Study of Administrator password policy costs Survey 2

Showing 6 of 6 responses

With **1 response excluded**
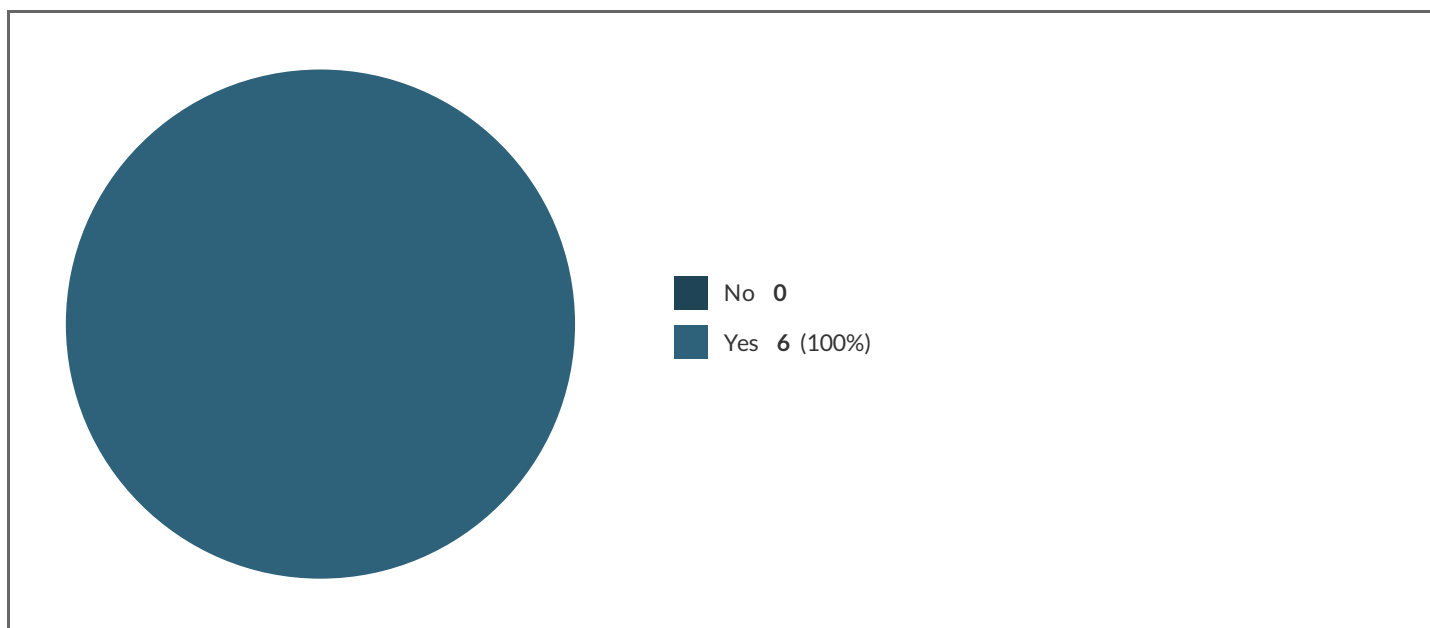
Showing **all** questions

Response rate: 6%
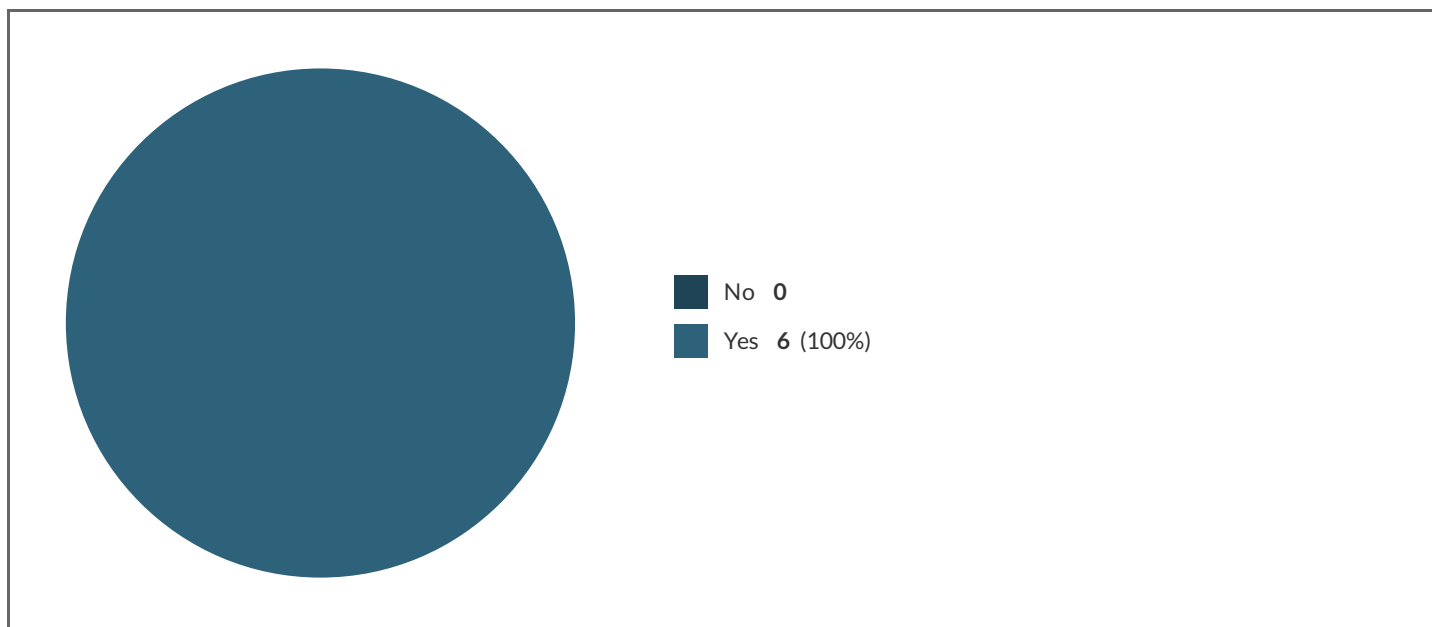
1 Informed consent

1.1 The purpose and nature of this study has been explained to me.

**1.1.a** The purpose and nature of this study has been explained to me.

No **0**

Yes **6** (100%)

1.2 I am participating voluntarily.

1.2.a I am participating voluntarily.

No **0**

Yes **6** (100%)

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 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.


No **0**

Yes **6** (100%)
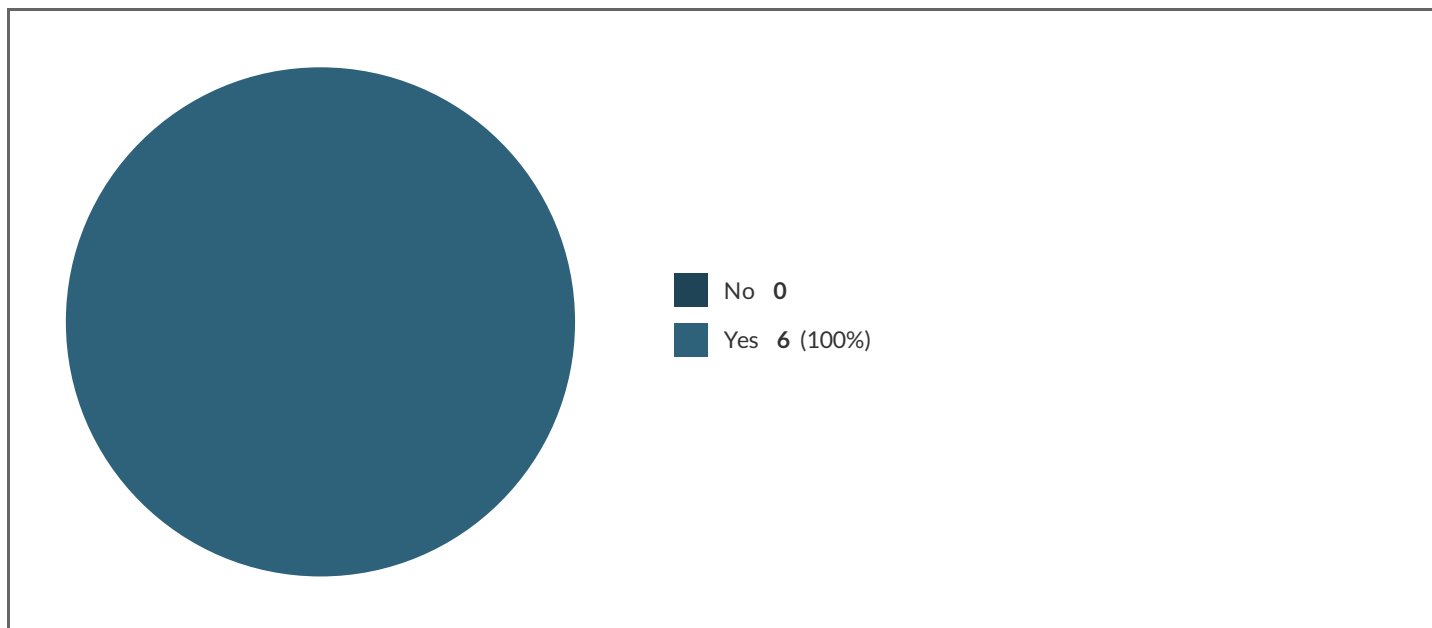
1.4 I understand the limits of confidentiality as described in the information sheet.

1.4.a I understand the limits of confidentiality as described in the information sheet.

No **0**
Yes **5** (100%)
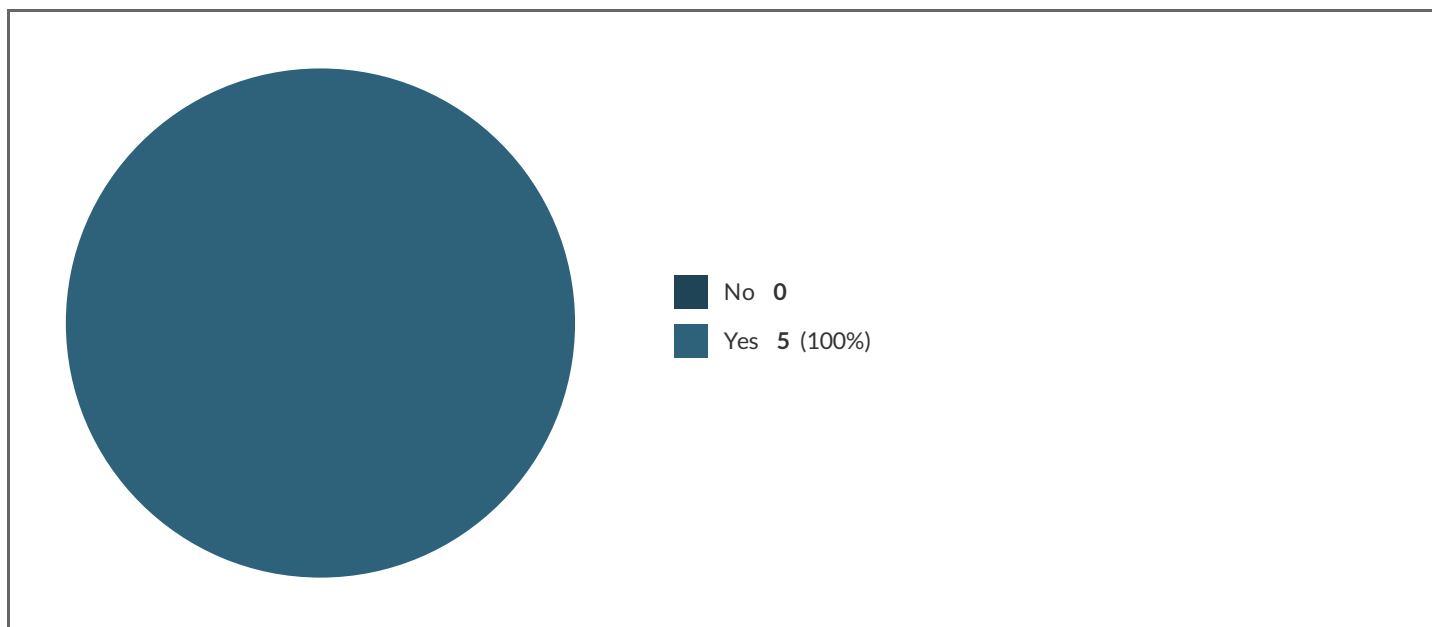
1.5 I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:

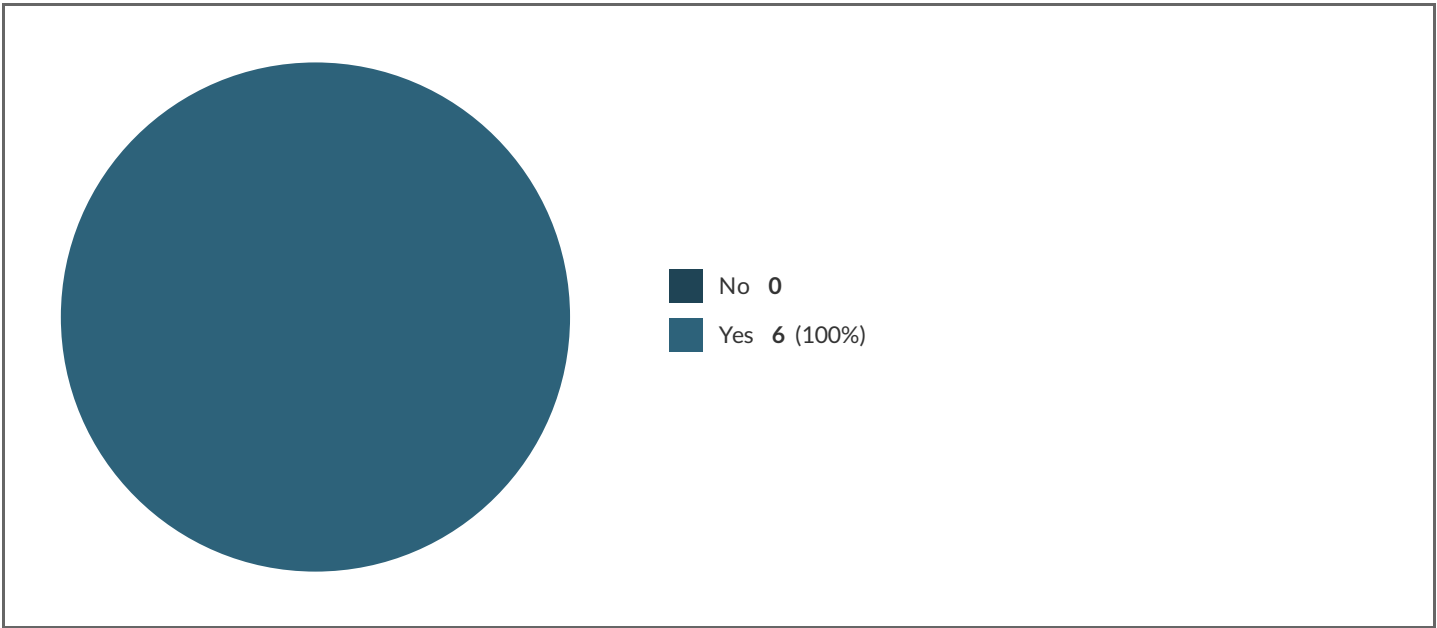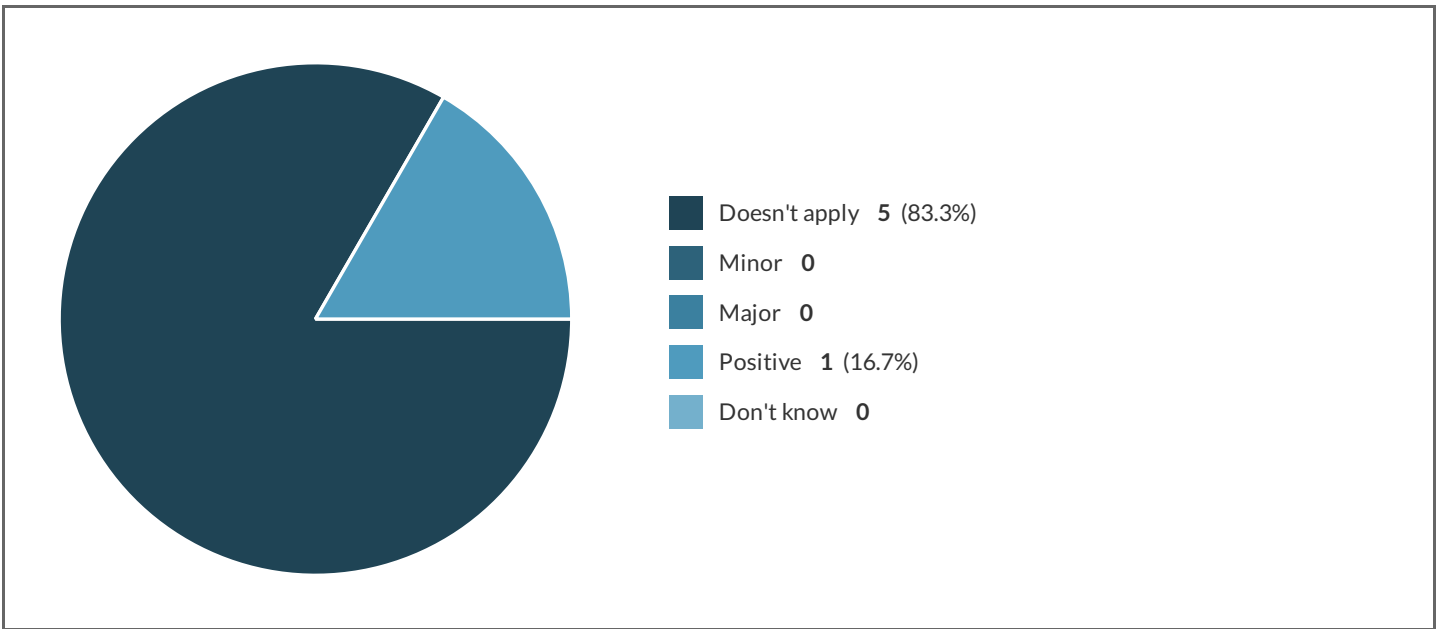1.5.a I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:

