

Study of Administrator password policy costs Survey 3

Response ID	Completion date	
633877-633868-66096960	7 Oct 2020, 20:33 (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 be encrypted	
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	Minor
3.3.b	Frequency Cost is Experienced	At Login

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	Minor
3.5.b	Frequency Cost is Experienced	At Login
3.a	Do you approve of this advice?	Yes
3.b	Comments	Usually you would hash, but encryption can be used too

4	Passwords should not be pasted when logging in	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	At Login
4.2	User education required	
4.2.a	Severity of Cost	Minor
4.2.b	Frequency Cost is Experienced	At Login
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	Makes life hard for users

5	After a number of failed logins, further logins should be locked out or throttled	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	At Login

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	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
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	Somewhat useful against brute force attacks

6	The administrator account should have extra protections	
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	Minor
6.2.b	Frequency Cost is Experienced	Once off
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	Once off
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Yes

6.b	Comments	
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7	SNMP community strings should be different to login passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
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	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	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	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Yes
7.b	Comments	Not sure why they would be the same

8	Security patches should be regularly applied	
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	Minor
8.2.b	Frequency Cost is Experienced	Once off
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	Major
8.4.b	Frequency Cost is Experienced	Periodic
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	Managing patches can be a big job, but is kind of necessary

9	Dictionary words should not be permitted as passwords	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Minor
9.1.b	Frequency Cost is Experienced	Once off
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	Minor
9.4.b	Frequency Cost is Experienced	Once off
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	Too easy to brute force otherwise

10	Users should not leave passwords in plain sight	
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?	Yes
10.b	Comments	This is usually a minor inconvenience to users and means ransomers can't log in if they get access to a room

11	There are certain passwords that users should never reuse between multiple sites/systems	
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	Minor
11.2.b	Frequency Cost is Experienced	Once off
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	Usually passwords for important systems or admin accounts shouldn't be shared
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12	A user should not reuse usernames between multiple sites/systems	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Minor
12.1.b	Frequency Cost is Experienced	Once off
12.2	User education required	
12.2.a	Severity of Cost	Minor
12.2.b	Frequency Cost is Experienced	Once off
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	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
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	I'm not sure how this would help - usernames are usually public and show up in profiles, e-mail address, logs, etc...

13	Users should manually type URLs rather than clicking directly on a link	
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	Once off
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?	No
13.b	Comments	Probably better to get users to check the URL at the bottom of the browser. If they can't spot if it is bad, then they'll probably retype a suspicious URL anyway.

14	Digital and physical backups of work should be maintained	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Doesn't apply
14.1.b	Frequency Cost is Experienced	N/A
14.2	User education required	
14.2.a	Severity of Cost	Doesn't apply
14.2.b	Frequency Cost is Experienced	N/A
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Major
14.3.b	Frequency Cost is Experienced	Periodic
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Major
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	I'm assuming you mean centralised backups with on/off site here. It's work, but it's worth it if something goes wrong.
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15	2-factor authentication should be compulsory when logging in remotely	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Major
15.1.b	Frequency Cost is Experienced	At Login
15.2	User education required	
15.2.a	Severity of Cost	Major
15.2.b	Frequency Cost is Experienced	Once off
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Minor
15.3.b	Frequency Cost is Experienced	Periodic
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Major
15.4.b	Frequency Cost is Experienced	Once off
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	Hard to say - can be a pain for some users, but for moderately high value systems can be worth it

16	Generated passwords should aid memory retention	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Positive
16.1.b	Frequency Cost is Experienced	Periodic
16.2	User education required	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Organization needs extra resources	

16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Minor
16.4.b	Frequency Cost is Experienced	Once off
16.5	Increases the organization's computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Yes
16.b	Comments	If you are going to generate passwords, they may as well be something users can remember

17	Each user account should be password protected	
17.1	Increased help desk/user support time	
17.1.a	Severity of Cost	Minor
17.1.b	Frequency Cost is Experienced	Once off
17.2	User education required	
17.2.a	Severity of Cost	
17.2.b	Frequency Cost is Experienced	N/A
17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Doesn't apply
17.3.b	Frequency Cost is Experienced	N/A
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	Except in rare cases... I marked costs as low because many systems will already do this.

