the organization's computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	No
10.b	Comments	

11	Users should not set password hints on websites	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Minor
11.1.b	Frequency Cost is Experienced	Periodic
11.2	User education required	
11.2.a	Severity of Cost	Minor
11.2.b	Frequency Cost is Experienced	Periodic
11.3	Organization needs extra resources	
11.3.a	Severity of Cost	Doesn't apply
11.3.b	Frequency Cost is Experienced	N/A
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	Minor
11.4.b	Frequency Cost is Experienced	Periodic
11.5	Increases the organization's computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	
11.b	Comments	

12	Users should not open emails from strangers	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Major
12.1.b	Frequency Cost is Experienced	Periodic
12.2	User education required	
12.2.a	Severity of Cost	Major

12.2.b	Frequency Cost is Experienced	Periodic
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Major
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Takes organization time to implement	
12.4.a	Severity of Cost	Minor
12.4.b	Frequency Cost is Experienced	Periodic
12.5	Increases the organization's computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	No
12.b	Comments	

13	A user's Security Answers should be difficult to guess	
13.1	Increased help desk/user support time	
13.1.a	Severity of Cost	Minor
13.1.b	Frequency Cost is Experienced	Periodic
13.2	User education required	
13.2.a	Severity of Cost	Minor
13.2.b	Frequency Cost is Experienced	Periodic
13.3	Organization needs extra resources	
13.3.a	Severity of Cost	Doesn't apply
13.3.b	Frequency Cost is Experienced	N/A
13.4	Takes organization time to implement	
13.4.a	Severity of Cost	Doesn't apply
13.4.b	Frequency Cost is Experienced	N/A
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes
13.b	Comments	

14	Users should use a password manager	
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14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Positive
14.1.b	Frequency Cost is Experienced	Periodic
14.2	User education required	
14.2.a	Severity of Cost	Minor
14.2.b	Frequency Cost is Experienced	Periodic
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Doesn't apply
14.3.b	Frequency Cost is Experienced	Once off
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Minor
14.4.b	Frequency Cost is Experienced	Once off
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	Generated passwords should be issued immediately	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	Periodic
15.2	User education required	
15.2.a	Severity of Cost	Minor
15.2.b	Frequency Cost is Experienced	Periodic
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Minor
15.3.b	Frequency Cost is Experienced	Once off
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Minor
15.4.b	Frequency Cost is Experienced	Periodic
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Doesn't apply

15.5.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Neutral
15.b	Comments	

Final Comments

16	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Somewhat
16.a	Are there any cost categories that you think should be added or removed?	
17	This is the end of the survey do you have any final comments?	

Response ID	Completion date	
634104-634095-66146336	8 Oct 2020, 21:17 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
---	--	-----

3	Passwords should not be hard coded	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Minor
3.1.b	Frequency Cost is Experienced	Once off
3.2	User education required	
3.2.a	Severity of Cost	Doesn't apply
3.2.b	Frequency Cost is Experienced	N/A
3.3	Organization needs extra resources	
3.3.a	Severity of Cost	Minor
3.3.b	Frequency Cost is Experienced	Once off
3.4	Takes organization time to implement	
3.4.a	Severity of Cost	Minor
3.4.b	Frequency Cost is Experienced	Once off

3.5	Increases the organization's computing power needed	
3.5.a	Severity of Cost	Doesn't apply
3.5.b	Frequency Cost is Experienced	N/A
3.a	Do you approve of this advice?	Yes
3.b	Comments	Users should be allowed set their own password. Orgs should not keep lists of unencrypted passwords that have been hardcoded.

4	Passwords should expire regularly and be changed (e.g. every six months)	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	Periodic
4.2	User education required	
4.2.a	Severity of Cost	Minor
4.2.b	Frequency Cost is Experienced	Periodic
4.3	Organization needs extra resources	
4.3.a	Severity of Cost	Doesn't apply
4.3.b	Frequency Cost is Experienced	N/A
4.4	Takes organization time to implement	
4.4.a	Severity of Cost	Minor
4.4.b	Frequency Cost is Experienced	Once off
4.5	Increases the organization's computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	No
4.b	Comments	I would rather users have one strong password they use for a long time over a less secure one that regularly changes. We all know the change will be incrementing a number at the end.

