

## Study of Administrator password policy costs Survey 2

Response ID	Completion date	
633780-633771-66107168	8 Oct 2020, 09:31 (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	Stored passwords should be hashed and salted	
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	Doesn't apply
3.5.b	Frequency Cost is Experienced	N/A
3.a	Do you approve of this advice?	Yes
3.b	Comments	Less than minor. Default on most modern systems

4	Passwords should be requested over protected channels	
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	Once off
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	Minor
4.5.b	Frequency Cost is Experienced	Periodic
4.a	Do you approve of this advice?	Yes
4.b	Comments	

5	When logging in there should be an option to view a password after it is typed	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A

5.2	User education required	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	Once off
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?	Neutral
5.b	Comments	

6	The administrator account must have its own password or authentication mechanism	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Periodic
6.2	User education required	
6.2.a	Severity of Cost	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	Two factor for admin accounts, usually by a sudo type setup
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7	SNMP community strings should not be left as their default values	
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	Intrusions should be monitored and analysed	
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	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	Minor
8.5.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	Assuming you know the attack vector

9	A blocklist should be used to prevent the selection of common passwords (e.g. "123456", "password")	
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	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	Minor
9.5.b	Frequency Cost is Experienced	Once off
9.a	Do you approve of this advice?	Yes
9.b	Comments	

10	Passwords should not be truncated (e.g. "VeryLongPasswordIndeed" should not be stored as if it is "VeryLongPassword")	
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	Minor
10.3.b	Frequency Cost is Experienced	Periodic
10.4	Takes organization time to implement	
10.4.a	Severity of Cost	Minor
10.4.b	Frequency Cost is Experienced	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	Breaks compatibility with legacy systems (mainframes etc) but overall worthwhile

11	Users should be encouraged to make an alteration to their password before reusing it at another site/system.	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Minor
11.1.b	Frequency Cost is Experienced	Periodic
11.2	User education required	
11.2.a	Severity of Cost	Major
11.2.b	Frequency Cost is Experienced	Periodic
11.3	Organization needs extra resources	
11.3.a	Severity of Cost	Minor
11.3.b	Frequency Cost is Experienced	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	After using a public computer, a user should explicitly log out	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	User education required	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	Periodic
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
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?	Yes
12.b	Comments	

  

13	Users should check web pages for TLS (e.g. looking for the padlock or "https")	
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	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	Minor
13.4.b	Frequency Cost is Experienced	Periodic
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes
13.b	Comments	

14	Users' phones should be password protected	
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	Minor
14.2.b	Frequency Cost is Experienced	Periodic
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Doesn't apply
14.3.b	Frequency Cost is Experienced	N/A
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Minor
14.4.b	Frequency Cost is Experienced	Periodic
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	Default on modern phones

15	2-factor authentication via phone or SMS should be available to users	
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	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	Once off
15.a	Do you approve of this advice?	Neutral
15.b	Comments	SMS 2FA is known to be weak, but requires a targeted attack

16	Generated passwords should be created using a random generator	
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	N/A
16.3	Organization needs extra resources	
16.3.a	Severity of Cost	Minor
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	Every user in an organisation should have their own account	
17.1	Increased help desk/user support time	
17.1.a	Severity of Cost	Minor
17.1.b	Frequency Cost is Experienced	N/A
17.2	User education required	
17.2.a	Severity of Cost	Minor
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?	As well as periodic, there should be a "constant" option. User education costs not captured
19	This is the end of the survey do you have any final comments?	

Response ID	Completion date	
633780-633771-66521919	19 Oct 2020, 18:26 (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	Stored passwords should be hashed and salted	
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	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	Minor
3.5.b	Frequency Cost is Experienced	At Login
3.a	Do you approve of this advice?	Yes
3.b	Comments	

4	Passwords should be requested over protected channels	
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?	Yes
4.b	Comments	

5	When logging in there should be an option to view a password after it is typed	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A
5.2	User education required	
5.2.a	Severity of Cost	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 must have its own password or authentication mechanism	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Periodic
6.2	User education required	
6.2.a	Severity of Cost	Minor
6.2.b	Frequency Cost is Experienced	Periodic
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Major
6.3.b	Frequency Cost is Experienced	Once off
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	Minor
6.5.b	Frequency Cost is Experienced	Once off
6.a	Do you approve of this advice?	Yes
6.b	Comments	