No **0**
Yes **6** (100%)
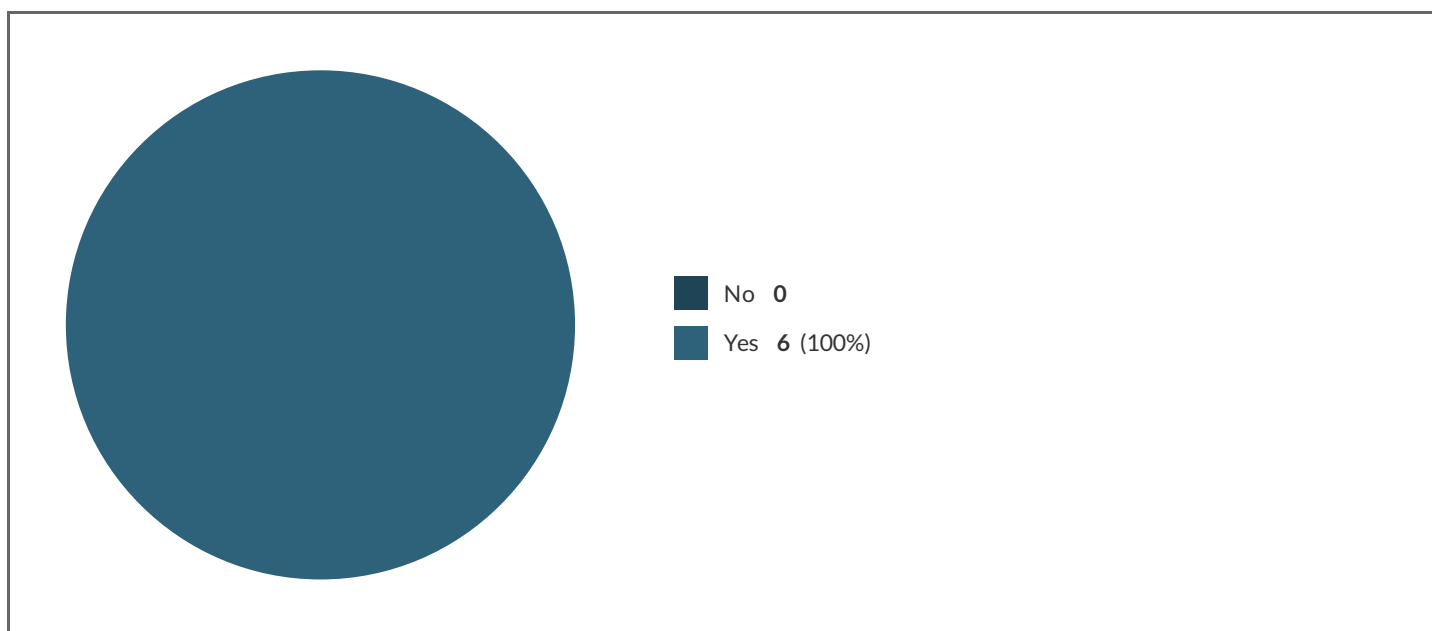
2 I consent to participate in this survey:
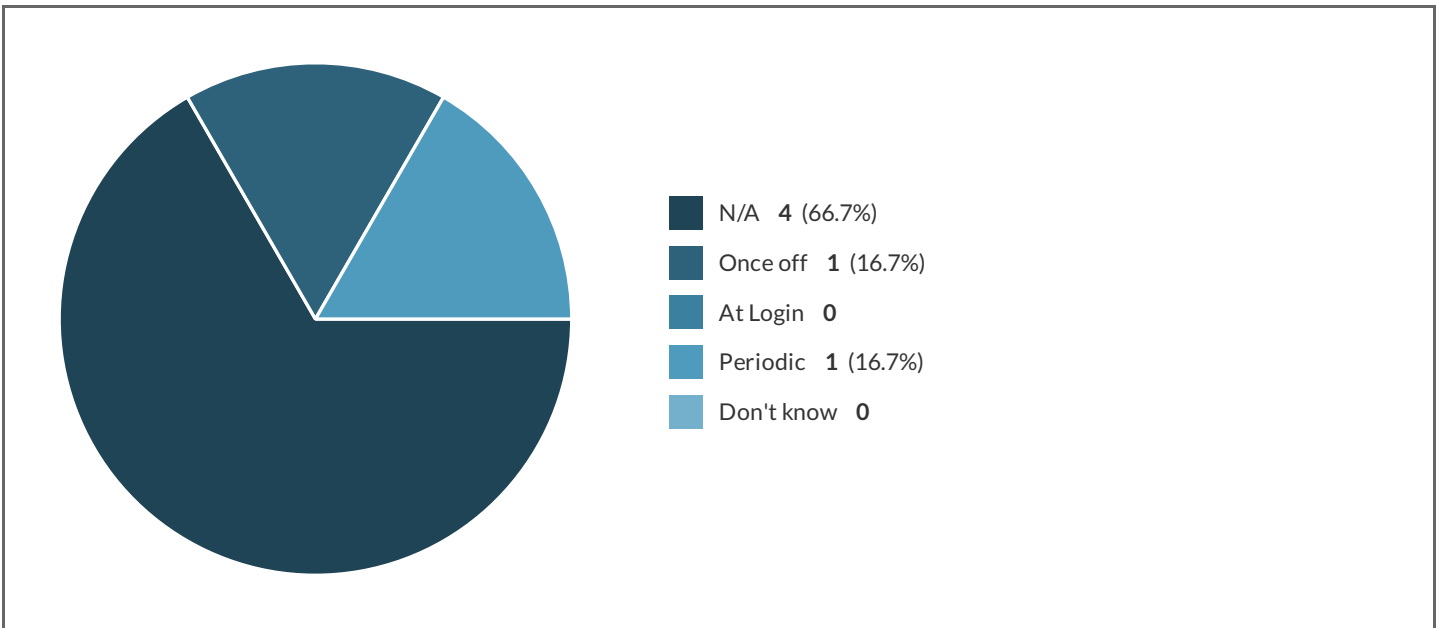
No **0**

Yes **6** (100%)

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3 Stored passwords should be hashed and salted

3.1 Increased help desk/user support time

3.1.a Increased help desk/user support time - Severity of Cost

Doesn't apply **5** (83.3%)

Minor **0**

Major **0**

Positive **1** (16.7%)

Don't know **0**

3.1.b Increased help desk/user support time - Frequency Cost is Experienced

- N/A **4** (66.7%)
- Once off **1** (16.7%)
- At Login **0**
- Periodic **1** (16.7%)
- Don't know **0**

3.2 User education required

3.2.a User education required - Severity of Cost
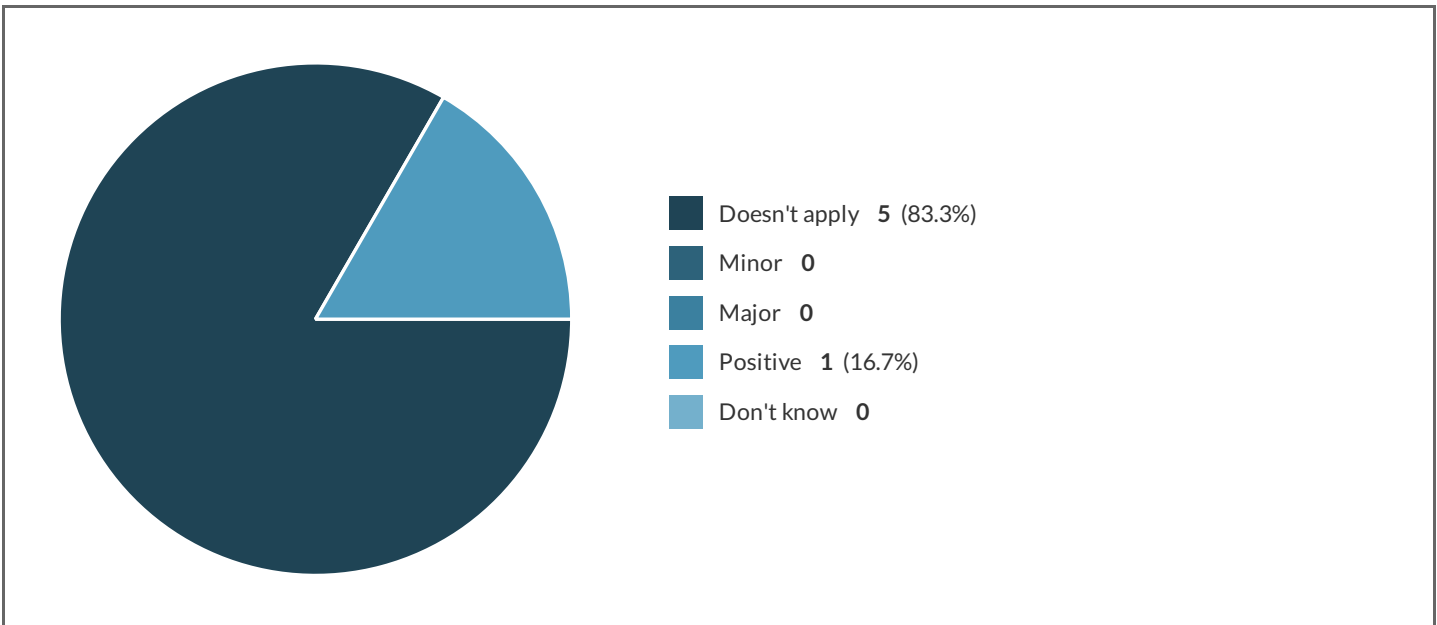
- Doesn't apply **5** (83.3%)
- Minor **0**
- Major **0**
- Positive **1** (16.7%)
- Don't know **0**

3.2.b User education required - Frequency Cost is Experienced

N/A **5** (83.3%)
Once off **0**
At Login **0**
Periodic **1** (16.7%)
Don't know **0**
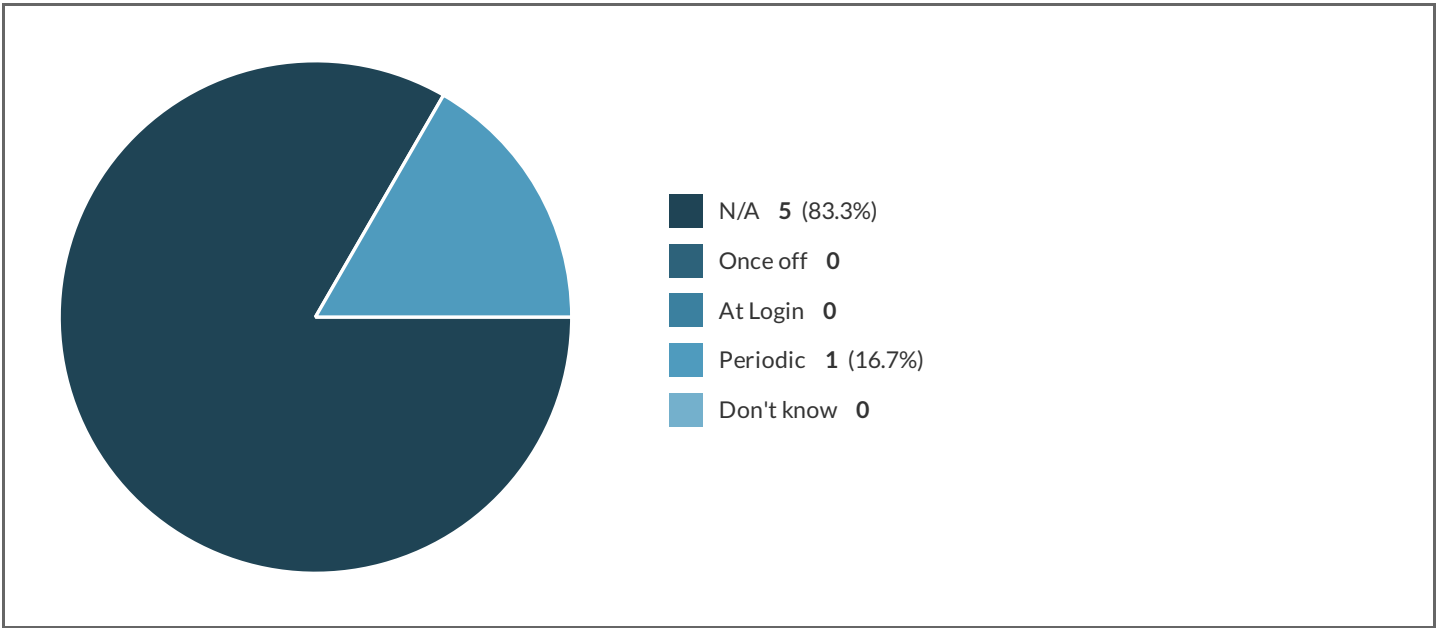
3.3 Organization needs extra resources

3.3.a Organization needs extra resources - Severity of Cost
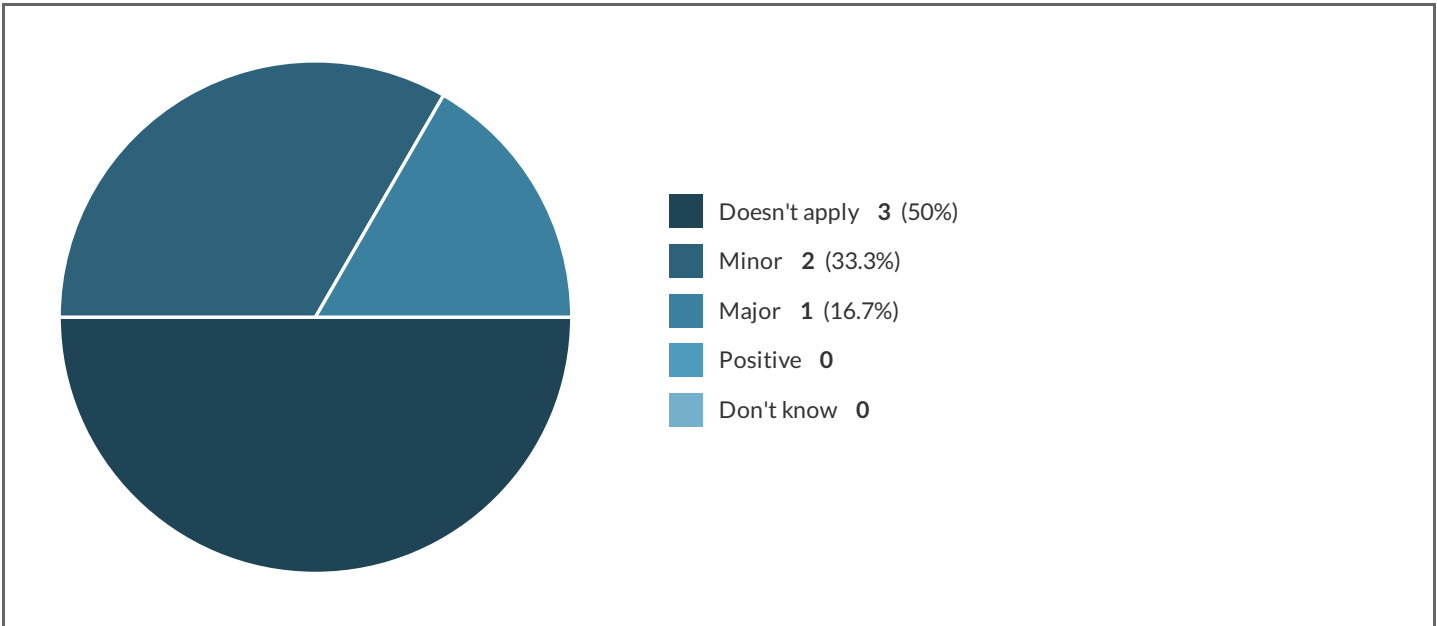
Doesn't apply **3** (50%)
Minor **2** (33.3%)
Major **1** (16.7%)
Positive **0**
Don't know **0**

3.3.b Organization needs extra resources - Frequency Cost is Experienced

■	N/A	**2** (33.3%)
■	Once off	**3** (50%)
■	At Login	**1** (16.7%)
■	Periodic	**0**
■	Don't know	**0**
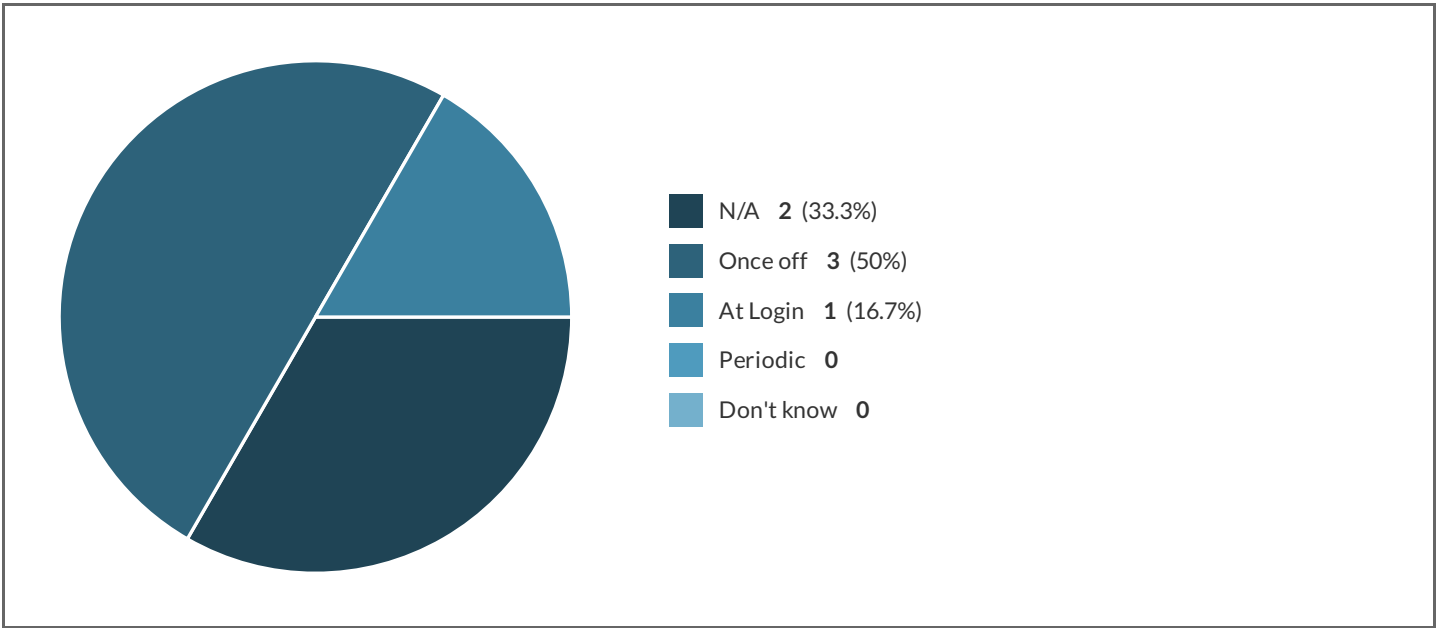
3.4 Takes organization time to implement

3.4.a Takes organization time to implement - Severity of Cost
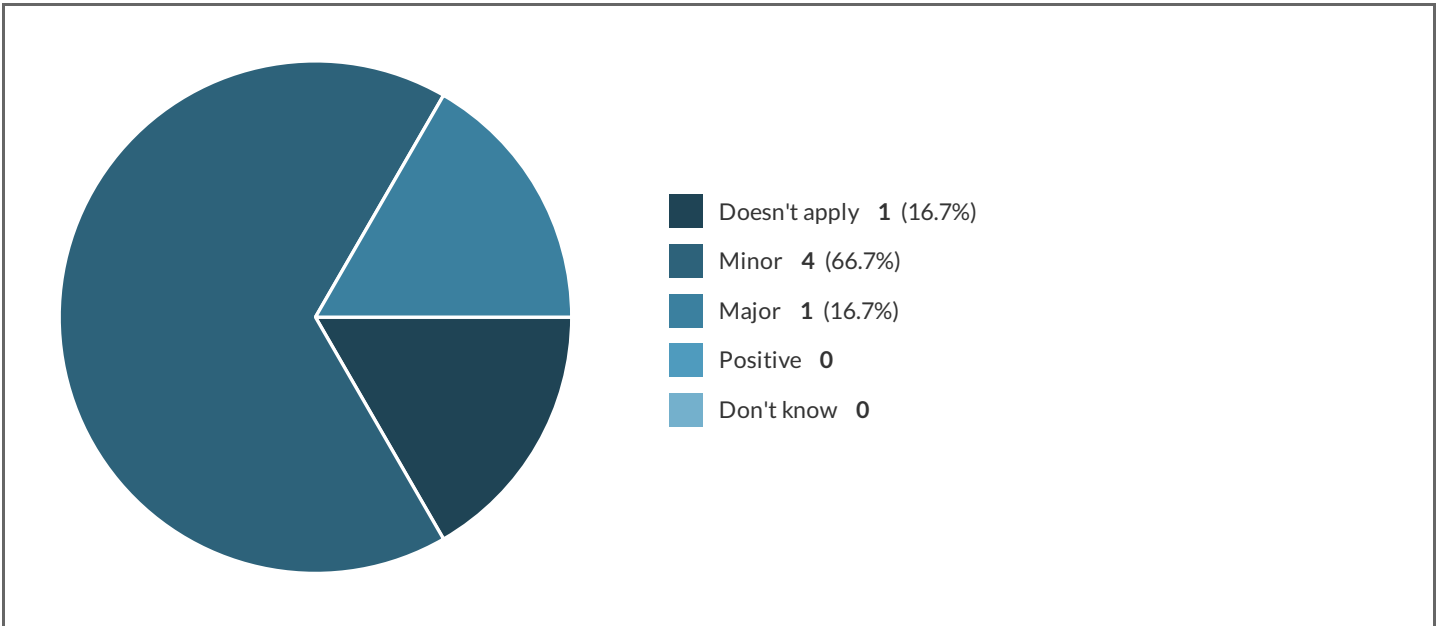
■	Doesn't apply	**1** (16.7%)
■	Minor	**4** (66.7%)
■	Major	**1** (16.7%)
■	Positive	**0**
■	Don't know	**0**