5	Digital & physical backups should be regularly maintained	
5.1	Increased help desk/user support time	

5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A
5.2	User education required	
5.2.a	Severity of Cost	Doesn't apply
5.2.b	Frequency Cost is Experienced	N/A
5.3	Organization needs extra resources	
5.3.a	Severity of Cost	Minor
5.3.b	Frequency Cost is Experienced	Once off
5.4	Takes organization time to implement	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the organization's computing power needed	
5.5.a	Severity of Cost	Major
5.5.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Neutral
5.b	Comments	For disaster recovery purposes yes, for accidental user deletion no. Distributed filesystems with snapshots may remove need for old school backups.

6	Defense in Depth should be implemented	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Doesn't apply
6.1.b	Frequency Cost is Experienced	N/A
6.2	User education required	
6.2.a	Severity of Cost	Doesn't apply
6.2.b	Frequency Cost is Experienced	N/A
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Minor
6.3.b	Frequency Cost is Experienced	Don't know
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Major
6.4.b	Frequency Cost is Experienced	Once off

6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Minor
6.5.b	Frequency Cost is Experienced	Once off
6.a	Do you approve of this advice?	Yes
6.b	Comments	

7	Password cracking should be used to detect crackable passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Positive
7.1.b	Frequency Cost is Experienced	Periodic
7.2	User education required	
7.2.a	Severity of Cost	Minor
7.2.b	Frequency Cost is Experienced	Periodic
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	Periodic
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Minor
7.4.b	Frequency Cost is Experienced	Periodic
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	Minor
7.5.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Yes
7.b	Comments	Don't let it run forever or using spare cycles on your nearby supercomputer or you'll start cracking relatively strong passwords too!

8	All ASCII characters should be permitted in a password	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Doesn't apply
8.1.b	Frequency Cost is Experienced	N/A
8.2	User education required	

8.2.a	Severity of Cost	Doesn't apply
8.2.b	Frequency Cost is Experienced	N/A
8.3	Organization needs extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Takes organization time to implement	
8.4.a	Severity of Cost	Doesn't apply
8.4.b	Frequency Cost is Experienced	N/A
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Yes
8.b	Comments	Permitted but don't require lots of non alphanum characters. I'd rather a longer alphanum than a short symbol password. Easier for users to remember too.

9	Users should not store passwords in a computer file	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Doesn't apply
9.1.b	Frequency Cost is Experienced	N/A
9.2	User education required	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	Once off
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	Doesn't apply
9.4.b	Frequency Cost is Experienced	N/A
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A

9.a	Do you approve of this advice?	Neutral
9.b	Comments	If the file is gpg encrypted then sure.

10	A user should never share their passwords with others	
10.1	Increased help desk/user support time	
10.1.a	Severity of Cost	Doesn't apply
10.1.b	Frequency Cost is Experienced	N/A
10.2	User education required	
10.2.a	Severity of Cost	Minor
10.2.b	Frequency Cost is Experienced	Once off
10.3	Organization needs extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Takes organization time to implement	
10.4.a	Severity of Cost	Doesn't apply
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the organization's computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Neutral
10.b	Comments	Ideally each users should have their own credentials for everything. But for various reasons credentials do need to be shared at times. The question is how to do it securely with password managers or encrypted files etc.

11	Users should not set password hints on websites	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Minor
11.1.b	Frequency Cost is Experienced	Periodic
11.2	User education required	
11.2.a	Severity of Cost	Minor

11.2.b	Frequency Cost is Experienced	N/A
11.3	Organization needs extra resources	
11.3.a	Severity of Cost	Doesn't apply
11.3.b	Frequency Cost is Experienced	N/A
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	Doesn't apply
11.4.b	Frequency Cost is Experienced	N/A
11.5	Increases the organization's computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	Yes
11.b	Comments	Hints are only useful if a password is being reused and you need to know which one is on this site. Use a password manager and generate a new random one for each site, secured with a strong master password.