7	SNMP community strings should not be left as their default values	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Minor

7.1.b	Frequency Cost is Experienced	Once off
7.2	User education required	
7.2.a	Severity of Cost	Minor
7.2.b	Frequency Cost is Experienced	Once off
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	Once off
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Minor
7.4.b	Frequency Cost is Experienced	Once off
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	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	Intrusions should be monitored and analysed	
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	Major
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	
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9	A blacklist should be used to prevent the selection of common passwords (e.g. "123456", "password")	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Doesn't apply
9.1.b	Frequency Cost is Experienced	N/A
9.2	User education required	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	Once off
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	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	Passwords should not be truncated (e.g. "VeryLongPasswordIndeed" should not be stored as if it is "VeryLongPassword")	
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	Minor
10.3.b	Frequency Cost is Experienced	Once off
10.4	Takes organization time to implement	

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

11	Users should be encouraged to make an alteration to their password before reusing it at another site/system.	
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	Minor
11.3.b	Frequency Cost is Experienced	Once off
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?	Yes
11.b	Comments	

12	After using a public computer, a user should explicitly log out	
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	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?	Yes
12.b	Comments	

13	Users should check web pages for TLS (e.g. looking for the padlock or "https")	
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	Minor
13.4.b	Frequency Cost is Experienced	Once off
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes
13.b	Comments	

14	Users' phones should be password protected	
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	Minor
14.3.b	Frequency Cost is Experienced	Periodic
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Minor
14.4.b	Frequency Cost is Experienced	Once off
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	2-factor authentication via phone or SMS should be available to users	
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	Periodic

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

16	Generated passwords should be created using a random generator	
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	Minor
16.3.b	Frequency Cost is Experienced	Once off
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	Minor
16.5.b	Frequency Cost is Experienced	Periodic
16.a	Do you approve of this advice?	Yes
16.b	Comments	

17	Every user in an organisation should have their own account	
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	Minor
17.4.b	Frequency Cost is Experienced	Once off
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Minor
17.5.b	Frequency Cost is Experienced	Periodic
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?	Yes
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	
633780-633771-66633850	21 Oct 2020, 17:25 (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	Stored passwords should be hashed and salted	
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	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 be requested over protected channels	
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	Minor
4.4.b	Frequency Cost is Experienced	Periodic
4.5	Increases the organization's computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	Yes
4.b	Comments	

5	When logging in there should be an option to view a password after it is typed	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A
5.2	User education required	
5.2.a	Severity of Cost	Doesn't apply
5.2.b	Frequency Cost is Experienced	N/A

5.3	Organization needs extra resources	
5.3.a	Severity of Cost	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	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
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?	Neutral
5.b	Comments	Haven't gone out of my way to implement

6	The administrator account must have its own password or authentication mechanism	
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 not be left as their default values	
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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	Don't know
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	Intrusions should be monitored and analysed	
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	Minor



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

9	A blocklist should be used to prevent the selection of common passwords (e.g. "123456", "password")	
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?	No
9.b	Comments	Force the password complexity, then this is not needed

10	Passwords should not be truncated (e.g. "VeryLongPasswordIndeed" should not be stored as if it is "VeryLongPassword")	
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?	Neutral
10.b	Comments	

11	Users should be encouraged to make an alteration to their password before reusing it at another site/system.	
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?	Yes
11.b	Comments	

12	After using a public computer, a user should explicitly log out	
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	Don't know
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?	Yes
12.b	Comments	

13	Users should check web pages for TLS (e.g. looking for the padlock or "https")	
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?	Yes
13.b	Comments	Not sure how to implement this, users often ignore instructions

14	Users' phones should be password protected	
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 via phone or SMS should be available to users	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Major
15.1.b	Frequency Cost is Experienced	N/A
15.2	User education required	
15.2.a	Severity of Cost	Major
15.2.b	Frequency Cost is Experienced	N/A
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Positive
15.3.b	Frequency Cost is Experienced	N/A

15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Major
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Don't know
15.5.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Neutral
15.b	Comments	

16	Generated passwords should be created using a random generator	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Major
16.1.b	Frequency Cost is Experienced	N/A
16.2	User education required	
16.2.a	Severity of Cost	Major
16.2.b	Frequency Cost is Experienced	N/A
16.3	Organization needs extra resources	
16.3.a	Severity of Cost	Major
16.3.b	Frequency Cost is Experienced	N/A
16.4	Takes organization time to implement	
16.4.a	Severity of Cost	Major
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?	Yes
16.b	Comments	Good advice, hard to implement for large numbers, how do you communicate the passwords to users when off-site?