3.4.b Takes organization time to implement - Frequency Cost is Experienced

■	N/A	**2** (33.3%)
■	Once off	**4** (66.7%)
■	At Login	**0**
■	Periodic	**0**
■	Don't know	**0**
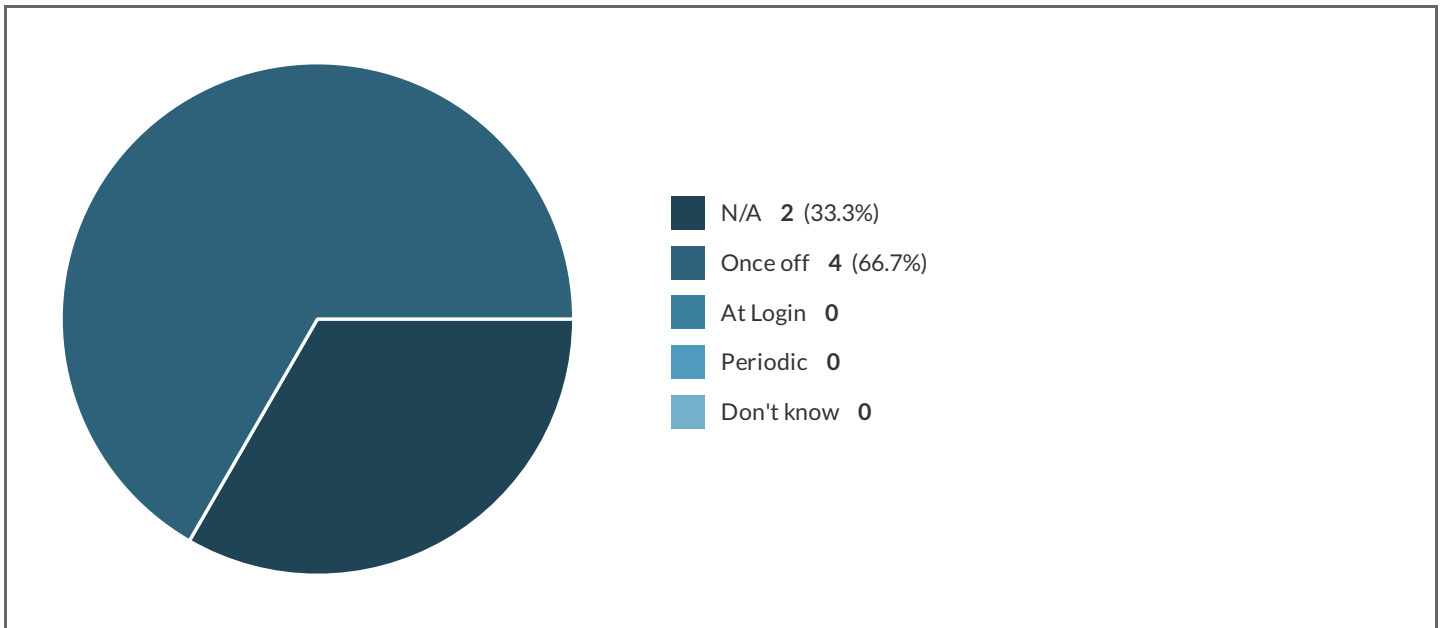
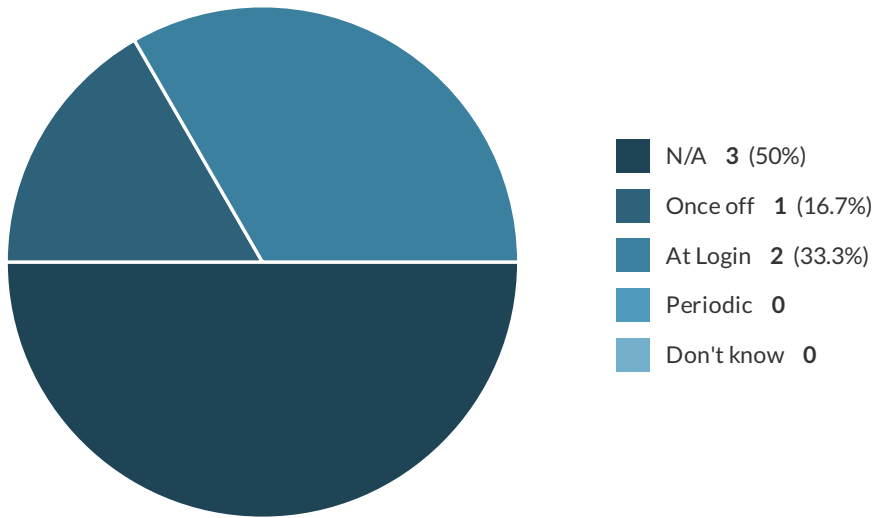
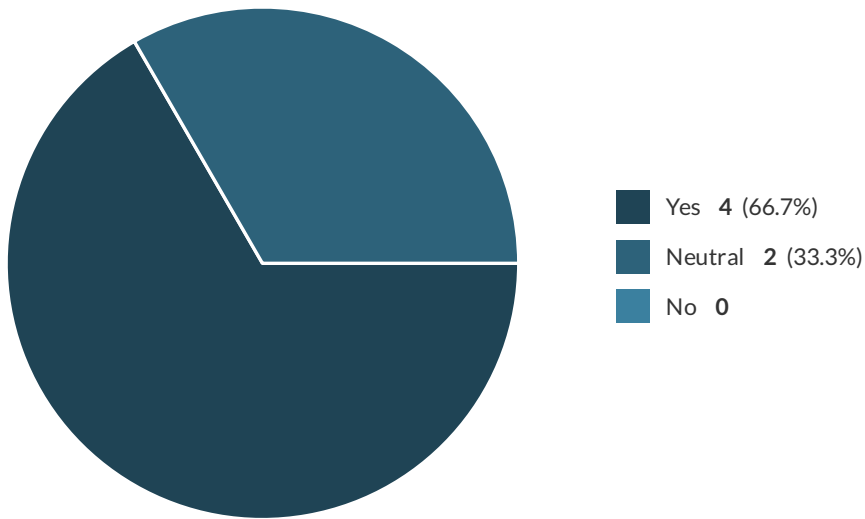3.5 Increases the organization's computing power needed

3.5.a Increases the organization's computing power needed - Severity of Cost
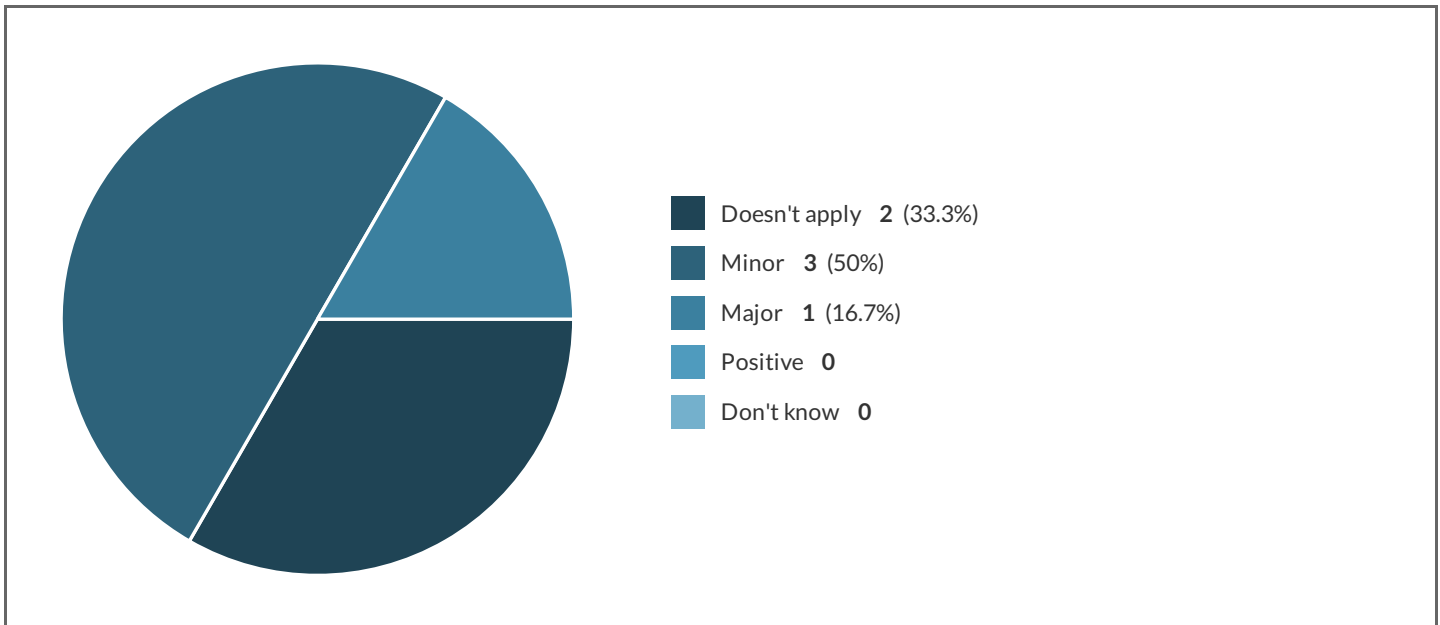
■	Doesn't apply	**2** (33.3%)
■	Minor	**3** (50%)
■	Major	**1** (16.7%)
■	Positive	**0**
■	Don't know	**0**

3.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

■ N/A	**3** (50%)
■ Once off	**1** (16.7%)
■ At Login	**2** (33.3%)
■ Periodic	**0**
■ Don't know	**0**

3.a Do you approve of this advice?

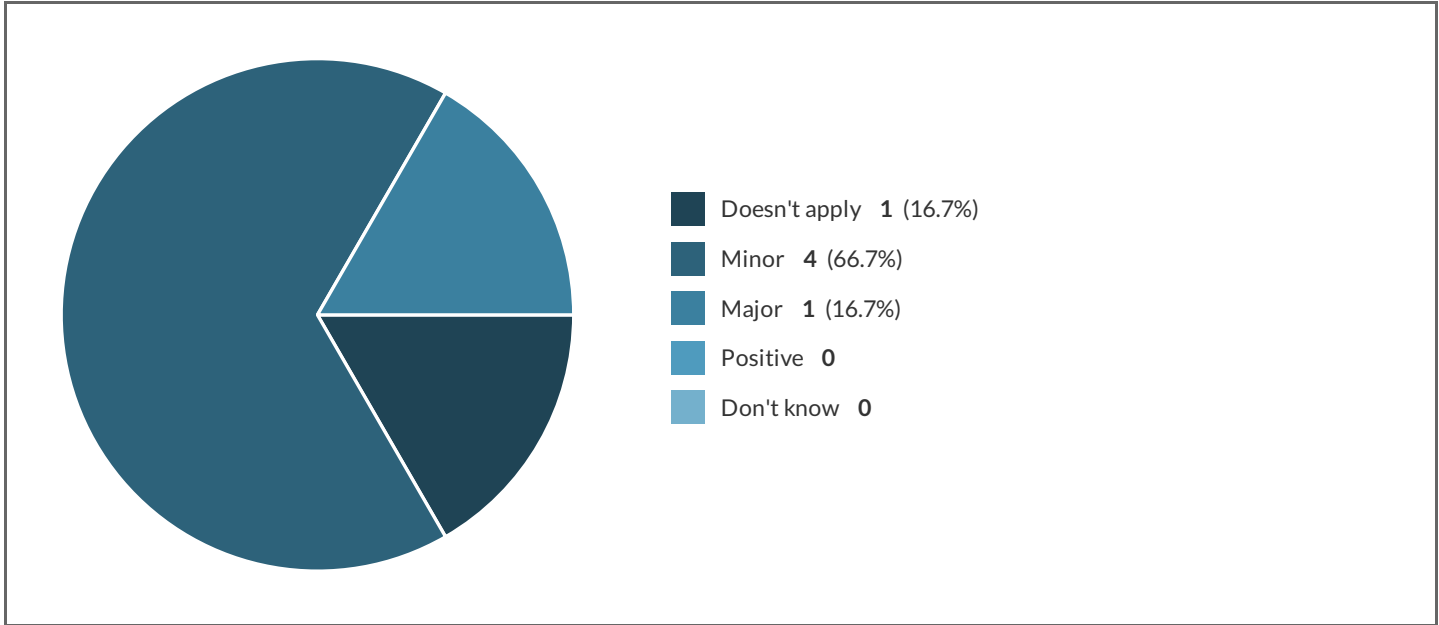|	
■ Yes	**4** (66.7%)
■ Neutral	**2** (33.3%)
■ No	**0**

3.b Comments

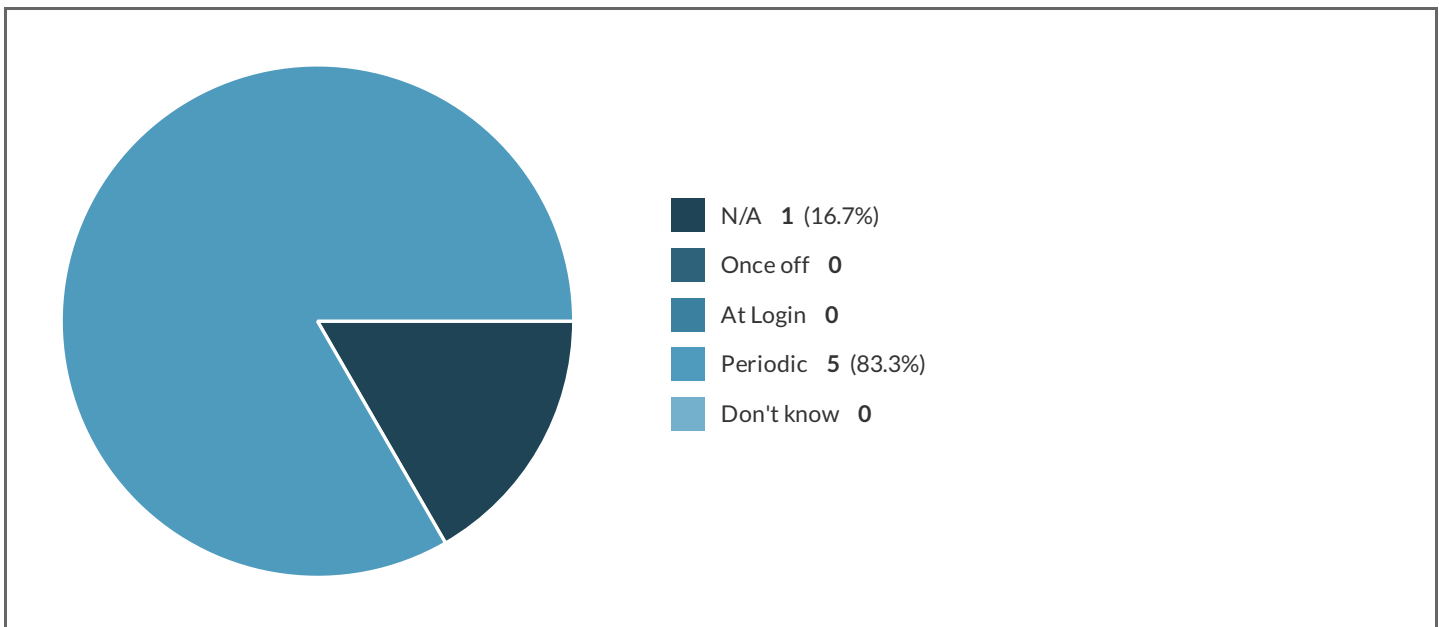| Showing all 2 responses	
Less than minor. Default on most modern systems	633780-633771-66107168
this is a must, no password should be stored un-hashed	633780-633771-66741708

4 Passwords should be requested over protected channels

4.1 Increased help desk/user support time

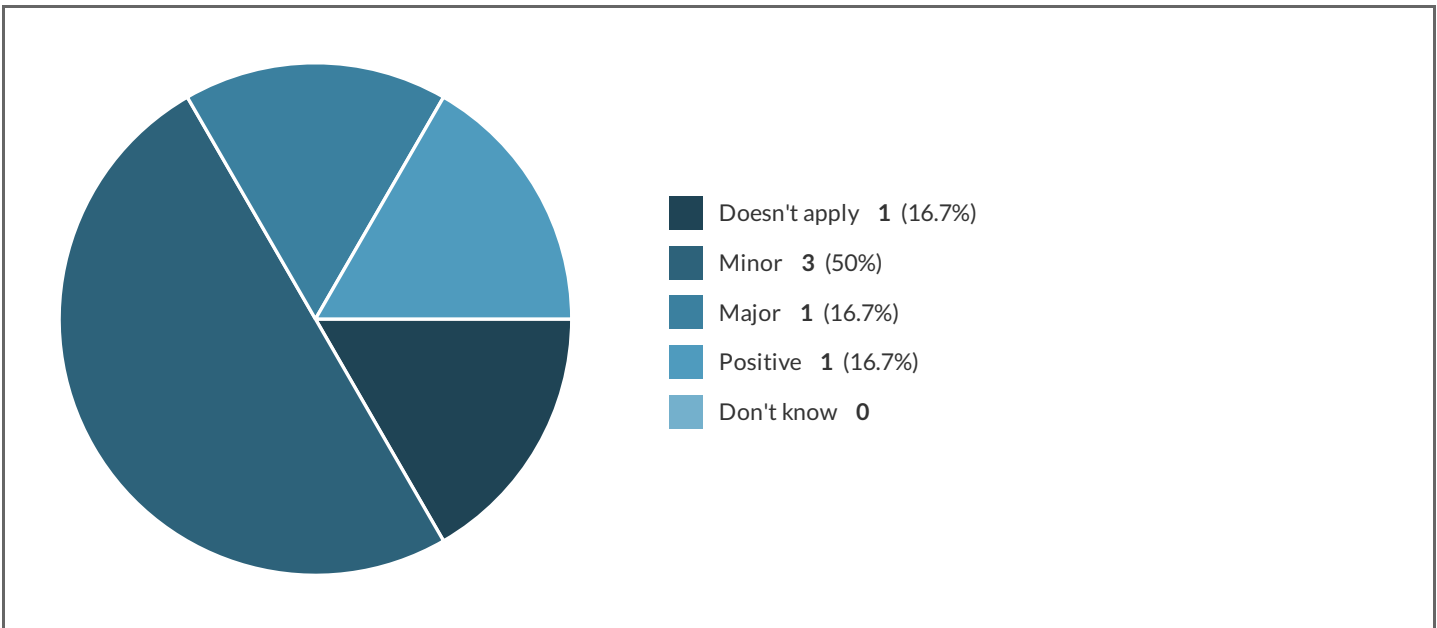**4.1.a** Increased help desk/user support time - Severity of Cost