Final Comments

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

Response ID	Completion date	
633877-633868-66148906	8 Oct 2020, 23:12 (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 be encrypted	
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	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	Periodic
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	Minor
3.5.b	Frequency Cost is Experienced	Periodic
3.a	Do you approve of this advice?	Yes
3.b	Comments	Minor cost to help desk, as passwords cannot be retrieved, only reset. Could be offset with self-service reset, at additional overhead costs.

4	Passwords should not be pasted when logging in	
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	At Login
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	Major
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	Terrible idea. Increased help desk costs and user frustration. Makes it impossible to use password managers.

5	After a number of failed logins, further logins should be locked out or throttled	
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	Minor
5.2.b	Frequency Cost is Experienced	Once off
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	Periodic
5.a	Do you approve of this advice?	Yes
5.b	Comments	If possible, let the user know that this can happen, to reduce confusion.

6	The administrator account should have extra protections	
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	Periodic
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	Periodic
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A

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

7	SNMP community strings should be different to login passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	User education required	
7.2.a	Severity of Cost	Doesn't apply
7.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Yes
7.b	Comments	

8	Security patches should be regularly applied	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
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	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	Periodic
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Major
8.5.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	Requires a lot of additional management to be done properly and audited.

9	Dictionary words should not be permitted as passwords	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Minor
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	Minor
9.4.b	Frequency Cost is Experienced	Once off
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Minor
9.5.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	Neutral
9.b	Comments	Single dictionary words should not be allowed, but combining multiple words into a longer passphrase is a good policy.

10	Users should not leave passwords in plain sight	
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	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	Hard to answer this question. There could be major org costs if certain accounts are compromised like this. But in general it's nota help desk cost.

11	There are certain passwords that users should never reuse between multiple sites/systems	
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	Major
11.3.b	Frequency Cost is Experienced	Periodic
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	Major
11.4.b	Frequency Cost is Experienced	Periodic
11.5	Increases the organization's computing power needed	

11.5.a	Severity of Cost	Minor
11.5.b	Frequency Cost is Experienced	Once off
11.a	Do you approve of this advice?	Yes
11.b	Comments	Good idea in theory, but in practice very difficult to implement, unless the org owns/manages all of the relevant systems.

12	A user should not reuse usernames between multiple sites/systems	
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	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	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
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?	Neutral
12.b	Comments	In general the same username will be used for multiple systems within an org. But a different one should be used for outside systems. In practice though, many Internet sites use your email as the username, so it will be reused.

13	Users should manually type URLs rather than clicking directly on a link	
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	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	Major
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?	No
13.b	Comments	It might be nice in theory, but impossible to implement and enforce in practice.

14	Digital and physical backups of work should be maintained	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Major
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	Major
14.3.b	Frequency Cost is Experienced	Periodic
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Major
14.4.b	Frequency Cost is Experienced	Periodic
14.5	Increases the organization's computing power needed	

14.5.a	Severity of Cost	Major
14.5.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Neutral
14.b	Comments	Digital backups should be kept, when possible - difficult for large research datasets. Physical copies - unrealistic.

15	2-factor authentication should be compulsory when logging in remotely	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Major
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	Periodic
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Major
15.4.b	Frequency Cost is Experienced	Periodic
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Minor
15.5.b	Frequency Cost is Experienced	Periodic
15.a	Do you approve of this advice?	Yes
15.b	Comments	Good practice, but comes with costs

16	Generated passwords should aid memory retention	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Don't know
16.1.b	Frequency Cost is Experienced	N/A
16.2	User education required	
16.2.a	Severity of Cost	Don't know

16.2.b	Frequency Cost is Experienced	N/A
16.3	Organization needs extra resources	
16.3.a	Severity of Cost	Don't know
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Don't know
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the organization's computing power needed	
16.5.a	Severity of Cost	Don't know
16.5.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Neutral
16.b	Comments	Don't really understand the question. Generated by the org, or by a password manager? And how could they said memory retention?