17	Every user in an organisation should have their own account	
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	Major
17.2.b	Frequency Cost is Experienced	Periodic
17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Major
17.3.b	Frequency Cost is Experienced	Don't know
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Major
17.4.b	Frequency Cost is Experienced	Don't know
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Major
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	
633780-633771-66741708	23 Oct 2020, 21:01 (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	Stored passwords should be hashed and salted	
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	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	Minor
3.5.b	Frequency Cost is Experienced	At Login
3.a	Do you approve of this advice?	Yes
3.b	Comments	this is a must, no password should be stored un-hashed

4	Passwords should be requested over protected channels	
4.1	Increased help desk/user support time	
4.1.a	Severity of Cost	Major
4.1.b	Frequency Cost is Experienced	Periodic
4.2	User education required	
4.2.a	Severity of Cost	Major
4.2.b	Frequency Cost is Experienced	Periodic
4.3	Organization needs extra resources	
4.3.a	Severity of Cost	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?	Neutral
4.b	Comments	Good in theory, in practise my experience is that users start to work around it

5	When logging in there should be an option to view a password after it is typed	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Positive
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	Positive
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	

6	The administrator account must have its own password or authentication mechanism	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Periodic
6.2	User education required	
6.2.a	Severity of Cost	Minor
6.2.b	Frequency Cost is Experienced	Periodic
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	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?	No
6.b	Comments	

7	SNMP community strings should not be left as their default values	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	Periodic
7.2	User education required	
7.2.a	Severity of Cost	Minor
7.2.b	Frequency Cost is Experienced	Periodic
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Doesn't apply
7.3.b	Frequency Cost is Experienced	N/A
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	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	Intrusions should be monitored and analysed	
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	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	Minor
8.5.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	

9	A blocklist should be used to prevent the selection of common passwords (e.g. "123456", "password")	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Major
9.1.b	Frequency Cost is Experienced	Periodic
9.2	User education required	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Minor
9.3.b	Frequency Cost is Experienced	Periodic
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	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	intransparent blocklists lead to a load of user support.

10	Passwords should not be truncated (e.g. "VeryLongPasswordIndeed" should not be stored as if it is "VeryLongPassword")	
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	Doesn't apply
10.2.b	Frequency Cost is Experienced	N/A

10.3	Organization needs extra resources	
10.3.a	Severity of Cost	Minor
10.3.b	Frequency Cost is Experienced	Once off
10.4	Takes organization time to implement	
10.4.a	Severity of Cost	Minor
10.4.b	Frequency Cost is Experienced	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	Passwords shall not be altered or truncated.

11	Users should be encouraged to make an alteration to their password before reusing it at another site/system.	
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	Don't know
11.3.b	Frequency Cost is Experienced	N/A
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	Don't know
11.4.b	Frequency Cost is Experienced	N/A
11.5	Increases the organization's computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	No
11.b	Comments	

12	After using a public computer, a user should explicitly log out	
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	Major
12.2.b	Frequency Cost is Experienced	Periodic
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Takes organization time to implement	
12.4.a	Severity of Cost	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?	Yes
12.b	Comments	should be a strict policy, hence the major, frequent user education required

13	Users should check web pages for TLS (e.g. looking for the padlock or "https")	
13.1	Increased help desk/user support time	
13.1.a	Severity of Cost	Minor
13.1.b	Frequency Cost is Experienced	Periodic
13.2	User education required	
13.2.a	Severity of Cost	Minor
13.2.b	Frequency Cost is Experienced	Periodic
13.3	Organization needs extra resources	
13.3.a	Severity of Cost	Doesn't apply
13.3.b	Frequency Cost is Experienced	N/A
13.4	Takes organization time to implement	
13.4.a	Severity of Cost	Doesn't apply

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

14	Users' phones should be password protected	
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	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	Minor
14.4.b	Frequency Cost is Experienced	Once off
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	2-factor authentication via phone or SMS should be available to users	
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	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	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	Once off
15.a	Do you approve of this advice?	Yes
15.b	Comments	Very important!