Doesn't apply **1** (16.7%)
Minor **4** (66.7%)
Major **1** (16.7%)
Positive **0**
Don't know **0**

4.1.b Increased help desk/user support time - Frequency Cost is Experienced

N/A **1** (16.7%)
Once off **0**
At Login **0**
Periodic **5** (83.3%)
Don't know **0**

4.2 User education required

4.2.a User education required - Severity of Cost

Legend:
- Doesn't apply **1** (16.7%)
- Minor **3** (50%)
- Major **1** (16.7%)
- Positive **1** (16.7%)
- Don't know **0**

4.2.b User education required - Frequency Cost is Experienced

Legend:
- N/A **1** (16.7%)
- Once off **0**
- At Login **0**
- Periodic **5** (83.3%)
- Don't know **0**
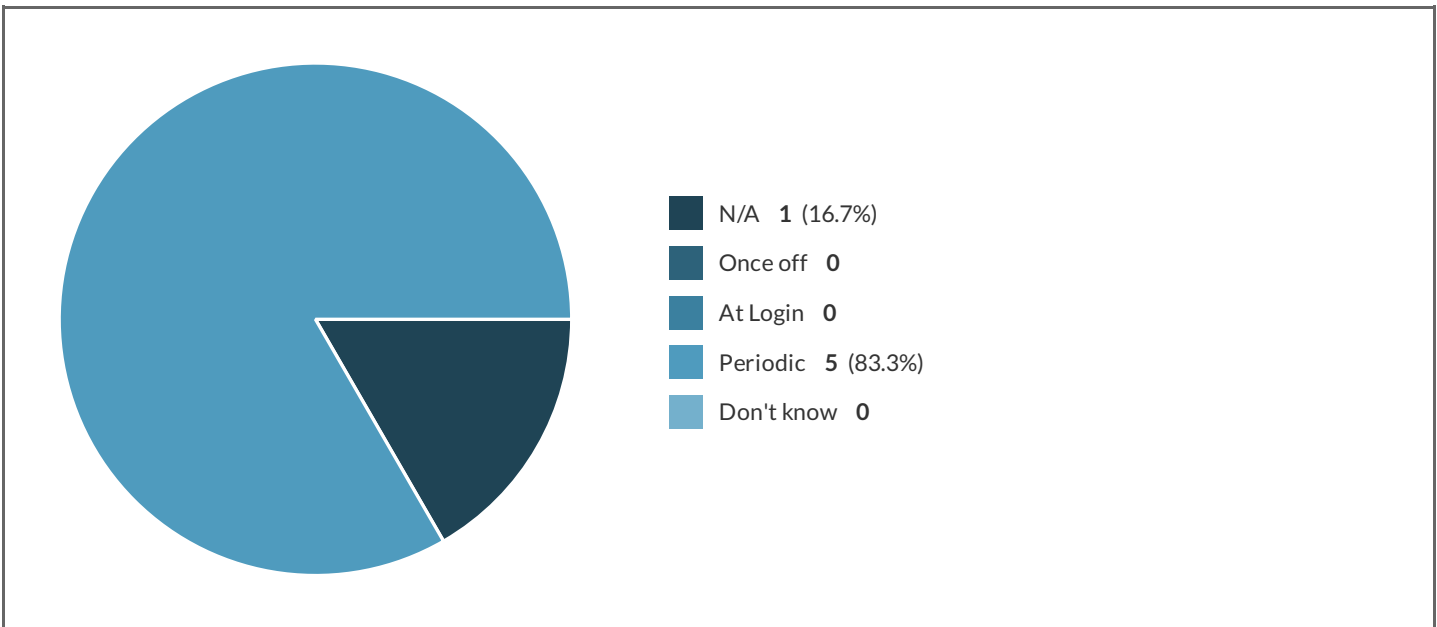
4.3 Organization needs extra resources

4.3.a Organization needs extra resources - Severity of Cost
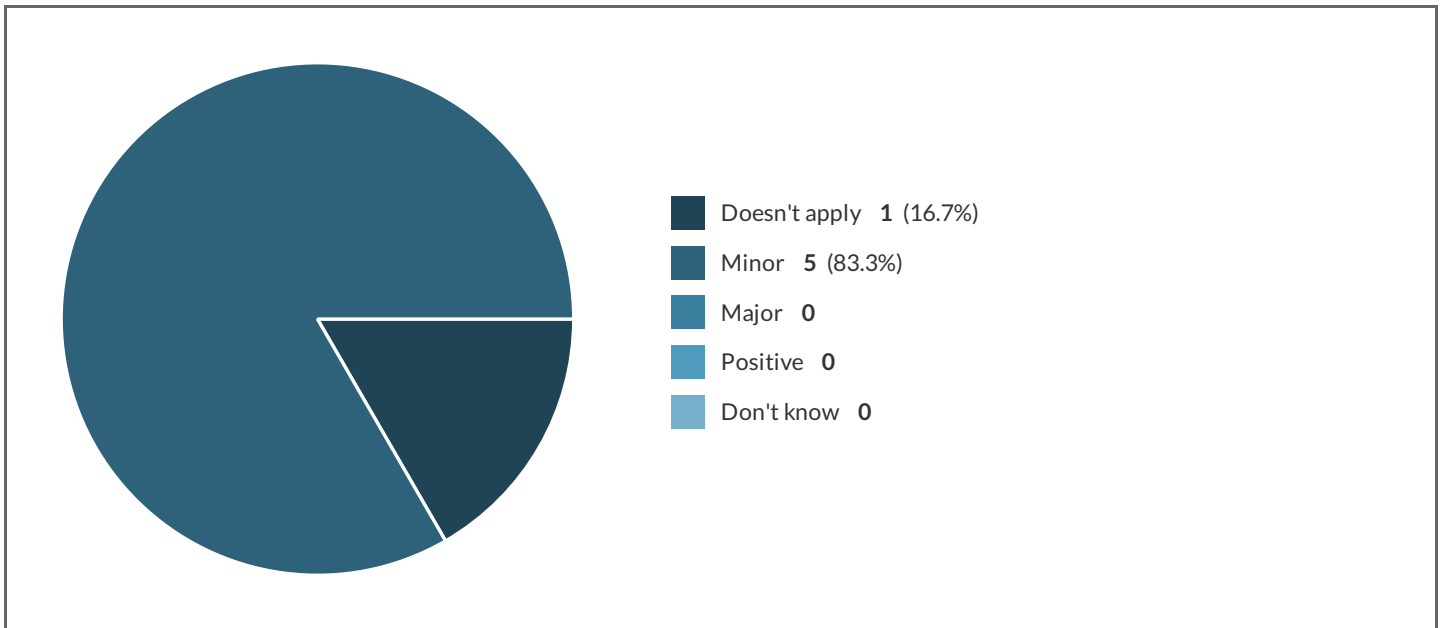
Doesn't apply **1** (16.7%)

Minor **5** (83.3%)

Major **0**

Positive **0**

Don't know **0**

4.3.b Organization needs extra resources - Frequency Cost is Experienced

N/A **1** (16.7%)

Once off **3** (50%)

At Login **0**

Periodic **2** (33.3%)

Don't know **0**
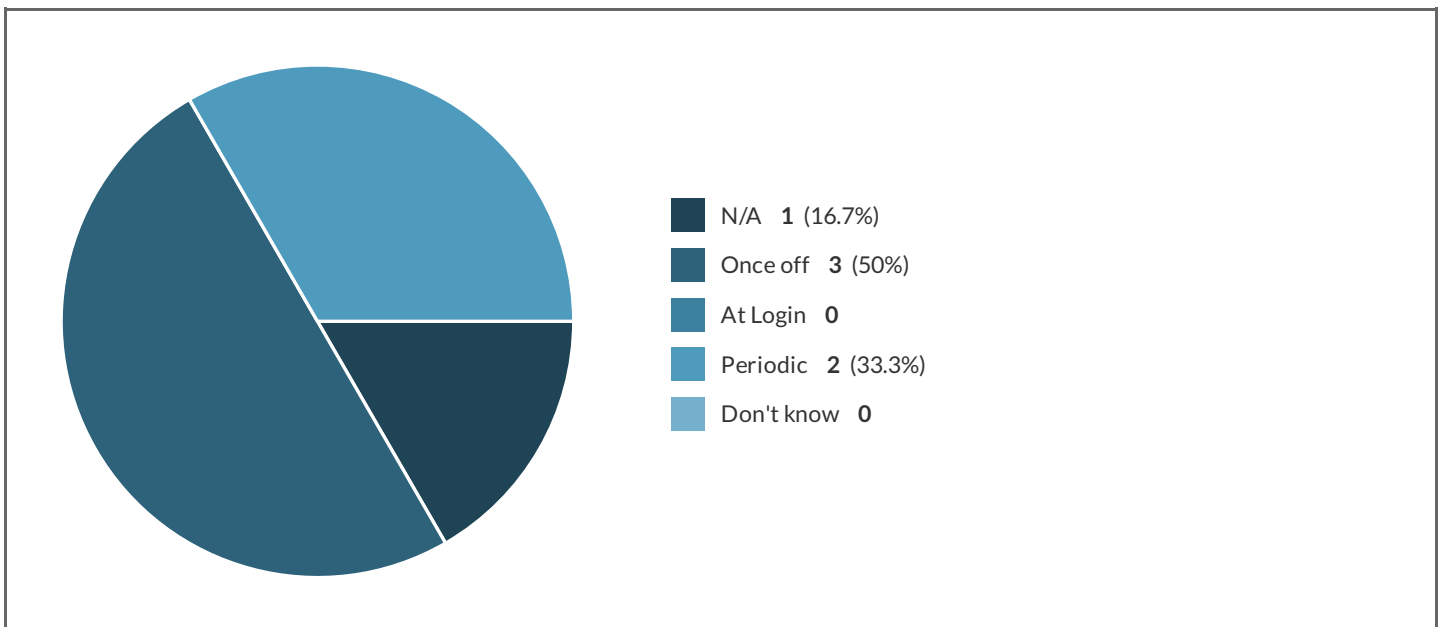
4.4 Takes organization time to implement

4.4.a Takes organization time to implement - Severity of Cost
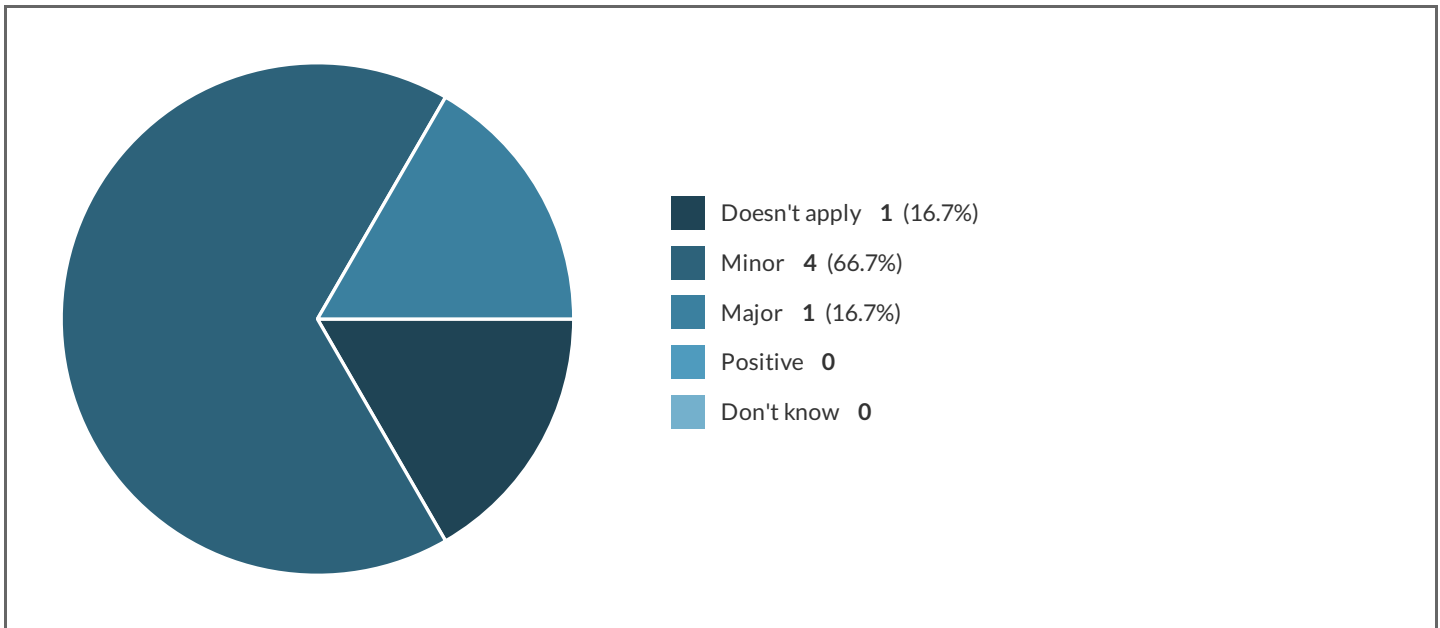
Doesn't apply **1** (16.7%)
Minor **4** (66.7%)
Major **1** (16.7%)
Positive **0**
Don't know **0**

4.4.b Takes organization time to implement - Frequency Cost is Experienced

N/A **2** (33.3%)
Once off **3** (50%)
At Login **0**
Periodic **1** (16.7%)
Don't know **0**
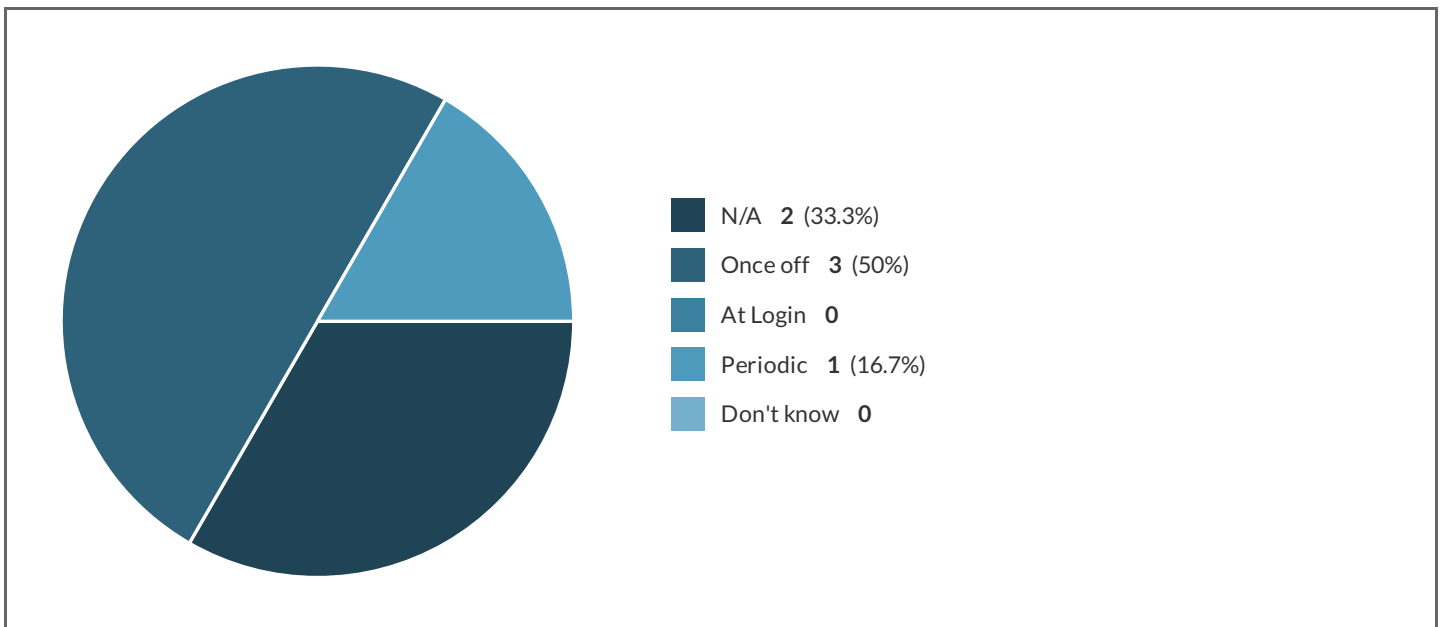
4.5 Increases the organization's computing power needed

4.5.a Increases the organization's computing power needed - Severity of Cost
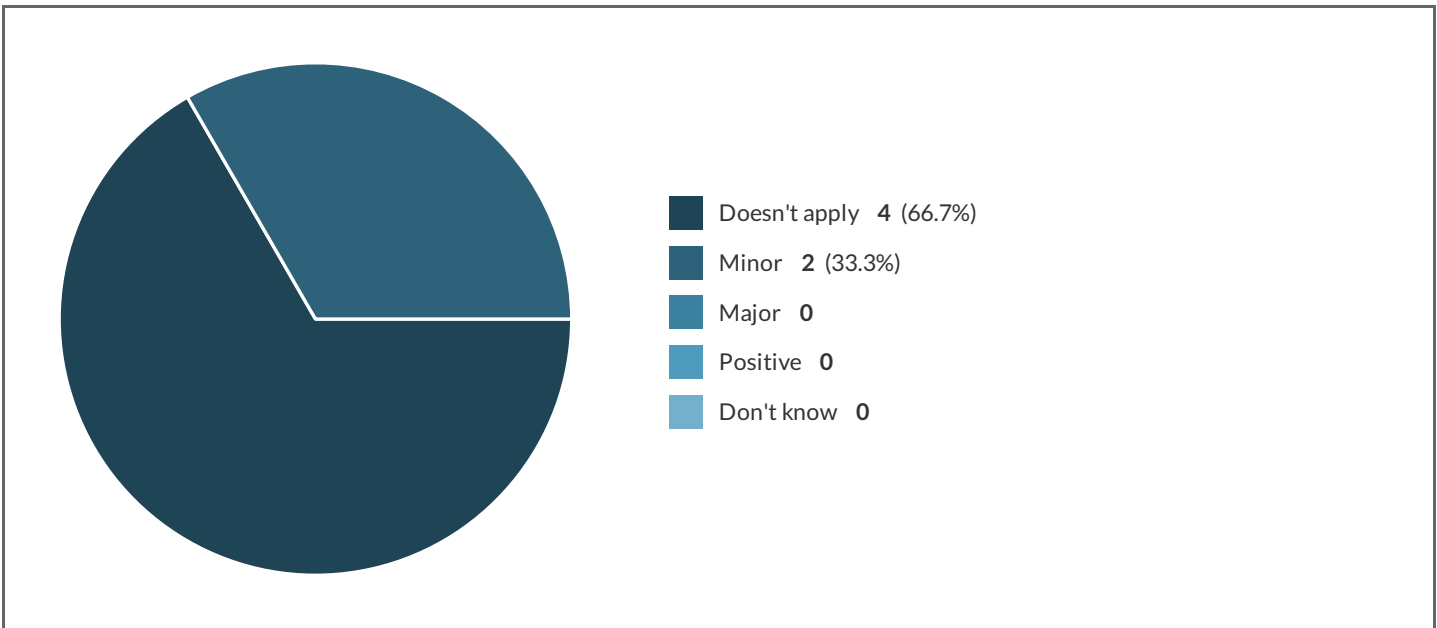
Doesn't apply **4** (66.7%)
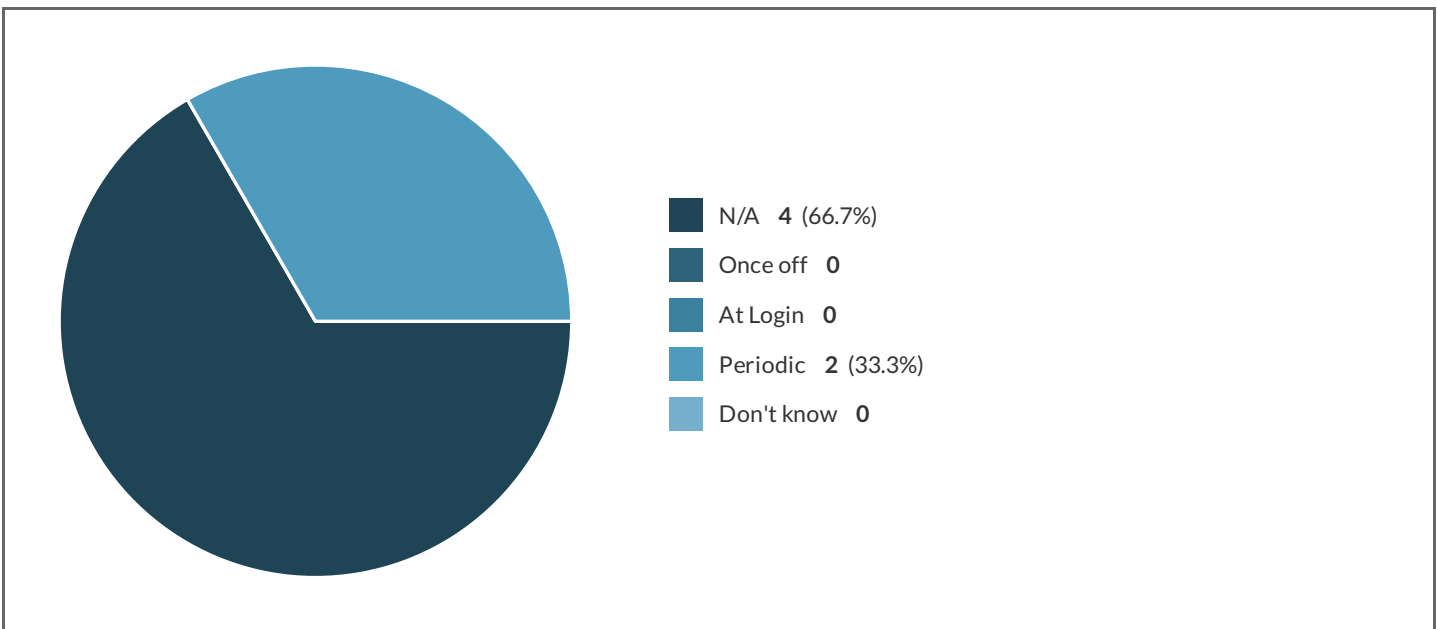
Minor **2** (33.3%)