17	Each user account should be password protected	
17.1	Increased help desk/user support time	
17.1.a	Severity of Cost	Major
17.1.b	Frequency Cost is Experienced	Periodic
17.2	User education required	
17.2.a	Severity of Cost	Minor
17.2.b	Frequency Cost is Experienced	Periodic
17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Positive
17.3.b	Frequency Cost is Experienced	Periodic
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Major
17.4.b	Frequency Cost is Experienced	Periodic
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Major
17.5.b	Frequency Cost is Experienced	Periodic
17.a	Do you approve of this advice?	Yes

Final Comments

18	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Yes
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18.a	Are there any cost categories that you think should be added or removed?	Some things need more than just help desk resources - development time, administration, auditing. Maybe it's covered by extra resources.
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19	This is the end of the survey do you have any final comments?	
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Response ID	Completion date	
633877-633868-66278383	13 Oct 2020, 09:51 (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 be encrypted	
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	Periodic
3.3	Organization needs extra resources	
3.3.a	Severity of Cost	Doesn't apply
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	Don't know
3.a	Do you approve of this advice?	Yes
3.b	Comments	

4	Passwords should not be pasted when logging in	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Doesn't apply
4.1.b	Frequency Cost is Experienced	N/A
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	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	After a number of failed logins, further logins should be locked out or throttled	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Major
5.1.b	Frequency Cost is Experienced	At Login
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	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	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	The administrator account should have extra protections	
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	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	Once off
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	SNMP community strings should be different to login 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	Major
7.4.b	Frequency Cost is Experienced	Once off
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	Don't know
7.a	Do you approve of this advice?	Neutral
7.b	Comments	

8	Security patches should be regularly applied	
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	Minor
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	Major
8.5.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes

8.b	Comments	
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9	Dictionary words should not be permitted as passwords	
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	Minor
9.4.b	Frequency Cost is Experienced	Once off
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	

10	Users should not leave passwords in plain sight	
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	Major
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	Minor

10.4.b	Frequency Cost is Experienced	Once off
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	There are certain passwords that users should never reuse between multiple sites/systems	
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	Major
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	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	

12	A user should not reuse usernames between multiple sites/systems	
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	Doesn't apply

12.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
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	Users should manually type URLs rather than clicking directly on a link	
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	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	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?	No
13.b	Comments	

14	Digital and physical backups of work should be maintained	
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14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Doesn't apply
14.1.b	Frequency Cost is Experienced	N/A
14.2	User education required	
14.2.a	Severity of Cost	Doesn't apply
14.2.b	Frequency Cost is Experienced	N/A
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	Periodic
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Minor
14.5.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	2-factor authentication should be compulsory when logging in remotely	
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	Minor
15.3.b	Frequency Cost is Experienced	Once off
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Major
15.4.b	Frequency Cost is Experienced	Once off
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	

16	Generated passwords should aid memory retention	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	User education required	
16.2.a	Severity of Cost	Minor
16.2.b	Frequency Cost is Experienced	Periodic
16.3	Organization needs extra resources	
16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the organization's computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

17	Each user account should be password protected	
17.1	Increased help desk/user support time	
17.1.a	Severity of Cost	Minor
17.1.b	Frequency Cost is Experienced	At Login
17.2	User education required	
17.2.a	Severity of Cost	Major
17.2.b	Frequency Cost is Experienced	Periodic
17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Minor
17.3.b	Frequency Cost is Experienced	Once off

17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Major
17.4.b	Frequency Cost is Experienced	Periodic
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	

Final Comments

18	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Somewhat
18.a	Are there any cost categories that you think should be added or removed?	I struggled to related answers to this category - Increases the organization's computing power needed
19	This is the end of the survey do you have any final comments?	