12	Users should not open emails from strangers	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	User education required	
12.2.a	Severity of Cost	Positive
12.2.b	Frequency Cost is Experienced	Periodic
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Takes organization time to implement	
12.4.a	Severity of Cost	Minor
12.4.b	Frequency Cost is Experienced	Periodic
12.5	Increases the organization's computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A

12.a	Do you approve of this advice?	No
12.b	Comments	This is a user education problem. Valid emails come from strangers - just need to be able to distinguish between good and bad.

13	A user's Security Answers should be difficult to guess	
13.1	Increased help desk/user support time	
13.1.a	Severity of Cost	Doesn't apply
13.1.b	Frequency Cost is Experienced	N/A
13.2	User education required	
13.2.a	Severity of Cost	Doesn't apply
13.2.b	Frequency Cost is Experienced	N/A
13.3	Organization needs extra resources	
13.3.a	Severity of Cost	Doesn't apply
13.3.b	Frequency Cost is Experienced	N/A
13.4	Takes organization time to implement	
13.4.a	Severity of Cost	Doesn't apply
13.4.b	Frequency Cost is Experienced	N/A
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Neutral
13.b	Comments	I don't agree with security questions. Too much leakage of information to untrusted sites that can be pieced together for identity theft.

14	Users should use a password manager	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	Once off
14.2	User education required	
14.2.a	Severity of Cost	Minor

14.2.b	Frequency Cost is Experienced	Once off
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Doesn't apply
14.3.b	Frequency Cost is Experienced	N/A
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Doesn't apply
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	Absolutely.

15	Generated passwords should be issued immediately	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	Once off
15.2	User education required	
15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Yes

15.b	Comments	Generally yes, with an instruction to change it immediately. Accounts left with passwords circulating in plain text are waiting to be compromised.
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Final Comments

16	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Somewhat
16.a	Are there any cost categories that you think should be added or removed?	
17	This is the end of the survey do you have any final comments?	There were definitely times when I wasn't really sure about how the categories might apply. I guess that might change a lot depending on the organization type and size. Certainly made me think.

Response ID	Completion date	
634104-634095-66665047	22 Oct 2020, 12:57 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Passwords should not be hard coded	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Minor
3.1.b	Frequency Cost is Experienced	At Login
3.2	User education required	
3.2.a	Severity of Cost	Positive
3.2.b	Frequency Cost is Experienced	Periodic
3.3	Organization needs extra resources	
3.3.a	Severity of Cost	Positive
3.3.b	Frequency Cost is Experienced	Once off
3.4	Takes organization time to implement	
3.4.a	Severity of Cost	Positive
3.4.b	Frequency Cost is Experienced	Once off

3.5	Increases the organization's computing power needed	
3.5.a	Severity of Cost	Positive
3.5.b	Frequency Cost is Experienced	At Login
3.a	Do you approve of this advice?	Yes
3.b	Comments	

4	Passwords should expire regularly and be changed (e.g. every six months)	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Positive
4.1.b	Frequency Cost is Experienced	At Login
4.2	User education required	
4.2.a	Severity of Cost	Positive
4.2.b	Frequency Cost is Experienced	Periodic
4.3	Organization needs extra resources	
4.3.a	Severity of Cost	Doesn't apply
4.3.b	Frequency Cost is Experienced	N/A
4.4	Takes organization time to implement	
4.4.a	Severity of Cost	Positive
4.4.b	Frequency Cost is Experienced	Once off
4.5	Increases the organization's computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	Yes
4.b	Comments	

5	Digital & physical backups should be regularly maintained	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Major
5.1.b	Frequency Cost is Experienced	Periodic
5.2	User education required	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	Periodic
5.3	Organization needs extra resources	