Major **0**

Positive **0**

Don't know **0**

4.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A **4** (66.7%)

Once off **0**

At Login **0**

Periodic **2** (33.3%)

Don't know **0**

4.a Do you approve of this advice?

Yes **3** (50%)
Neutral **3** (50%)
No **0**
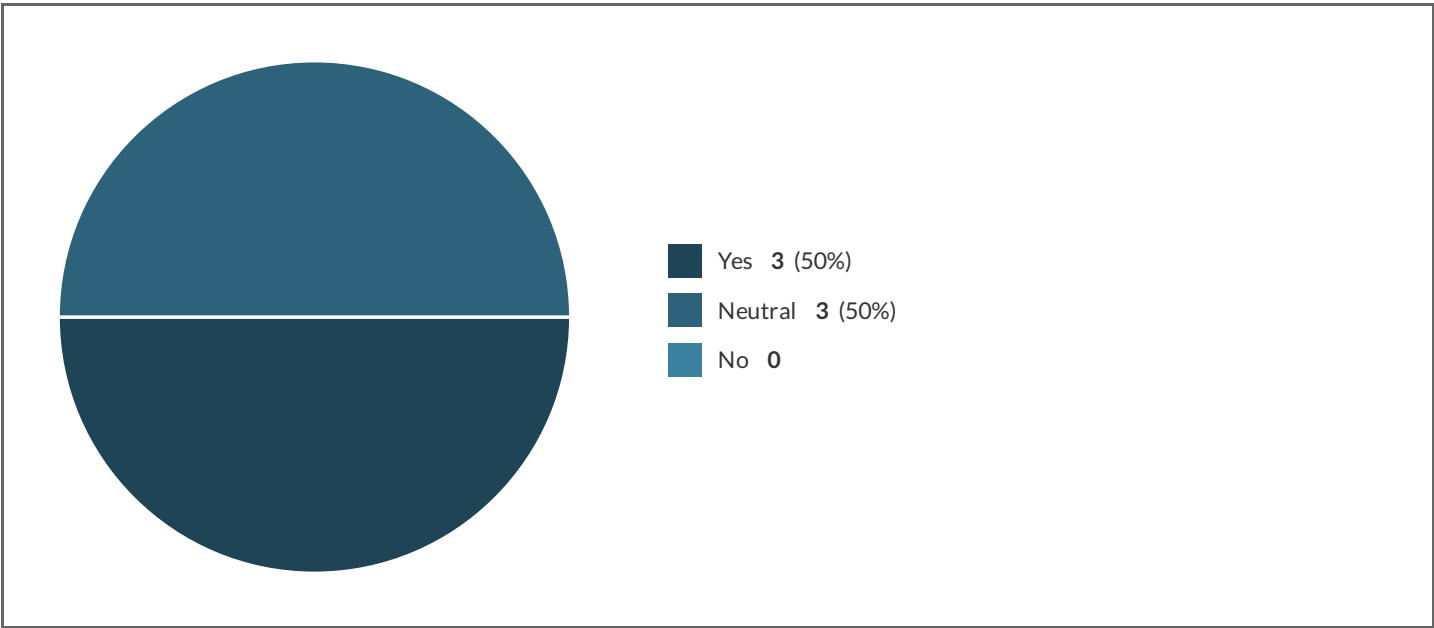
Comments

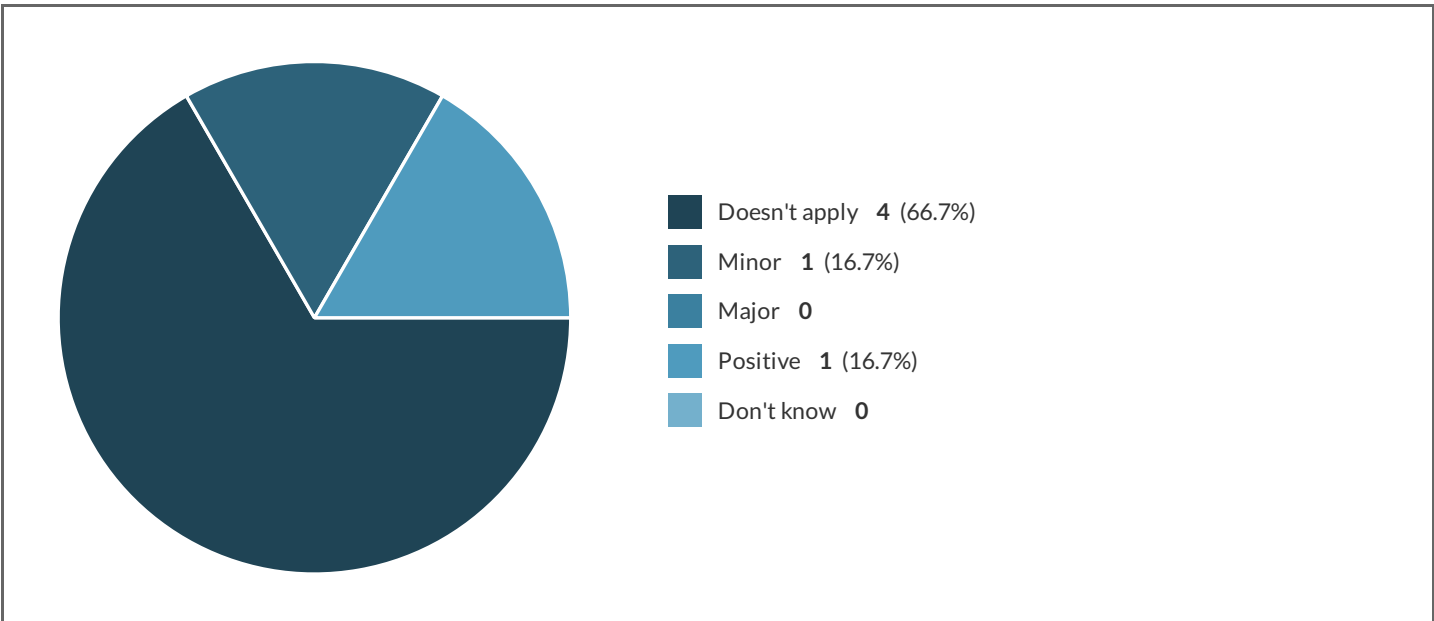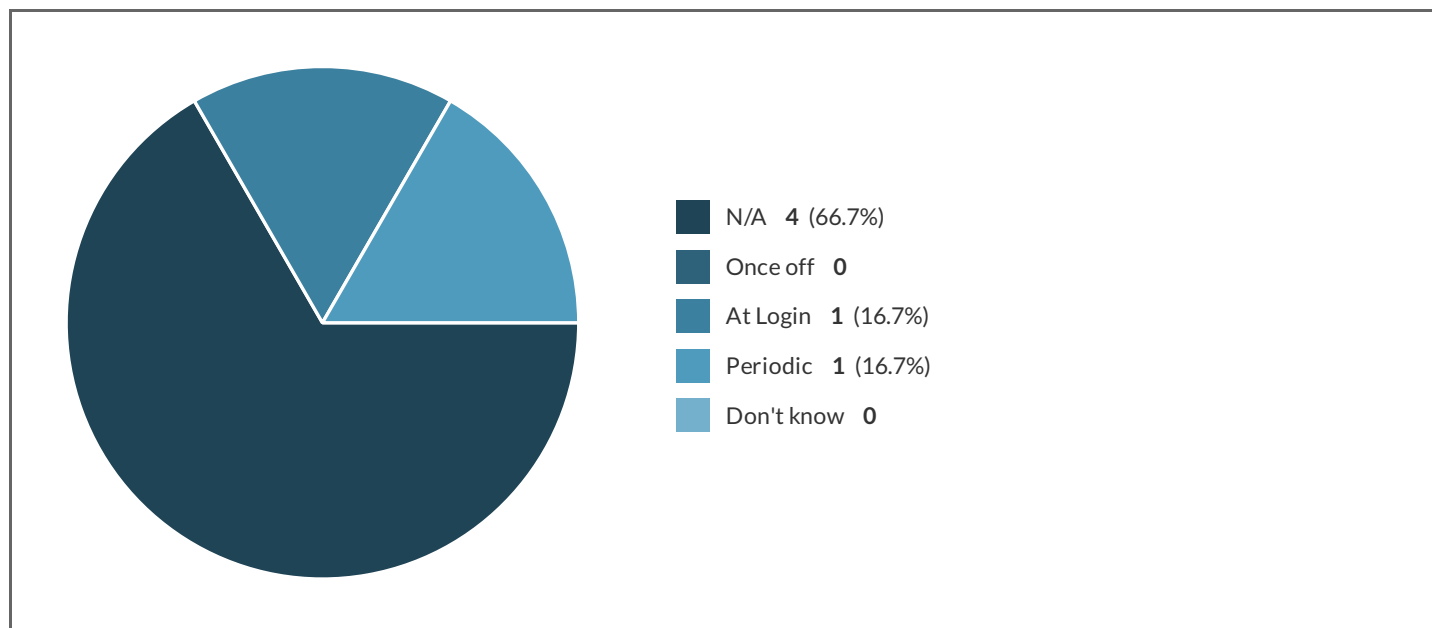| Showing 1 response	
Good in theory, in practise my experience is that users start to work around it	633780-633771-66741708

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5 When logging in there should be an option to view a password after it is typed

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5.1 Increased help desk/user support time

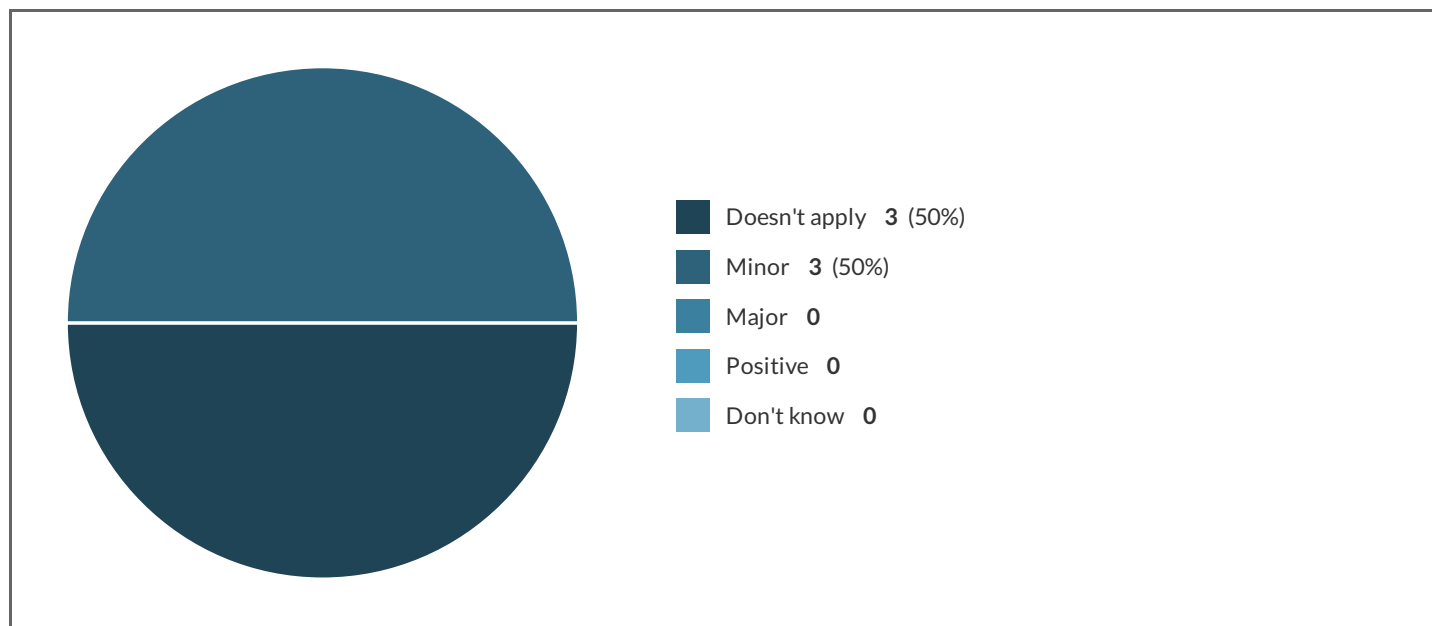5.1.a Increased help desk/user support time - Severity of Cost

Doesn't apply **4** (66.7%)
Minor **1** (16.7%)
Major **0**
Positive **1** (16.7%)
Don't know **0**

Increased help desk/user support time - Frequency Cost is Experienced

N/A **4** (66.7%)

Once off **0**

At Login **1** (16.7%)

Periodic **1** (16.7%)

Don't know **0**

5.2 User education required

5.2.a User education required - Severity of Cost

Doesn't apply **3** (50%)

Minor **3** (50%)

Major **0**

Positive **0**

Don't know **0**

5.2.b User education required - Frequency Cost is Experienced

■	N/A	**3** (50%)
■	Once off	**1** (16.7%)
■	At Login	**0**
■	Periodic	**2** (33.3%)
■	Don't know	**0**
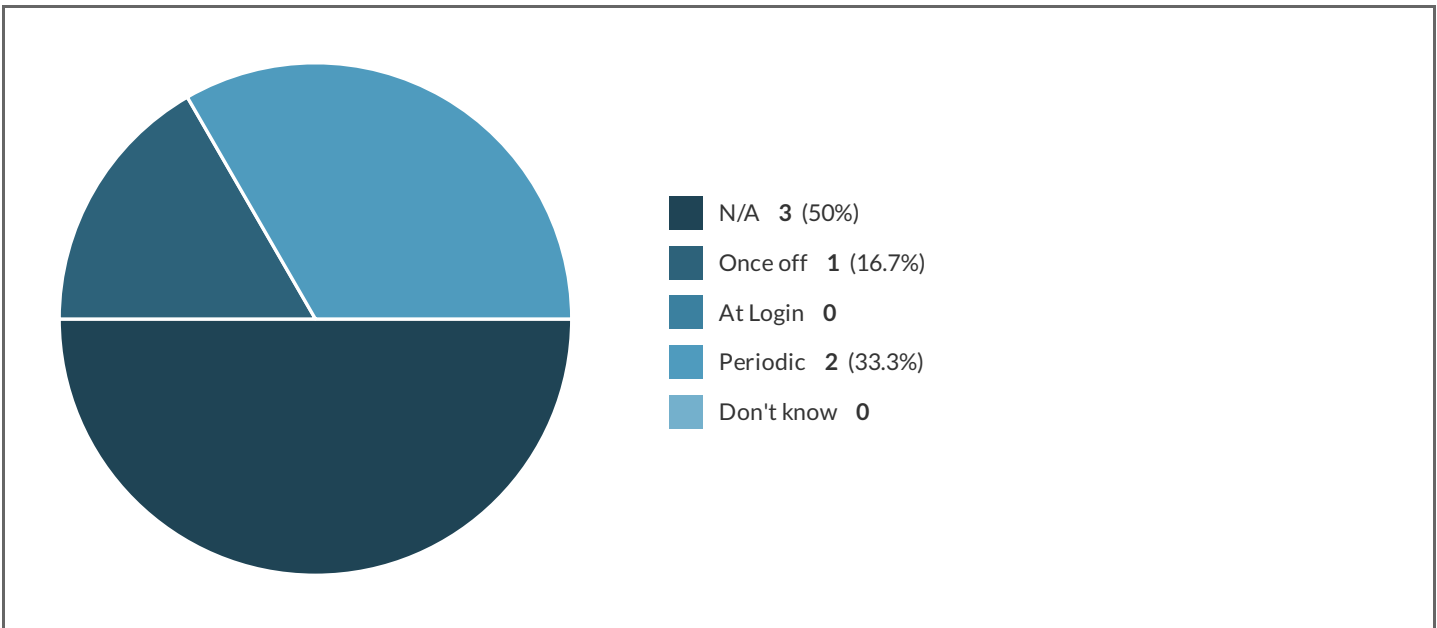
5.3   Organization needs extra resources