Response ID	Completion date	
633877-633868-66731439	23 Oct 2020, 16:44 (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 be encrypted	
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	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	Minor
3.5.b	Frequency Cost is Experienced	Periodic
3.a	Do you approve of this advice?	Yes
3.b	Comments	

4	Passwords should not be pasted when logging in	
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	Doesn't apply
4.2.b	Frequency Cost is Experienced	N/A
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	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	After a number of failed logins, further logins should be locked out or throttled	
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	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	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	Periodic
5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	The administrator account should have extra protections	
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	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	Once off
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Yes
6.b	Comments	

7	SNMP community strings should be different to login passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Doesn't apply

7.1.b	Frequency Cost is Experienced	N/A
7.2	User education required	
7.2.a	Severity of Cost	Doesn't apply
7.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Yes
7.b	Comments	I dont see this as costing anything along the chain

8	Security patches should be regularly applied	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	Periodic
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	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	Periodic
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Minor
8.5.b	Frequency Cost is Experienced	Periodic

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

9	Dictionary words should not be permitted as passwords	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Minor
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	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	Minor
9.4.b	Frequency Cost is Experienced	Once off
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	This contradicts current thinking that passwords should be log and based on words such as "fox kitchen dubai welcome turtle"

10	Users should not leave passwords in plain sight	
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	There are certain passwords that users should never reuse between multiple sites/systems	
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	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	Once off
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	I wouldnt limit to "certain". No passwords should be reused between sites/systems

12	A user should not reuse usernames between multiple sites/systems	
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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	Minor
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?	Yes
12.b	Comments	Yes, this is very important but hard on the user

13	Users should manually type URLs rather than clicking directly on a link	
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	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?	Neutral
13.b	Comments	

14	Digital and physical backups of work should be maintained	
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	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	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	Minor
14.5.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	2-factor authentication should be compulsory when logging in remotely	
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	Once off
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Minor
15.5.b	Frequency Cost is Experienced	Periodic
15.a	Do you approve of this advice?	No
15.b	Comments	I wouldnt limit this to "remotely". The insider threat is often greater

16	Generated passwords should aid memory retention	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	User education required	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Organization needs extra resources	
16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the organization's computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	
16.b	Comments	

17	Each user account should be password protected	
17.1	Increased help desk/user support time	

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

Final Comments

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

Response ID	Completion date	
633877-633868-66864365	27 Oct 2020, 13:36 (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 be encrypted	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Major
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	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?	Neutral
3.b	Comments	Depends what resources the password is protecting

4	Passwords should not be pasted when logging in	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Doesn't apply
4.1.b	Frequency Cost is Experienced	N/A
4.2	User education required	
4.2.a	Severity of Cost	Doesn't apply
4.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
4.4.b	Frequency Cost is Experienced	N/A
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	Really not sure about this one, if you're using a password manager then this is standard practice.

5	After a number of failed logins, further logins should be locked out or throttled	
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	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	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	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	
5.b	Comments	This really is a "it depends" question - some systems it's as simple a tick box, for others to implement you might have to throw the existing system out and procure a new one.

6	The administrator account should have extra protections	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Once off
6.2	User education required	
6.2.a	Severity of Cost	Minor
6.2.b	Frequency Cost is Experienced	Once off
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Minor
6.3.b	Frequency Cost is Experienced	Once off
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Positive
6.4.b	Frequency Cost is Experienced	Periodic
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A

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

7	SNMP community strings should be different to login passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	User education required	
7.2.a	Severity of Cost	Doesn't apply
7.2.b	Frequency Cost is Experienced	N/A
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	N/A
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Minor
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Yes
7.b	Comments	Are helpdesk really going to be involved with SNMP settings? Probably not...

8	Security patches should be regularly applied	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	Periodic
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	Minor

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	Periodic
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	Dictionary words should not be permitted as passwords	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Minor
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	Once off
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Minor
9.3.b	Frequency Cost is Experienced	Once off
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	Major
9.4.b	Frequency Cost is Experienced	Once off
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	Again, this is a "it depends" answer, some systems can support this out of the box, other might be able to with some hard work, others just can't and you have to buy a new one.

10	Users should not leave passwords in plain sight	
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	There are certain passwords that users should never reuse between multiple sites/systems	
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	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	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?	Neutral
11.b	Comments	All passwords should never be reused, not certain...