5.3.a	Severity of Cost	Major
5.3.b	Frequency Cost is Experienced	Once off
5.4	Takes organization time to implement	
5.4.a	Severity of Cost	Major
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the organization's computing power needed	
5.5.a	Severity of Cost	Positive
5.5.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	Defense in Depth should be implemented	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Major
6.1.b	Frequency Cost is Experienced	Periodic
6.2	User education required	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	Periodic
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Major
6.3.b	Frequency Cost is Experienced	Periodic
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Major
6.4.b	Frequency Cost is Experienced	Periodic
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Minor
6.5.b	Frequency Cost is Experienced	Periodic
6.a	Do you approve of this advice?	Yes
6.b	Comments	

7	Password cracking should be used to detect crackable passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Positive

7.1.b	Frequency Cost is Experienced	Periodic
7.2	User education required	
7.2.a	Severity of Cost	Minor
7.2.b	Frequency Cost is Experienced	Periodic
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Positive
7.3.b	Frequency Cost is Experienced	Periodic
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Positive
7.4.b	Frequency Cost is Experienced	Periodic
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	Positive
7.5.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Yes
7.b	Comments	

8	All ASCII characters should be permitted in a password	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	At Login
8.2	User education required	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	At Login
8.3	Organization needs extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Takes organization time to implement	
8.4.a	Severity of Cost	Minor
8.4.b	Frequency Cost is Experienced	At Login
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Yes

8.b	Comments	
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9	Users should not store passwords in a computer file	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Positive
9.1.b	Frequency Cost is Experienced	Periodic
9.2	User education required	
9.2.a	Severity of Cost	Positive
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Positive
9.3.b	Frequency Cost is Experienced	Periodic
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	Positive
9.4.b	Frequency Cost is Experienced	Periodic
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Positive
9.5.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	Yes
9.b	Comments	

10	A user should never share their passwords with others	
10.1	Increased help desk/user support time	
10.1.a	Severity of Cost	Minor
10.1.b	Frequency Cost is Experienced	At Login
10.2	User education required	
10.2.a	Severity of Cost	Minor
10.2.b	Frequency Cost is Experienced	At Login
10.3	Organization needs extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Takes organization time to implement	
10.4.a	Severity of Cost	Minor

10.4.b	Frequency Cost is Experienced	Periodic
10.5	Increases the organization's computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Users should not set password hints on websites	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Minor
11.1.b	Frequency Cost is Experienced	Periodic
11.2	User education required	
11.2.a	Severity of Cost	Positive
11.2.b	Frequency Cost is Experienced	Periodic
11.3	Organization needs extra resources	
11.3.a	Severity of Cost	Positive
11.3.b	Frequency Cost is Experienced	Periodic
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	Positive
11.4.b	Frequency Cost is Experienced	Periodic
11.5	Increases the organization's computing power needed	
11.5.a	Severity of Cost	Positive
11.5.b	Frequency Cost is Experienced	Periodic
11.a	Do you approve of this advice?	Yes
11.b	Comments	

12	Users should not open emails from strangers	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Minor
12.1.b	Frequency Cost is Experienced	Periodic
12.2	User education required	
12.2.a	Severity of Cost	Minor
12.2.b	Frequency Cost is Experienced	Periodic

12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Major
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Takes organization time to implement	
12.4.a	Severity of Cost	Positive
12.4.b	Frequency Cost is Experienced	Periodic
12.5	Increases the organization's computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	Yes
12.b	Comments	

13	A user's Security Answers should be difficult to guess	
13.1	Increased help desk/user support time	
13.1.a	Severity of Cost	Minor
13.1.b	Frequency Cost is Experienced	Once off
13.2	User education required	
13.2.a	Severity of Cost	Positive
13.2.b	Frequency Cost is Experienced	Periodic
13.3	Organization needs extra resources	
13.3.a	Severity of Cost	Positive
13.3.b	Frequency Cost is Experienced	Periodic
13.4	Takes organization time to implement	
13.4.a	Severity of Cost	Positive
13.4.b	Frequency Cost is Experienced	Periodic
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes
13.b	Comments	