16	Generated passwords should be created using a random generator	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Minor
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	Minor
16.5.b	Frequency Cost is Experienced	Once off
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

17	Every user in an organisation should have their own account	
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	Minor
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	Periodic
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Minor
17.4.b	Frequency Cost is Experienced	Periodic
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Minor
17.5.b	Frequency Cost is Experienced	At Login
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?	Yes
18.a	Are there any cost categories that you think should be added or removed?	Maybe cost for preventing "workarounds"?
19	This is the end of the survey do you have any final comments?	Security practises that get in the way of the users tend to result in "workarounds" or ignorance toward the policy/practise... security must be user friendly!



Response ID	Completion date	
633780-633771-66749663	24 Oct 2020, 09:27 (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		
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	Stored passwords should be hashed and salted	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Positive
3.1.b	Frequency Cost is Experienced	Periodic
3.2	User education required	
3.2.a	Severity of Cost	Positive
3.2.b	Frequency Cost is Experienced	Periodic
3.3	Organization needs extra resources	
3.3.a	Severity of Cost	Major
3.3.b	Frequency Cost is Experienced	Once off
3.4	Takes organization time to implement	
3.4.a	Severity of Cost	Major
3.4.b	Frequency Cost is Experienced	N/A

3.5	Increases the organization's computing power needed	
3.5.a	Severity of Cost	Major
3.5.b	Frequency Cost is Experienced	N/A
3.a	Do you approve of this advice?	Neutral
3.b	Comments	

4	Passwords should be requested over protected channels	
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	Positive
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	Major
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?	Neutral
4.b	Comments	

5	When logging in there should be an option to view a password after it is typed	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A
5.2	User education required	
5.2.a	Severity of Cost	Doesn't apply
5.2.b	Frequency Cost is Experienced	N/A
5.3	Organization needs extra resources	

5.3.a	Severity of Cost	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?	Neutral
5.b	Comments	

6	The administrator account must have its own password or authentication mechanism	
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	Positive
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 not be left as their default values	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Minor

7.1.b	Frequency Cost is Experienced	Once off
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	Positive
7.3.b	Frequency Cost is Experienced	Once off
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Minor
7.4.b	Frequency Cost is Experienced	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	Intrusions should be monitored and analysed	
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	Major
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	Once off
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	Positive
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Neutral

8.b	Comments	
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9	A blacklist should be used to prevent the selection of common passwords (e.g. "123456", "password")	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Positive
9.1.b	Frequency Cost is Experienced	Once off
9.2	User education required	
9.2.a	Severity of Cost	Positive
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	Positive
9.4.b	Frequency Cost is Experienced	N/A
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	Neutral
9.b	Comments	

10	Passwords should not be truncated (e.g. "VeryLongPasswordIndeed" should not be stored as if it is "VeryLongPassword")	
10.1	Increased help desk/user support time	
10.1.a	Severity of Cost	Minor
10.1.b	Frequency Cost is Experienced	N/A
10.2	User education required	
10.2.a	Severity of Cost	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	Positive
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the organization's computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Neutral
10.b	Comments	

11	Users should be encouraged to make an alteration to their password before reusing it at another site/system.	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Positive
11.1.b	Frequency Cost is Experienced	Once off
11.2	User education required	
11.2.a	Severity of Cost	Positive
11.2.b	Frequency Cost is Experienced	Once off
11.3	Organization needs extra resources	
11.3.a	Severity of Cost	Positive
11.3.b	Frequency Cost is Experienced	Once off
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	Positive
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?	Neutral
11.b	Comments	

12	After using a public computer, a user should explicitly log out	
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	Positive
12.2.b	Frequency Cost is Experienced	Periodic
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Don't know
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?	Neutral
12.b	Comments	

13	Users should check web pages for TLS (e.g. looking for the padlock or "https")	
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	Positive
13.2.b	Frequency Cost is Experienced	N/A
13.3	Organization needs extra resources	
13.3.a	Severity of Cost	Doesn't apply
13.3.b	Frequency Cost is Experienced	N/A
13.4	Takes organization time to implement	
13.4.a	Severity of Cost	Doesn't apply
13.4.b	Frequency Cost is Experienced	N/A
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Neutral
13.b	Comments	