5.3.a   Organization needs extra resources - Severity of Cost
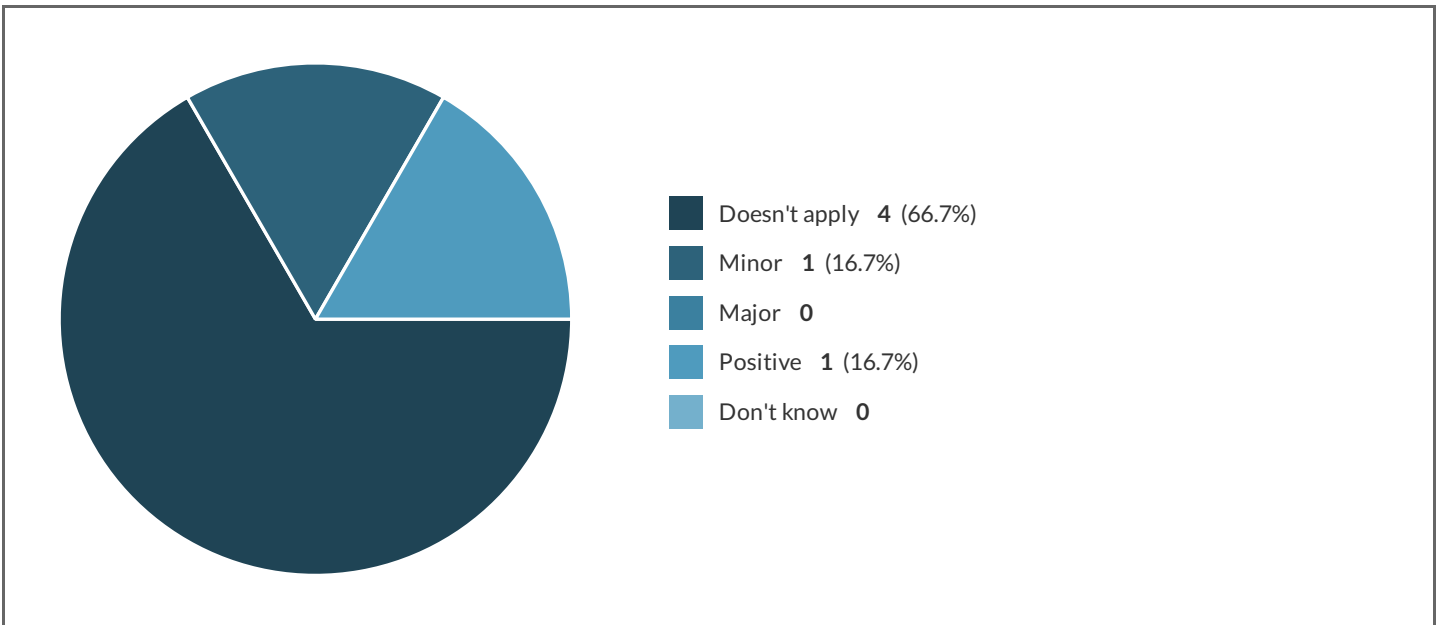
■	Doesn't apply	**4** (66.7%)
■	Minor	**1** (16.7%)
■	Major	**0**
■	Positive	**1** (16.7%)
■	Don't know	**0**

5.3.b   Organization needs extra resources - Frequency Cost is Experienced

- N/A **5** (83.3%)
- Once off **0**
- At Login **0**
- Periodic **1** (16.7%)
- Don't know **0**
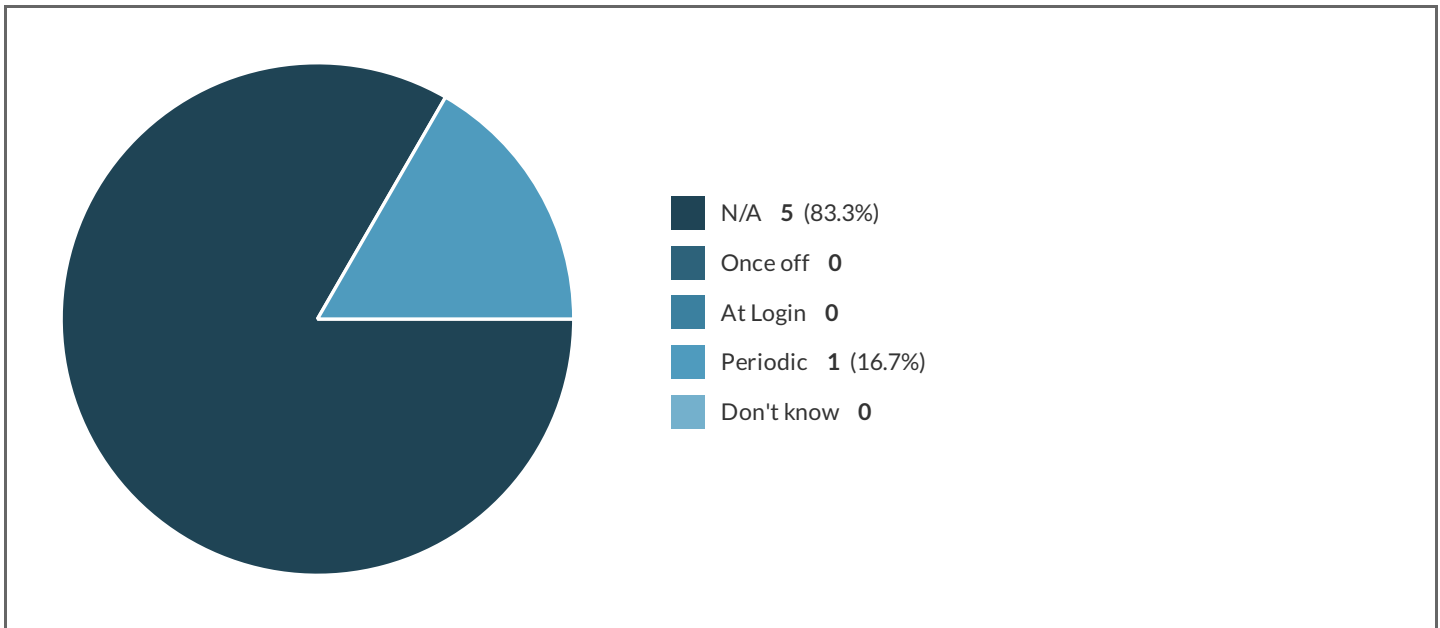
5.4 Takes organization time to implement

5.4.a Takes organization time to implement - Severity of Cost
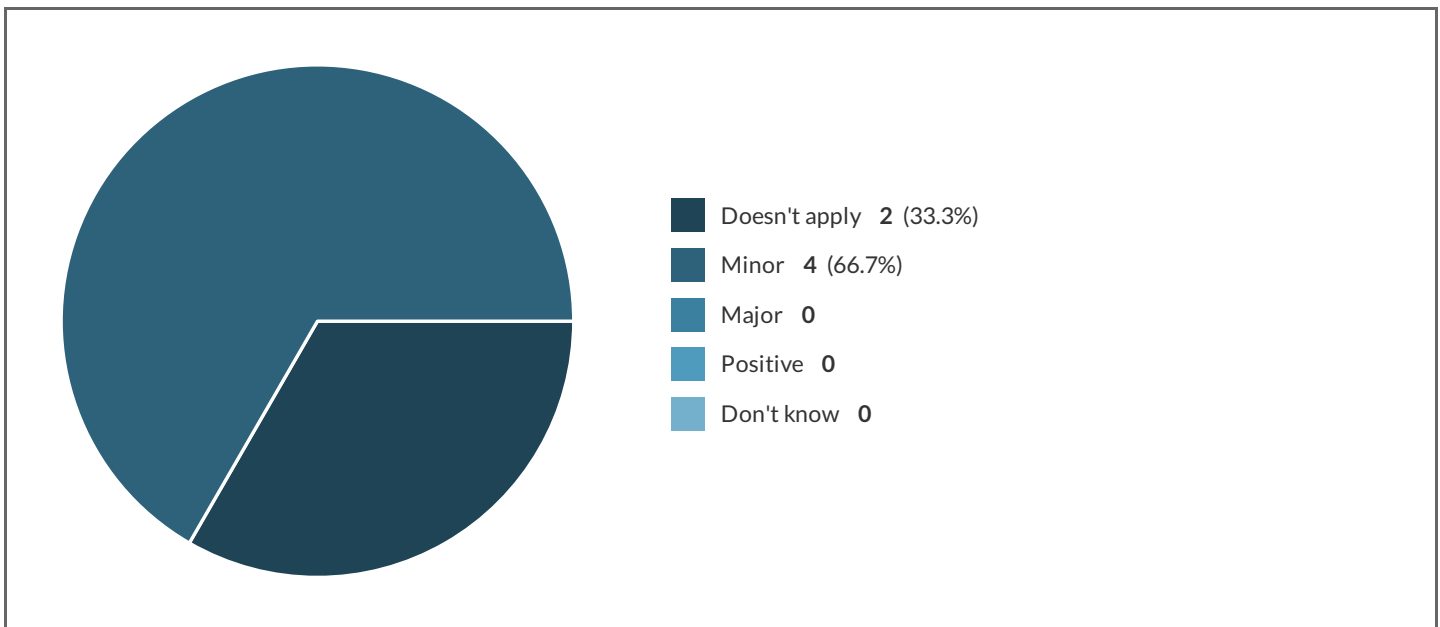
- Doesn't apply **2** (33.3%)
- Minor **4** (66.7%)
- Major **0**
- Positive **0**
- Don't know **0**

5.4.b Takes organization time to implement - Frequency Cost is Experienced

- N/A **2** (33.3%)
- Once off **4** (66.7%)
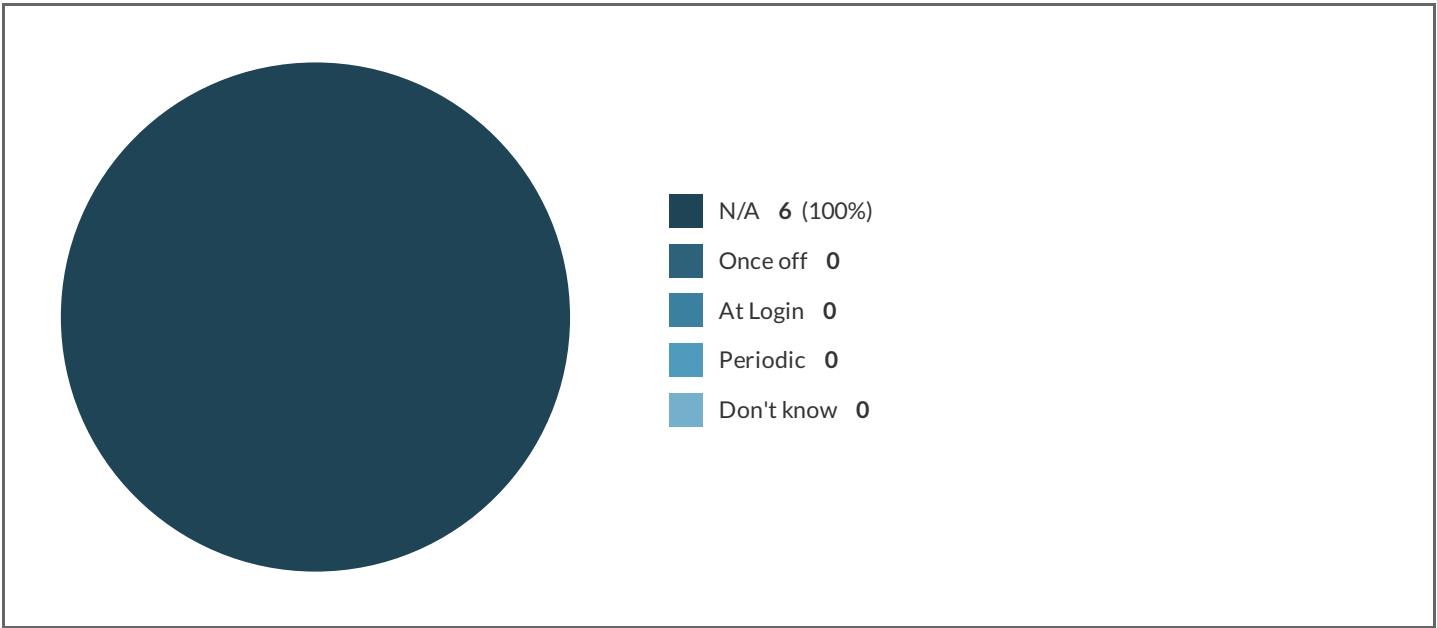- At Login **0**
- Periodic **0**
- Don't know **0**
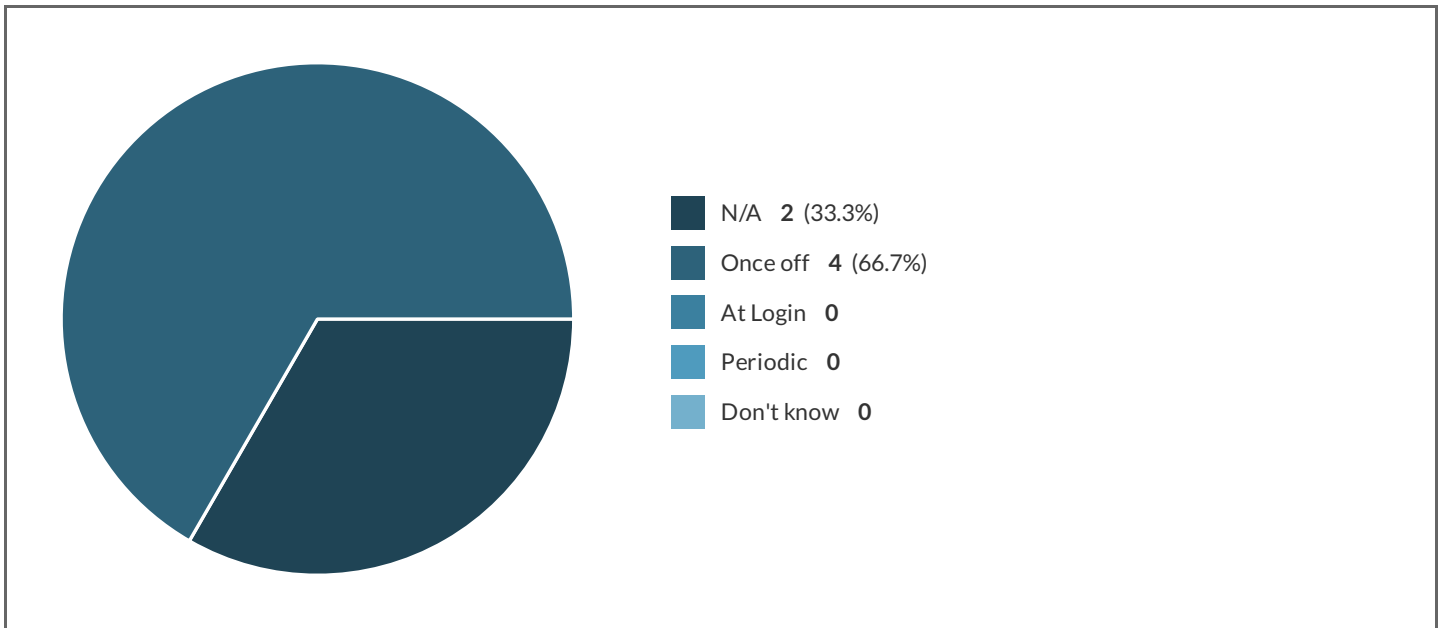
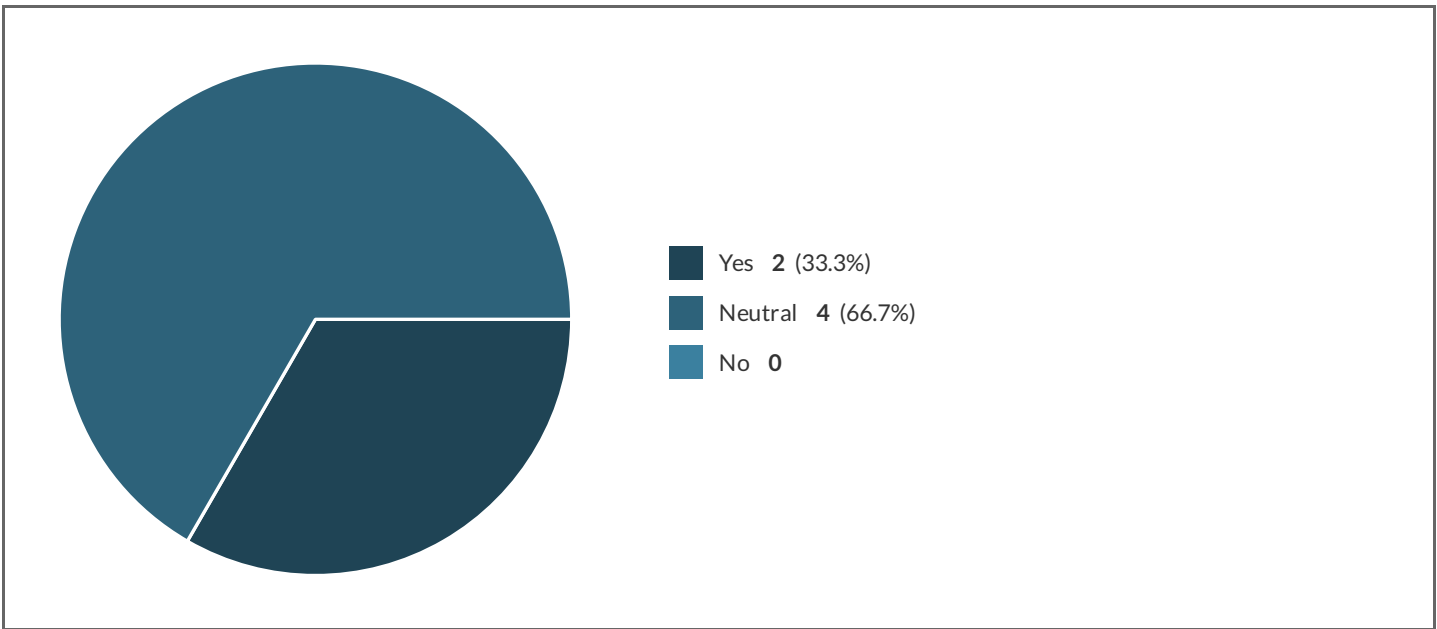
5.5 Increases the organization's computing power needed

5.5.a Increases the organization's computing power needed - Severity of Cost
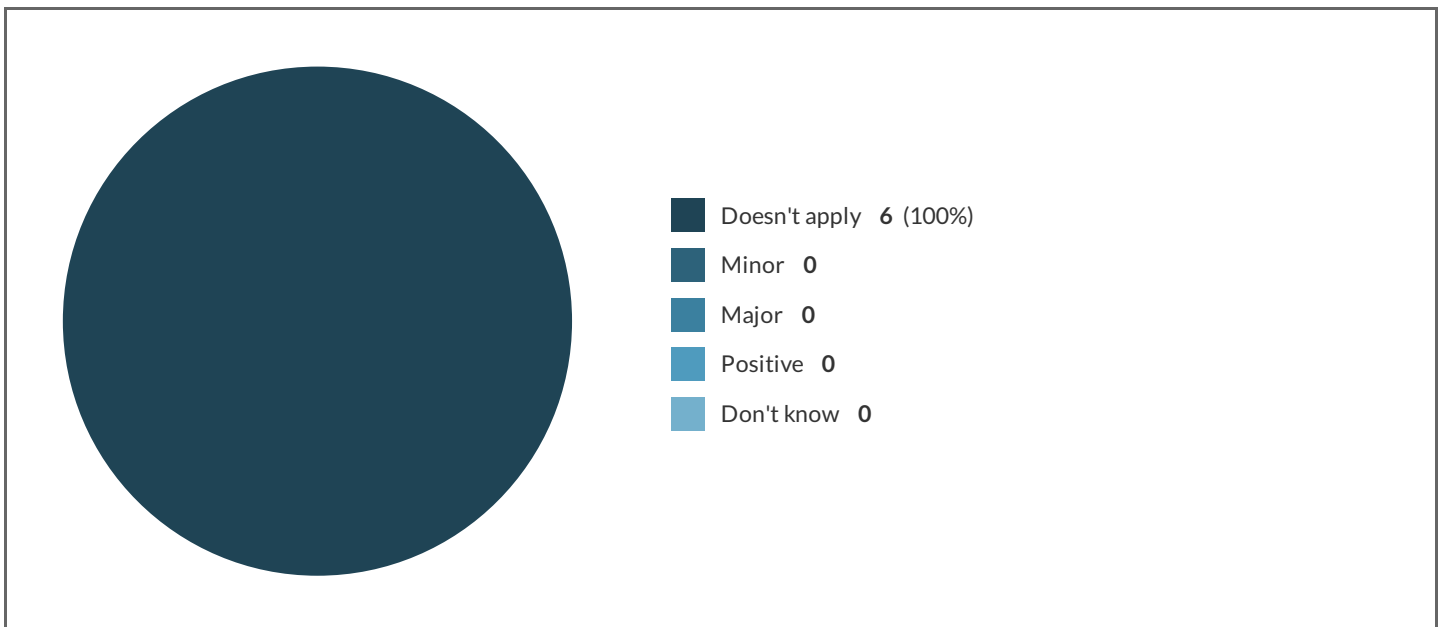
- Doesn't apply **6** (100%)
- Minor **0**
- Major **0**
- Positive **0**
- Don't know **0**

5.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A	**6** (100%)
Once off	**0**
At Login	**0**
Periodic	**0**
Don't know	**0**

5.a Do you approve of this advice?