12	A user should not reuse usernames between multiple sites/systems	
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	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
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?	Neutral
12.b	Comments	This is not usually practical because many systems require a valid email address and for many users they can't handle creating multiple email addresses

13	Users should manually type URLs rather than clicking directly on a link	
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?	No
13.b	Comments	This is overburdensome, and especially as some browsers would like to take away the display of the URL... Users just need to assure themselves that the URL they are going to is the right one

14	Digital and physical backups of work should be maintained	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	N/A
14.2	User education required	
14.2.a	Severity of Cost	Major
14.2.b	Frequency Cost is Experienced	N/A
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Minor
14.3.b	Frequency Cost is Experienced	N/A
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Major
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	

15	2-factor authentication should be compulsory when logging in remotely	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Major
15.1.b	Frequency Cost is Experienced	Periodic
15.2	User education required	
15.2.a	Severity of Cost	Major
15.2.b	Frequency Cost is Experienced	Periodic
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Major
15.3.b	Frequency Cost is Experienced	Once off
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Major
15.4.b	Frequency Cost is Experienced	Once off
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	Only when remotely? Some systems might benefit from 2FA on campus...

16	Generated passwords should aid memory retention	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	User education required	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Organization needs extra resources	

16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the organization's computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Neutral
16.b	Comments	Depends on the user strategy on how they manage passwords

17	Each user account should be password protected	
17.1	Increased help desk/user support time	
17.1.a	Severity of Cost	Doesn't apply
17.1.b	Frequency Cost is Experienced	N/A
17.2	User education required	
17.2.a	Severity of Cost	Doesn't apply
17.2.b	Frequency Cost is Experienced	N/A
17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Doesn't apply
17.3.b	Frequency Cost is Experienced	N/A
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Neutral
17.b	Comments	Depends how the user account is being protected, a password is just a single factor, there are other factors you could use instead of a password.... a token, a biometric...

Final Comments

18	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Somewhat
18.a	Are there any cost categories that you think should be added or removed?	I found the cost categories hard to use, because as with many things its a case of "it depends" - and you need many other inputs on the actual cost. Having a business leadership team that fully supports IT Security and is prepared to champion it will for example make the initial an ongoing "cost" in terms of resource much easier. Many of the things here will depend not just on technology but the culture and maturity of the organisation.
19	This is the end of the survey do you have any final comments?	It was hard to answer objectively.

Response ID	Completion date	
633877-633868-66869746	27 Oct 2020, 16:50 (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 be encrypted	
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	Minor
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?	Yes
3.b	Comments	

4	Passwords should not be pasted when logging in	
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	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	After a number of failed logins, further logins should be locked out or throttled	
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	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	Periodic
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	The administrator account should have extra protections	
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	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	Once off
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Yes
6.b	Comments	

7	SNMP community strings should be different to login passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Doesn't apply

7.1.b	Frequency Cost is Experienced	N/A
7.2	User education required	
7.2.a	Severity of Cost	Doesn't apply
7.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Neutral
7.b	Comments	SNMP community strings aren't passwords in the first place. SNMPv3 supports authentication and is preferred.

8	Security patches should be regularly applied	
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	Minor
8.2.b	Frequency Cost is Experienced	Periodic
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	Periodic
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Minor

8.5.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	

9	Dictionary words should not be permitted as passwords	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Minor
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	Minor
9.4.b	Frequency Cost is Experienced	Once off
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	Depends how many words.

10	Users should not leave passwords in plain sight	
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	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	Periodic

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	There are certain passwords that users should never reuse between multiple sites/systems	
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	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	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?	Neutral
11.b	Comments	Question is misleading. Certain in which way? Password should not generally be reused.

12	A user should not reuse usernames between multiple sites/systems	
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	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
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	Username are not secrets.

13	Users should manually type URLs rather than clicking directly on a link	
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	Minor
13.3.b	Frequency Cost is Experienced	Periodic
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	There may be occasions when this is relevant but typosquatting also poses a risk besides phishing.
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14	Digital and physical backups of work should be maintained	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Doesn't apply
14.1.b	Frequency Cost is Experienced	N/A
14.2	User education required	
14.2.a	Severity of Cost	Doesn't apply
14.2.b	Frequency Cost is Experienced	N/A
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?	
14.b	Comments	Nothing to do with security

15	2-factor authentication should be compulsory when logging in remotely	
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	Periodic

15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Major
15.4.b	Frequency Cost is Experienced	Once off
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Minor
15.5.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Yes
15.b	Comments	

16	Generated passwords should aid memory retention	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	User education required	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Organization needs extra resources	
16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the organization's computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	
16.b	Comments	Question is ambiguous. Are complex passwords a memory training aid, or is password generation policy biased towards memorable outputs?