14	Users' phones should be password protected	
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	Positive
14.2.b	Frequency Cost is Experienced	Periodic
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Major
14.3.b	Frequency Cost is Experienced	Once off
14.4	Takes organization time to implement	
14.4.a	Severity of Cost	Major
14.4.b	Frequency Cost is Experienced	Once off
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Neutral
14.b	Comments	

15	2-factor authentication via phone or SMS should be available to users	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Major
15.1.b	Frequency Cost is Experienced	Once off
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	Positive
15.4.b	Frequency Cost is Experienced	Once off



15.5	Increases the organization's computing power needed	
15.5.a	Severity of Cost	Major
15.5.b	Frequency Cost is Experienced	Once off
15.a	Do you approve of this advice?	Neutral
15.b	Comments	

16	Generated passwords should be created using a random generator	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Minor
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	Positive
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	Every user in an organisation should have their own account	
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	Minor
17.2.b	Frequency Cost is Experienced	Once off

17.3	Organization needs extra resources	
17.3.a	Severity of Cost	Positive
17.3.b	Frequency Cost is Experienced	Once off
17.4	Takes organization time to implement	
17.4.a	Severity of Cost	Positive
17.4.b	Frequency Cost is Experienced	Once off
17.5	Increases the organization's computing power needed	
17.5.a	Severity of Cost	Minor
17.5.b	Frequency Cost is Experienced	Once off
17.a	Do you approve of this advice?	Neutral
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	
633780-633771-66768280	25 Oct 2020, 09:08 (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	Stored passwords should be hashed and salted	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Doesn't apply
3.1.b	Frequency Cost is Experienced	Once off
3.2	User education required	
3.2.a	Severity of Cost	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	At Login
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	Minor
3.5.b	Frequency Cost is Experienced	Once off
3.a	Do you approve of this advice?	Neutral
3.b	Comments	

4	Passwords should be requested over protected channels	
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	Once off
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	Minor
4.5.b	Frequency Cost is Experienced	Periodic
4.a	Do you approve of this advice?	Neutral
4.b	Comments	

5	When logging in there should be an option to view a password after it is typed	
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	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	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
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?	Neutral
5.b	Comments	

6	The administrator account must have its own password or authentication mechanism	
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 not be left as their default values	
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	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	

8	Intrusions should be monitored and analysed	
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	Major
8.3.b	Frequency Cost is Experienced	Once off
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	Once off

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

  

9	A blocklist should be used to prevent the selection of common passwords (e.g. "123456", "password")	
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	Passwords should not be truncated (e.g. "VeryLongPasswordIndeed" should not be stored as if it is "VeryLongPassword")	
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?	Neutral
10.b	Comments	

11	Users should be encouraged to make an alteration to their password before reusing it at another site/system.	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Minor
11.1.b	Frequency Cost is Experienced	Periodic
11.2	User education required	
11.2.a	Severity of Cost	Minor
11.2.b	Frequency Cost is Experienced	Periodic
11.3	Organization needs extra resources	
11.3.a	Severity of Cost	Doesn't apply
11.3.b	Frequency Cost is Experienced	N/A
11.4	Takes organization time to implement	
11.4.a	Severity of Cost	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	After using a public computer, a user should explicitly log out	
12.1	Increased help desk/user support time	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A



12.2	User education required	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	Periodic
12.3	Organization needs extra resources	
12.3.a	Severity of Cost	Doesn't apply
12.3.b	Frequency Cost is Experienced	N/A
12.4	Takes organization time to implement	
12.4.a	Severity of Cost	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?	Yes
12.b	Comments	

13	Users should check web pages for TLS (e.g. looking for the padlock or "https")	
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	Doesn't apply
13.4.b	Frequency Cost is Experienced	N/A
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes

13.b	Comments	
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14	Users' phones should be password protected	
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	Major
14.2.b	Frequency Cost is Experienced	Periodic
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Doesn't apply
14.3.b	Frequency Cost is Experienced	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 via phone or SMS should be available to users	
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	Major
15.2.b	Frequency Cost is Experienced	Periodic
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	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 be created using a random generator	
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	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	

17	Every user in an organisation should have their own account	
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	Minor
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?	
19	This is the end of the survey do you have any final comments?	