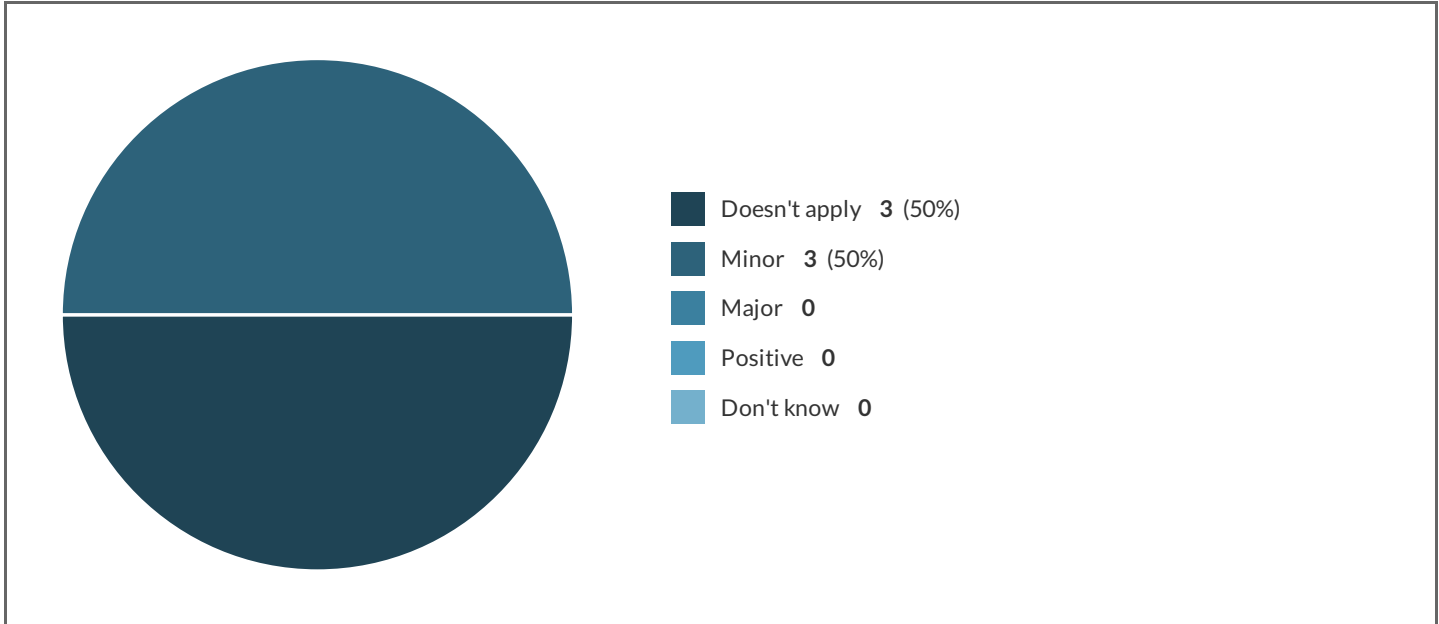| Yes | **2** (33.3%) |
| Neutral | **4** (66.7%) |
| No | **0** |

5.b Comments

| **Showing 1 response** | |
| Haven't gone out of my way to implement | 633780-633771-66633850 |

6 The administrator account must have its own password or authentication mechanism

Increased help desk/user support time

6.1.a   Increased help desk/user support time - Severity of Cost

■ Doesn't apply	**3** (50%)
■ Minor	**3** (50%)
■ Major	**0**
■ Positive	**0**
■ Don't know	**0**

6.1.b   Increased help desk/user support time - Frequency Cost is Experienced

■ N/A	**3** (50%)
■ Once off	**0**
■ At Login	**0**
■ Periodic	**3** (50%)
■ Don't know	**0**
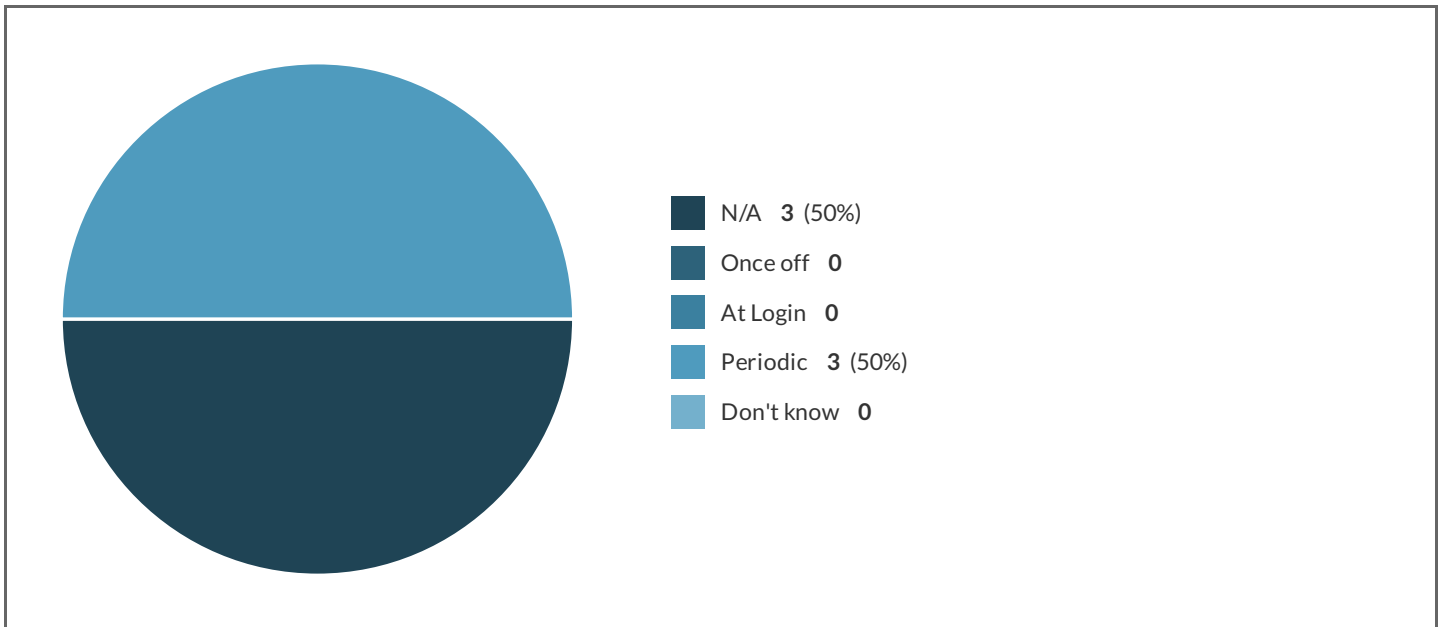
6.2   User education required

6.2.a   User education required - Severity of Cost
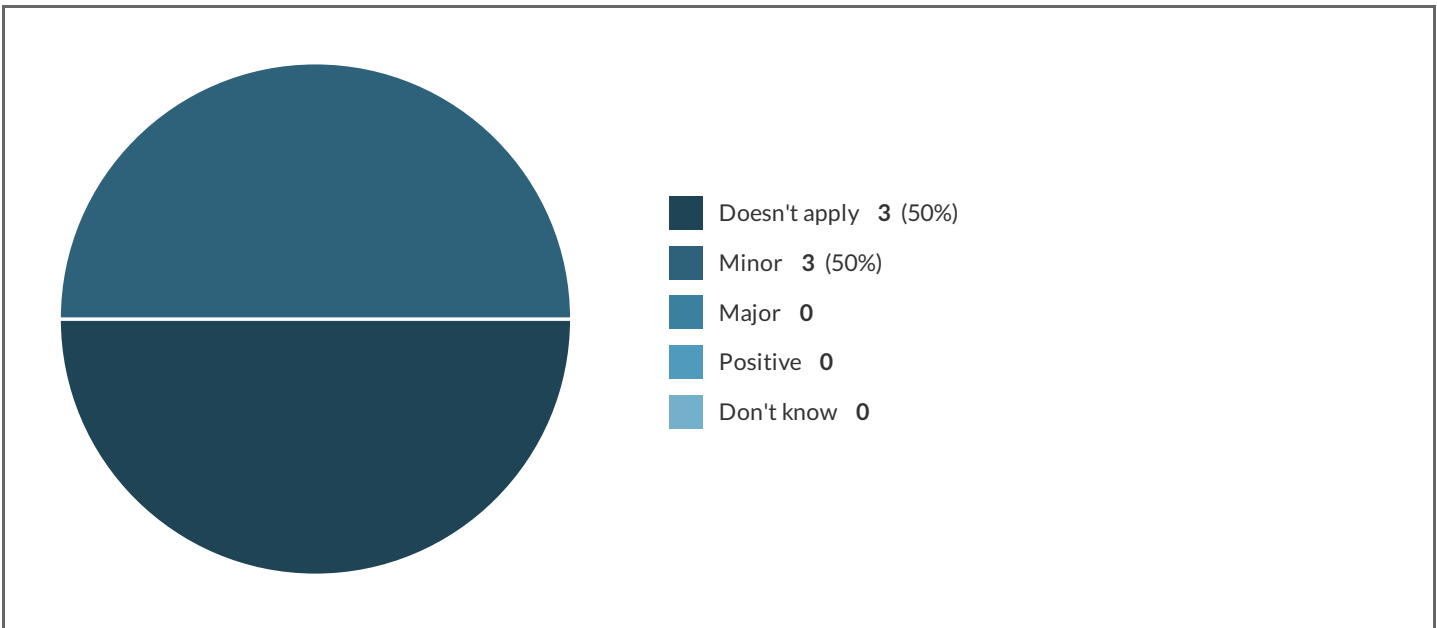
■	Doesn't apply **3** (50%)
■	Minor **3** (50%)
■	Major **0**
■	Positive **0**
■	Don't know **0**

6.2.b User education required - Frequency Cost is Experienced

■	N/A **3** (50%)
■	Once off **1** (16.7%)
■	At Login **0**
■	Periodic **2** (33.3%)
■	Don't know **0**
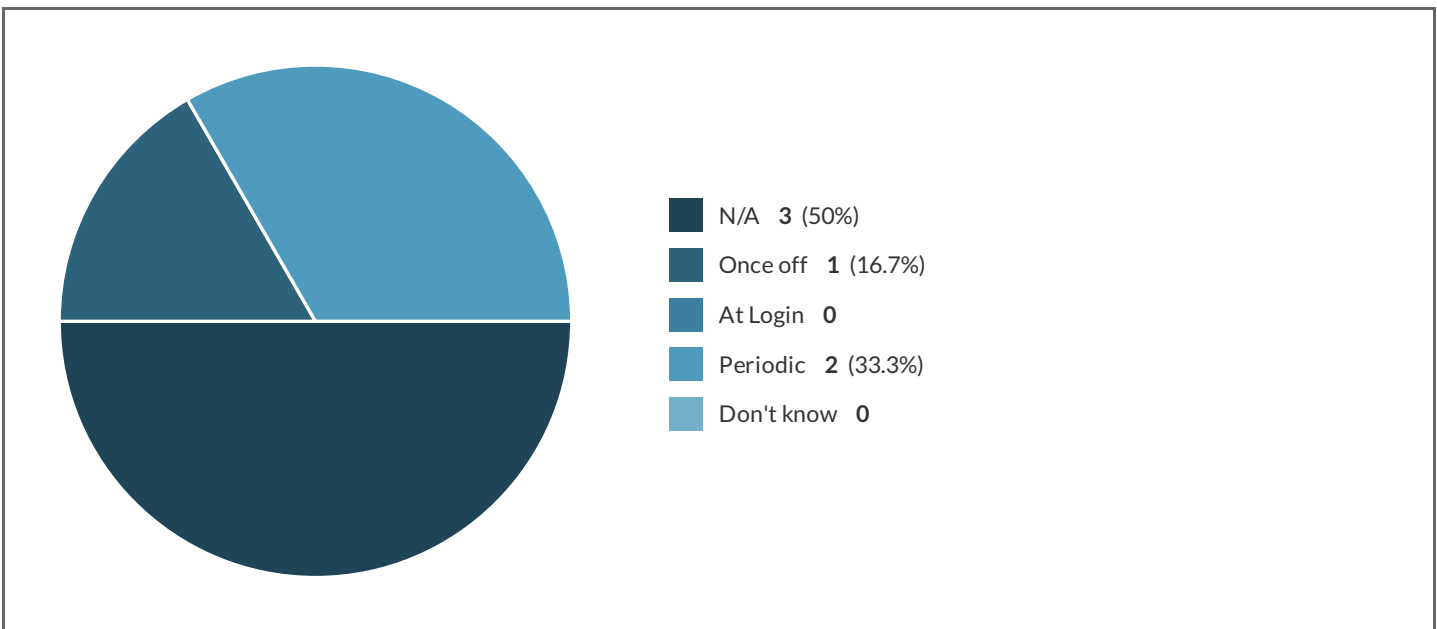
6.3 Organization needs extra resources

6.3.a Organization needs extra resources - Severity of Cost
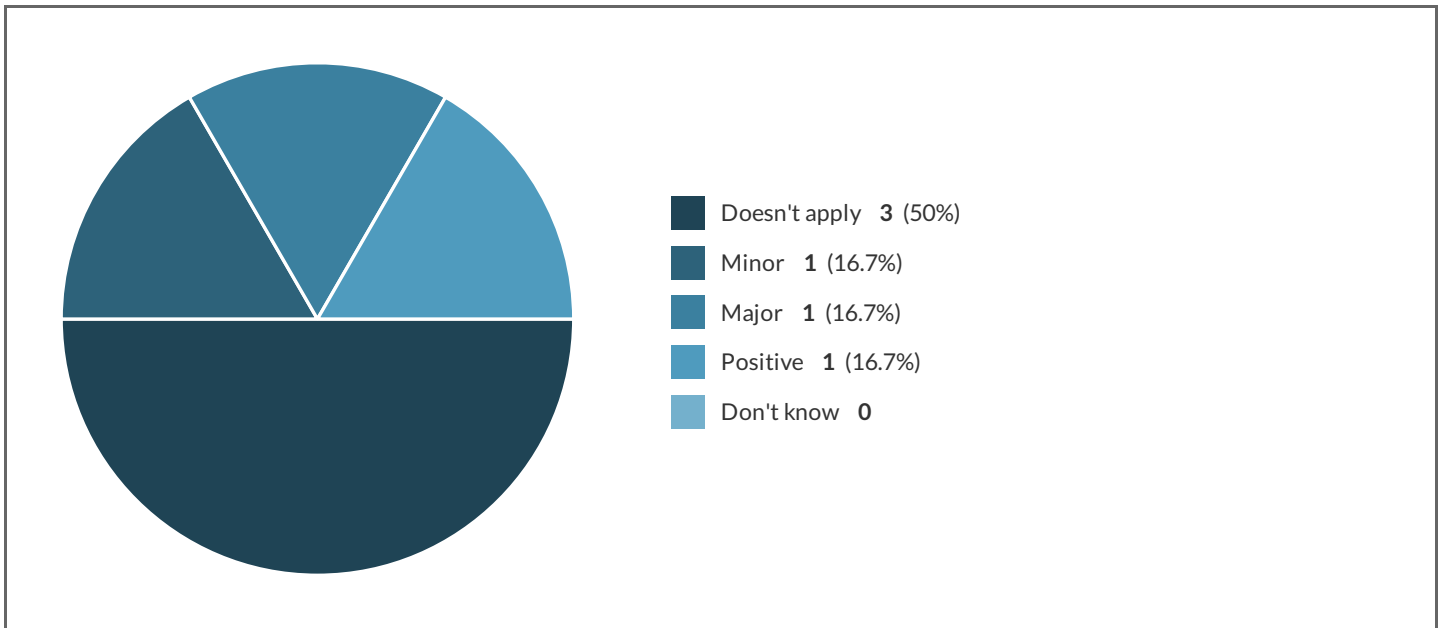
■	Doesn't apply	**3** (50%)
■	Minor	**1** (16.7%)
■	Major	**1** (16.7%)
■	Positive	**1** (16.7%)
■	Don't know	**0**

6.3.b Organization needs extra resources - Frequency Cost is Experienced

■	N/A	**4** (66.7%)
■	Once off	**1** (16.7%)
■	At Login	**0**
■	Periodic	**1** (16.7%)
■	Don't know	**0**
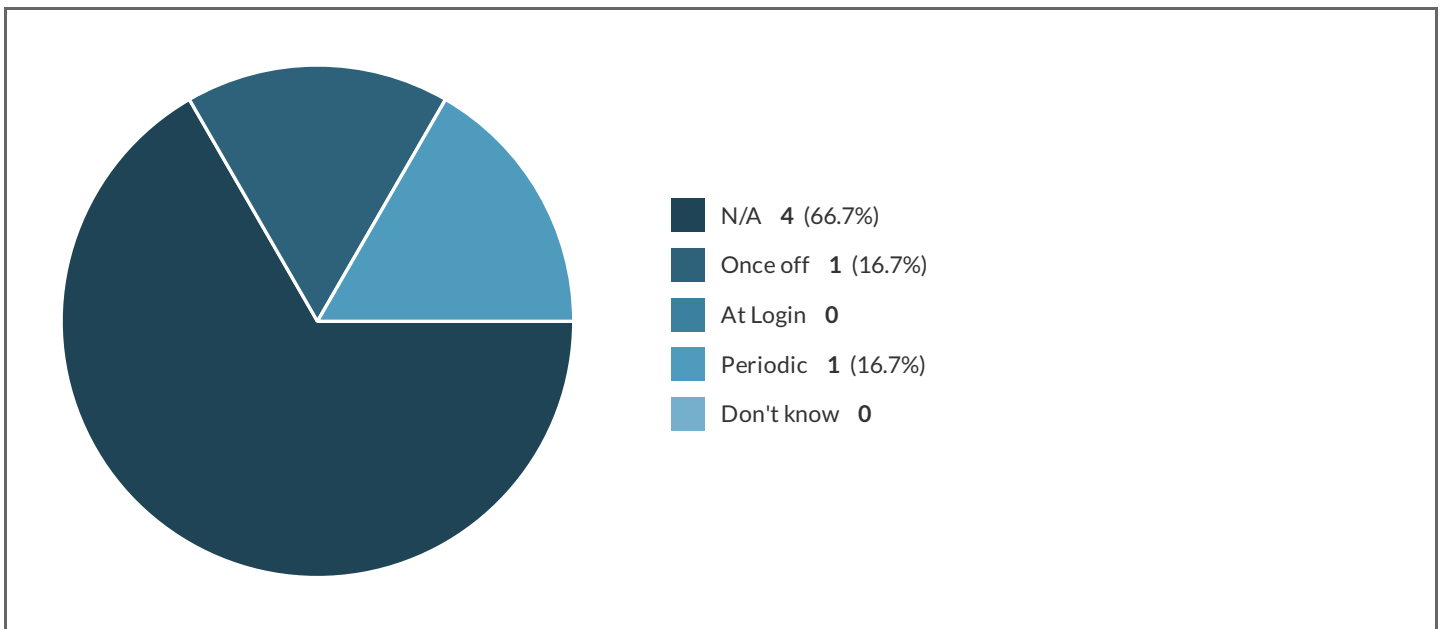
6.4 Takes organization time to implement