17	Each user account should be password protected	
17.1	Increased help desk/user support time	

17.1.a	Severity of Cost	Doesn't apply
17.1.b	Frequency Cost is Experienced	N/A
17.2	User education required	
17.2.a	Severity of Cost	Doesn't apply
17.2.b	Frequency Cost is Experienced	N/A
17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Doesn't apply
17.3.b	Frequency Cost is Experienced	N/A
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	I haven't awarded severity/frequency costs because this should be mandatory and the cost is unimportant

Final Comments

18	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	
18.a	Are there any cost categories that you think should be added or removed?	I didn't use Positive (only just noticed it while answering this question) and I'm not sure what that really means in the same context as Minor and Major.
19	This is the end of the survey do you have any final comments?	I'm not sure if this is trying to be a psychometric test, or is just designed in an odd way. Security questionnaire should just have security questions in it, and questions need to be unambiguous for the results to be valuable.

Response ID	Completion date	
633877-633868-66882200	27 Oct 2020, 19:05 (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 be encrypted	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Minor
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	Minor
3.3.b	Frequency Cost is Experienced	N/A
3.4	Takes organization time to implement	
3.4.a	Severity of Cost	Minor
3.4.b	Frequency Cost is Experienced	N/A

3.5	Increases the organization's computing power needed	
3.5.a	Severity of Cost	Minor
3.5.b	Frequency Cost is Experienced	N/A
3.a	Do you approve of this advice?	Yes
3.b	Comments	Assume by encrypted you mean hashed

4	Passwords should not be pasted when logging in	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Major
4.1.b	Frequency Cost is Experienced	N/A
4.2	User education required	
4.2.a	Severity of Cost	Minor
4.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
4.4.b	Frequency Cost is Experienced	N/A
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	Blocks password managers

5	After a number of failed logins, further logins should be locked out or throttled	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	N/A
5.2	User education required	
5.2.a	Severity of Cost	Minor
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	N/A
5.4	Takes organization time to implement	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the organization's computing power needed	
5.5.a	Severity of Cost	Minor
5.5.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Yes
5.b	Comments	Throttled not locked at least initially

6	The administrator account should have extra protections	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	N/A
6.2	User education required	
6.2.a	Severity of Cost	Minor
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	N/A
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	N/A
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Yes
6.b	Comments	

7	SNMP community strings should be different to login passwords	
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7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	User education required	
7.2.a	Severity of Cost	Doesn't apply
7.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Yes
7.b	Comments	

8	Security patches should be regularly applied	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	N/A
8.2	User education required	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	N/A
8.3	Organization needs extra resources	
8.3.a	Severity of Cost	Major
8.3.b	Frequency Cost is Experienced	N/A
8.4	Takes organization time to implement	
8.4.a	Severity of Cost	Major
8.4.b	Frequency Cost is Experienced	N/A
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Minor

8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Yes
8.b	Comments	

9	Dictionary words should not be permitted as passwords	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Minor
9.1.b	Frequency Cost is Experienced	N/A
9.2	User education required	
9.2.a	Severity of Cost	Major
9.2.b	Frequency Cost is Experienced	N/A
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?	No
9.b	Comments	Secure passwords made of multiple dictionary words are not inherently unsafe

10	Users should not leave passwords in plain sight	
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	Major
10.2.b	Frequency Cost is Experienced	N/A
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	There are certain passwords that users should never reuse between multiple sites/systems	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Minor
11.1.b	Frequency Cost is Experienced	N/A
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	Minor
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	

12	A user should not reuse usernames between multiple sites/systems	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Major

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	N/A
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Minor
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	N/A
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	Users should manually type URLs rather than clicking directly on a link	
13.1	Increased help desk/user support time	
13.1.a	Severity of Cost	Minor
13.1.b	Frequency Cost is Experienced	N/A
13.2	User education required	
13.2.a	Severity of Cost	Major
13.2.b	Frequency Cost is Experienced	N/A
13.3	Organization needs extra resources	
13.3.a	Severity of Cost	Minor
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?	No