14	Users should use a password manager	
14.1	Increased help desk/user support time	

14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	Once off
14.2	User education required	
14.2.a	Severity of Cost	
14.2.b	Frequency Cost is Experienced	Once off
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Minor
14.3.b	Frequency Cost is Experienced	Once off
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Minor
14.4.b	Frequency Cost is Experienced	Once off
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Positive
14.5.b	Frequency Cost is Experienced	Once off
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	Generated passwords should be issued immediately	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	At Login
15.2	User education required	
15.2.a	Severity of Cost	Minor
15.2.b	Frequency Cost is Experienced	At Login
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Positive
15.3.b	Frequency Cost is Experienced	At Login
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Minor
15.4.b	Frequency Cost is Experienced	At Login
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Positive
15.5.b	Frequency Cost is Experienced	At Login

15.a	Do you approve of this advice?	Yes
15.b	Comments	

Final Comments

16	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Yes
16.a	Are there any cost categories that you think should be added or removed?	

17	This is the end of the survey do you have any final comments?	
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Response ID	Completion date	
634104-634095-66909943	28 Oct 2020, 12:41 (GMT)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Passwords should not be hard coded	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Doesn't apply
3.1.b	Frequency Cost is Experienced	N/A
3.2	User education required	
3.2.a	Severity of Cost	Doesn't apply
3.2.b	Frequency Cost is Experienced	N/A
3.3	Organization needs extra resources	
3.3.a	Severity of Cost	Doesn't apply
3.3.b	Frequency Cost is Experienced	N/A
3.4	Takes organization time to implement	
3.4.a	Severity of Cost	Doesn't apply
3.4.b	Frequency Cost is Experienced	N/A

3.5	Increases the organization's computing power needed	
3.5.a	Severity of Cost	Doesn't apply
3.5.b	Frequency Cost is Experienced	N/A
3.a	Do you approve of this advice?	Neutral
3.b	Comments	I don't understand the question. DO you mean use certs instead of passwords. Or MFA only?

4	Passwords should expire regularly and be changed (e.g. every six months)	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Major
4.1.b	Frequency Cost is Experienced	Once off
4.2	User education required	
4.2.a	Severity of Cost	Major
4.2.b	Frequency Cost is Experienced	Periodic
4.3	Organization needs extra resources	
4.3.a	Severity of Cost	Doesn't apply
4.3.b	Frequency Cost is Experienced	N/A
4.4	Takes organization time to implement	
4.4.a	Severity of Cost	Minor
4.4.b	Frequency Cost is Experienced	Periodic
4.5	Increases the organization's computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	Neutral
4.b	Comments	Prefer stronger passwords to frequently rotation ones, as they usually result in incrementing a number.

5	Digital & physical backups should be regularly maintained	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Periodic
5.2	User education required	

5.2.a	Severity of Cost	Major
5.2.b	Frequency Cost is Experienced	Periodic
5.3	Organization needs extra resources	
5.3.a	Severity of Cost	Major
5.3.b	Frequency Cost is Experienced	Once off
5.4	Takes organization time to implement	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the organization's computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	Defense in Depth should be implemented	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Major
6.1.b	Frequency Cost is Experienced	At Login
6.2	User education required	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	Periodic
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Major
6.3.b	Frequency Cost is Experienced	Periodic
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Major
6.4.b	Frequency Cost is Experienced	Periodic
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Major
6.5.b	Frequency Cost is Experienced	Once off
6.a	Do you approve of this advice?	Neutral
6.b	Comments	Its context specific based on the burden of costs associated with it.