13.b	Comments	
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14	Digital and physical backups of work should be maintained	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	N/A
14.2	User education required	
14.2.a	Severity of Cost	Major
14.2.b	Frequency Cost is Experienced	N/A
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Major
14.3.b	Frequency Cost is Experienced	N/A
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Minor
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Minor
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	2-factor authentication should be compulsory when logging in remotely	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	N/A
15.2	User education required	
15.2.a	Severity of Cost	Minor
15.2.b	Frequency Cost is Experienced	N/A
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Minor
15.3.b	Frequency Cost is Experienced	N/A
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Minor

15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Minor
15.5.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Yes
15.b	Comments	

16	Generated passwords should aid memory retention	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	User education required	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Organization needs extra resources	
16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Minor
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the organization's computing power needed	
16.5.a	Severity of Cost	Minor
16.5.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Yes
16.b	Comments	

17	Each user account should be password protected	
17.1	Increased help desk/user support time	
17.1.a	Severity of Cost	Doesn't apply
17.1.b	Frequency Cost is Experienced	N/A
17.2	User education required	
17.2.a	Severity of Cost	Doesn't apply
17.2.b	Frequency Cost is Experienced	N/A

17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Doesn't apply
17.3.b	Frequency Cost is Experienced	N/A
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	

Final Comments

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

Response ID	Completion date	
633877-633868-66903197	28 Oct 2020, 10:53 (GMT)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		
1.2	I am participating voluntarily.	
1.2.a		
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		
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		
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		

2	I consent to participate in this survey:	Yes
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3	Passwords should be encrypted	
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	Dont understand question - passwords are always encrypted when they are stored so when are you suggesting they should be encrypted?

4	Passwords should not be pasted when logging in	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	At Login
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	Once off
4.4	Takes organization time to implement	
4.4.a	Severity of Cost	Don't know
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	After a number of failed logins, further logins should be locked out or throttled	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	N/A
5.2	User education required	

5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	Don't know
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	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	The administrator account should have extra protections	
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	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	N/A
6.5	Increases the organization's computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Yes
6.b	Comments	

7	SNMP community strings should be different to login passwords	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	User education required	
7.2.a	Severity of Cost	Doesn't apply
7.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Neutral
7.b	Comments	

8	Security patches should be regularly applied	
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	Very difficult to have server owners regularly apply patches. Some patches make break existing functionality

9	Dictionary words should not be permitted as passwords	
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	Doesn't apply
9.2.b	Frequency Cost is Experienced	N/A
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	

10	Users should not leave passwords in plain sight	
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	Doesn't apply
10.2.b	Frequency Cost is Experienced	N/A
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	There are certain passwords that users should never reuse between multiple sites/systems	
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	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?	Neutral
11.b	Comments	

12	A user should not reuse usernames between multiple sites/systems	
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	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
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	Users should manually type URLs rather than clicking directly on a link	
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?	No
13.b	Comments	

14	Digital and physical backups of work should be maintained	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Doesn't apply
14.1.b	Frequency Cost is Experienced	N/A
14.2	User education required	
14.2.a	Severity of Cost	Doesn't apply
14.2.b	Frequency Cost is Experienced	N/A
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	

15	2-factor authentication should be compulsory when logging in remotely	
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?	Yes
15.b	Comments	

16	Generated passwords should aid memory retention	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	User education required	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Organization needs extra resources	
16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the organization's computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Yes
16.b	Comments	

17	Each user account should be password protected	
17.1	Increased help desk/user support time	
17.1.a	Severity of Cost	Doesn't apply
17.1.b	Frequency Cost is Experienced	N/A

17.2	User education required	
17.2.a	Severity of Cost	Doesn't apply
17.2.b	Frequency Cost is Experienced	N/A
17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Doesn't apply
17.3.b	Frequency Cost is Experienced	N/A
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	

Final Comments

18	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	No
18.a	Are there any cost categories that you think should be added or removed?	Categories didnt make sense for many of the questions and the answers were so obvious in many cases that there was little point in asking the question - of course making a change requires organizational resources etc
19	This is the end of the survey do you have any final comments?	This was a confusing survey