7	Password cracking should be used to detect crackable passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	Periodic
7.2	User education required	
7.2.a	Severity of Cost	Minor
7.2.b	Frequency Cost is Experienced	Periodic
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Doesn't apply
7.3.b	Frequency Cost is Experienced	N/A
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	Minor
7.5.b	Frequency Cost is Experienced	Once off
7.a	Do you approve of this advice?	Yes
7.b	Comments	We perform it monthly. Our minimum threshold eliminates brute force attacks (but not password leakage).

8	All ASCII characters should be permitted in a password	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	At Login
8.2	User education required	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	Periodic
8.3	Organization needs extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Takes organization time to implement	
8.4.a	Severity of Cost	Minor

8.4.b	Frequency Cost is Experienced	Once off
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Neutral
8.b	Comments	We use Linux systems, so something special characters need to be cared for, which can be burdensome.

9	Users should not store passwords in a computer file	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Doesn't apply
9.1.b	Frequency Cost is Experienced	N/A
9.2	User education required	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	Doesn't apply
9.4.b	Frequency Cost is Experienced	N/A
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	Yes
9.b	Comments	Unless its a fully encrypted file, with additional security measures.

10	A user should never share their passwords with others	
10.1	Increased help desk/user support time	
10.1.a	Severity of Cost	Doesn't apply
10.1.b	Frequency Cost is Experienced	N/A

10.2	User education required	
10.2.a	Severity of Cost	Minor
10.2.b	Frequency Cost is Experienced	Periodic
10.3	Organization needs extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Takes organization time to implement	
10.4.a	Severity of Cost	Doesn't apply
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the organization's computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Users should not set password hints on websites	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Doesn't apply
11.1.b	Frequency Cost is Experienced	N/A
11.2	User education required	
11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Organization needs extra resources	
11.3.a	Severity of Cost	Minor
11.3.b	Frequency Cost is Experienced	Once off
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	Doesn't apply
11.4.b	Frequency Cost is Experienced	N/A
11.5	Increases the organization's computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	No

11.b	Comments	Not fully sure I understand the statement. But website password resets via email is now the norm.
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12	Users should not open emails from strangers	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	User education required	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	Periodic
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Doesn't apply
12.3.b	Frequency Cost is Experienced	N/A
12.4	Takes organization time to implement	
12.4.a	Severity of Cost	Minor
12.4.b	Frequency Cost is Experienced	Once off
12.5	Increases the organization's computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	No
12.b	Comments	But they should be wary - and check headers etc

13	A user's Security Answers should be difficult to guess	
13.1	Increased help desk/user support time	
13.1.a	Severity of Cost	Minor
13.1.b	Frequency Cost is Experienced	Periodic
13.2	User education required	
13.2.a	Severity of Cost	Major
13.2.b	Frequency Cost is Experienced	Periodic
13.3	Organization needs extra resources	
13.3.a	Severity of Cost	Minor
13.3.b	Frequency Cost is Experienced	Once off

13.4	Takes organization time to implement	
13.4.a	Severity of Cost	Minor
13.4.b	Frequency Cost is Experienced	Once off
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes
13.b	Comments	

14	Users should use a password manager	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	At Login
14.2	User education required	
14.2.a	Severity of Cost	Minor
14.2.b	Frequency Cost is Experienced	Periodic
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Major
14.3.b	Frequency Cost is Experienced	Once off
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Major
14.4.b	Frequency Cost is Experienced	Once off
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	As long as they keep the key / secret to that safe.

15	Generated passwords should be issued immediately	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Doesn't apply
15.1.b	Frequency Cost is Experienced	N/A

15.2	User education required	
15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Neutral
15.b	Comments	Not sure I understand the statement. I general yes I would agree that the passwords should be issued. This can be fully automated should minimal costs across the board.

Final Comments

16	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Somewhat
16.a	Are there any cost categories that you think should be added or removed?	Increases the organization's computing power needed was irrelevant most of the time. Most of these questions were really around user behaviour and how to change that, so primarily education and monitoring.
17	This is the end of the survey do you have any final comments?	Yes, some of the statements were ambiguous, a 'more info' section on the statement would have been helpful to understand context etc.