6.4.a Takes organization time to implement - Severity of Cost
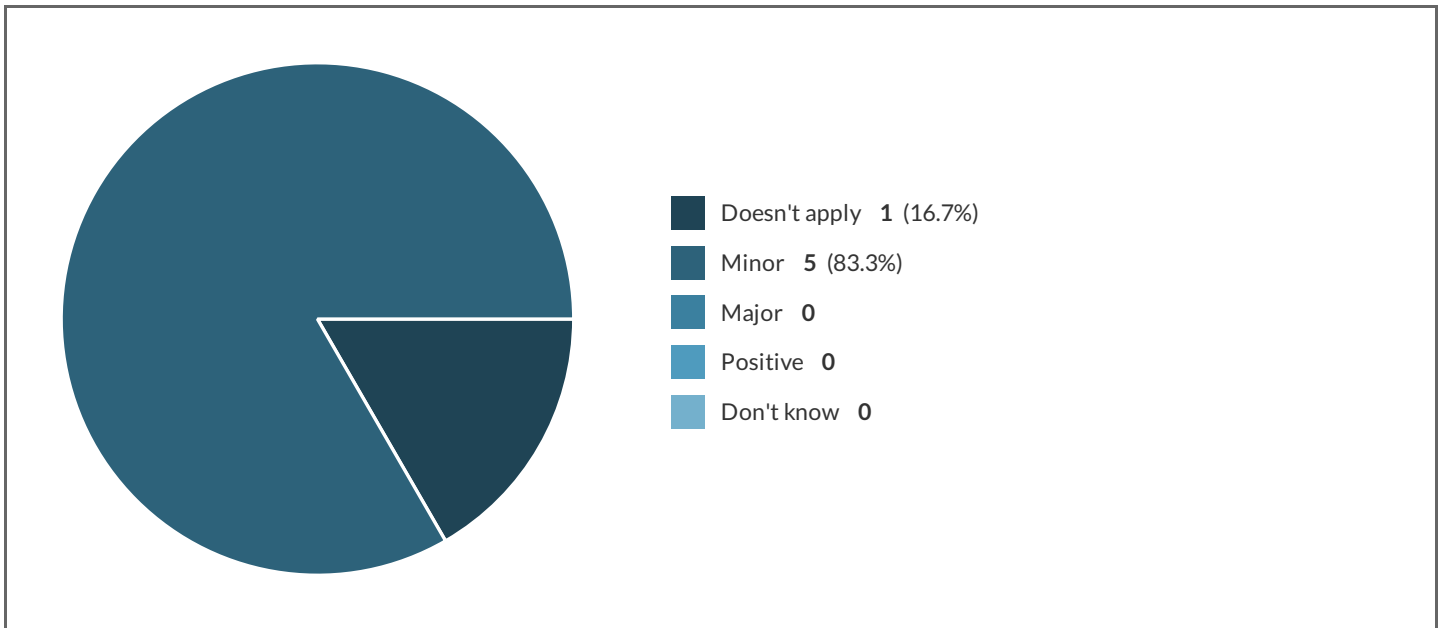
■ Doesn't apply	**1** (16.7%)
■ Minor	**5** (83.3%)
■ Major	**0**
■ Positive	**0**
■ Don't know	**0**

6.4.b Takes organization time to implement - Frequency Cost is Experienced

■ N/A	**2** (33.3%)
■ Once off	**4** (66.7%)
■ At Login	**0**
■ Periodic	**0**
■ Don't know	**0**
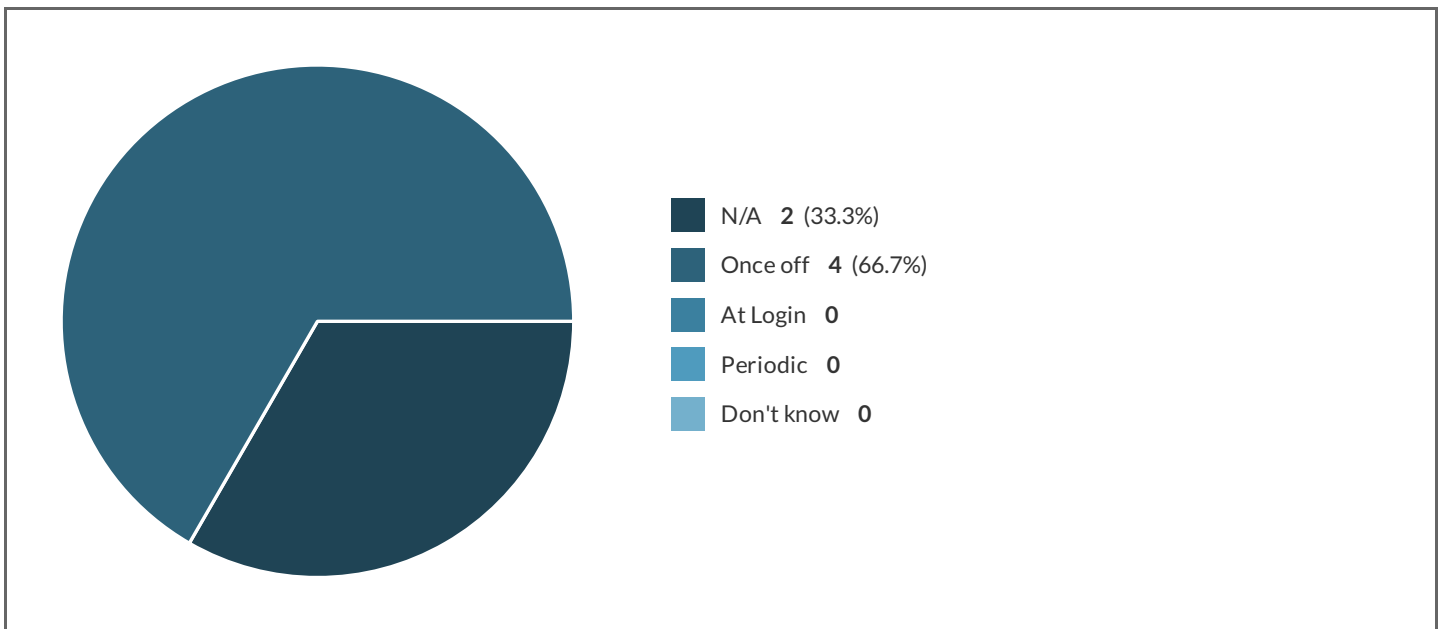
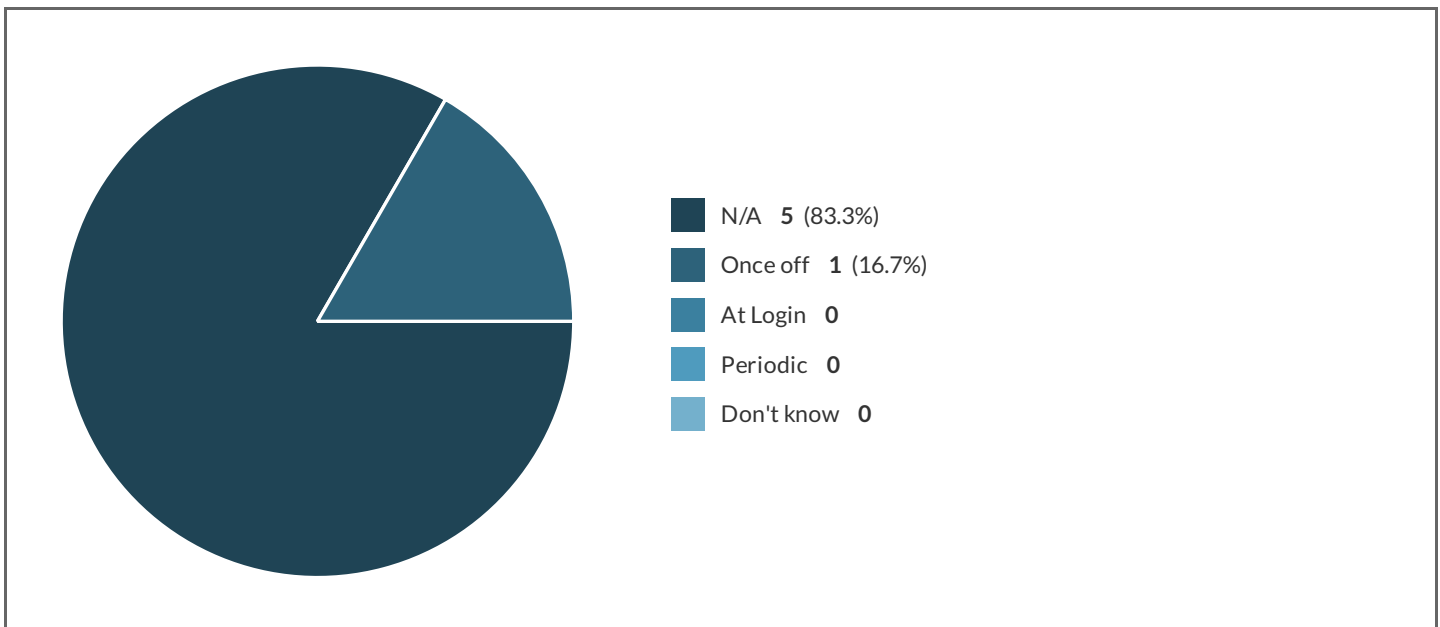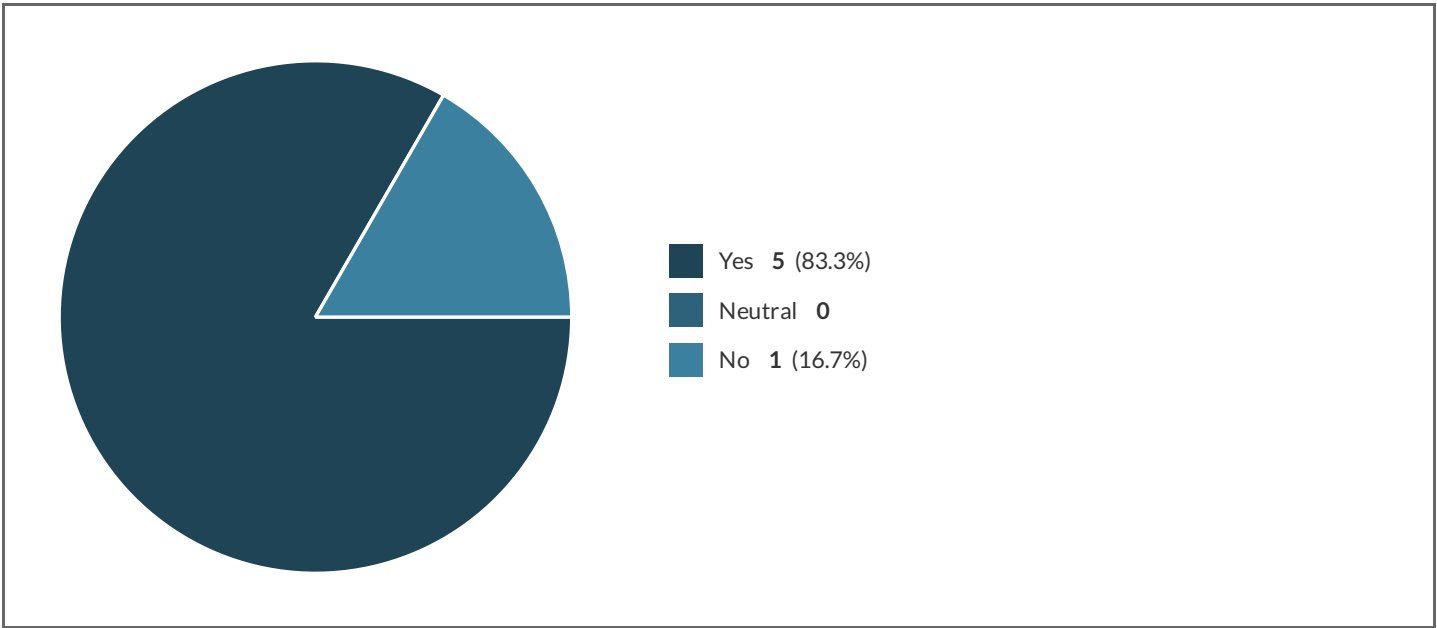**6.5** Increases the organization's computing power needed

6.5.a Increases the organization's computing power needed - Severity of Cost
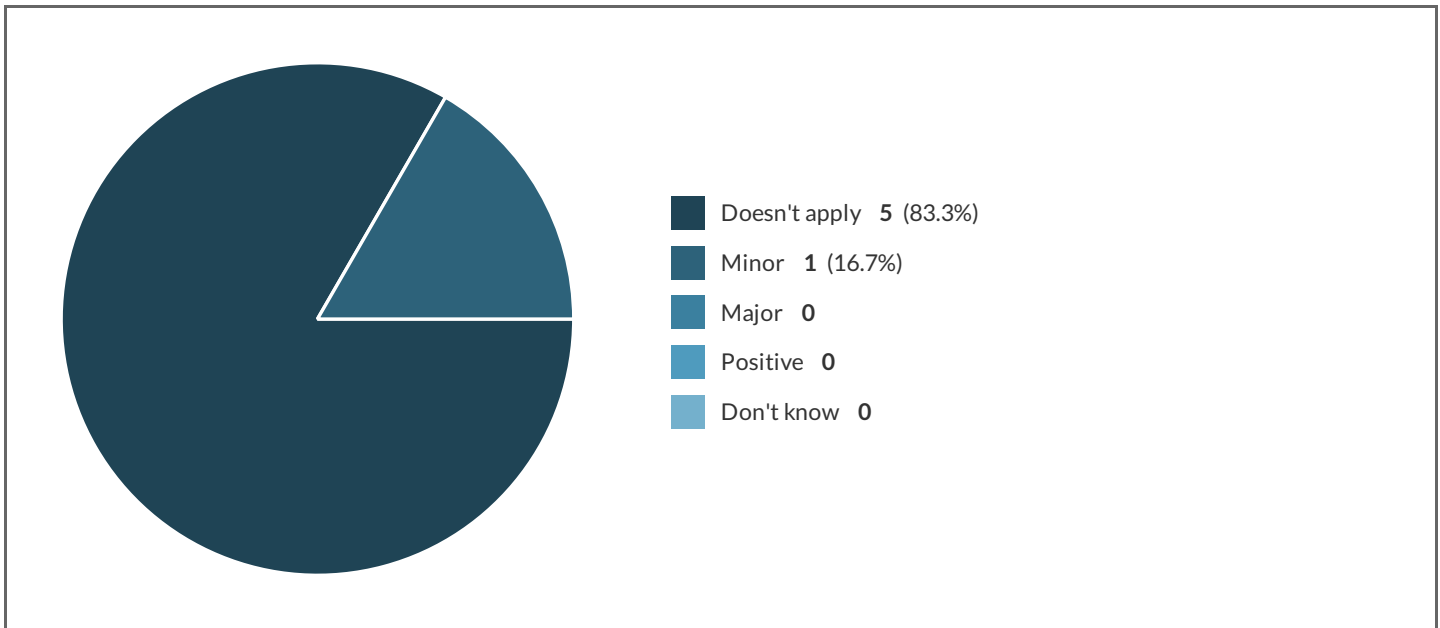
Doesn't apply	5 (83.3%)
Minor	1 (16.7%)
Major	0
Positive	0
Don't know	0

6.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A	5 (83.3%)
Once off	1 (16.7%)
At Login	0
Periodic	0
Don't know	0

6.a Do you approve of this advice?

Yes **5** (83.3%)

Neutral **0**

No **1** (16.7%)

Comments

| **Showing 1 response**	
Two factor for admin accounts, usually by a sudo type setup	633780-633771-66107168

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7 SNMP community strings should not be left as their default values

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7.1 Increased help desk/user support time

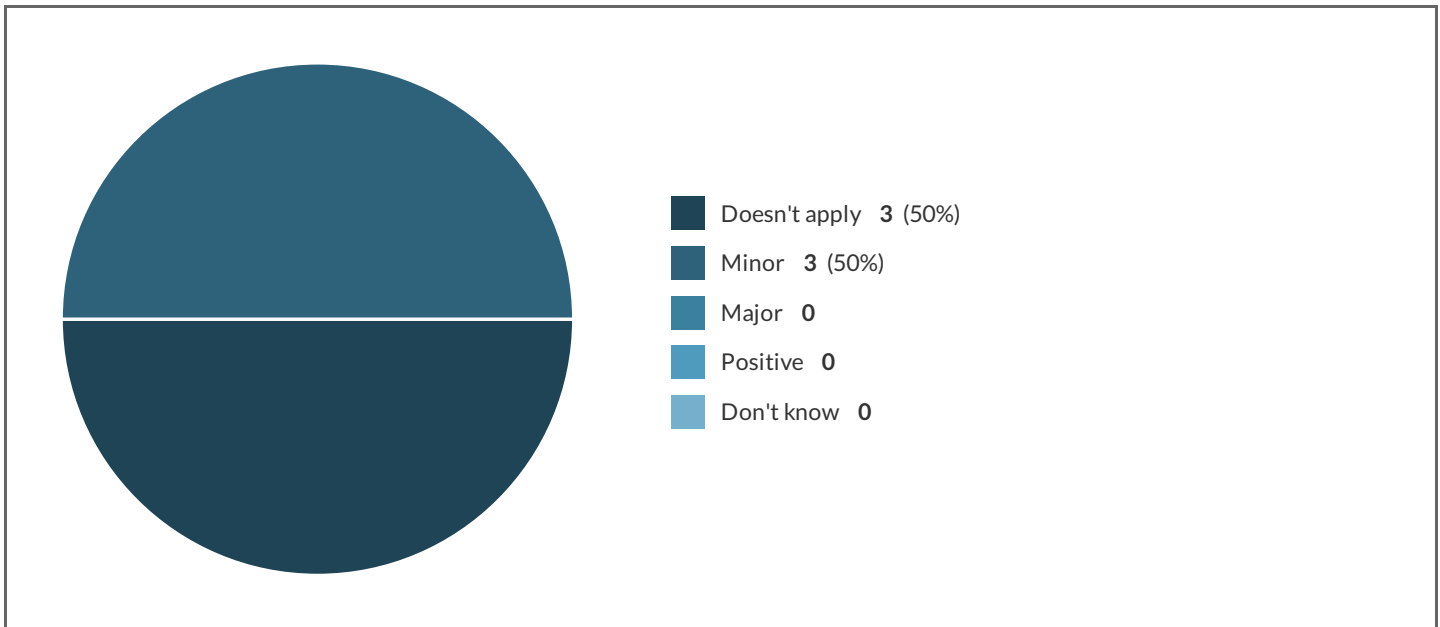7.1.a Increased help desk/user support time - Severity of Cost
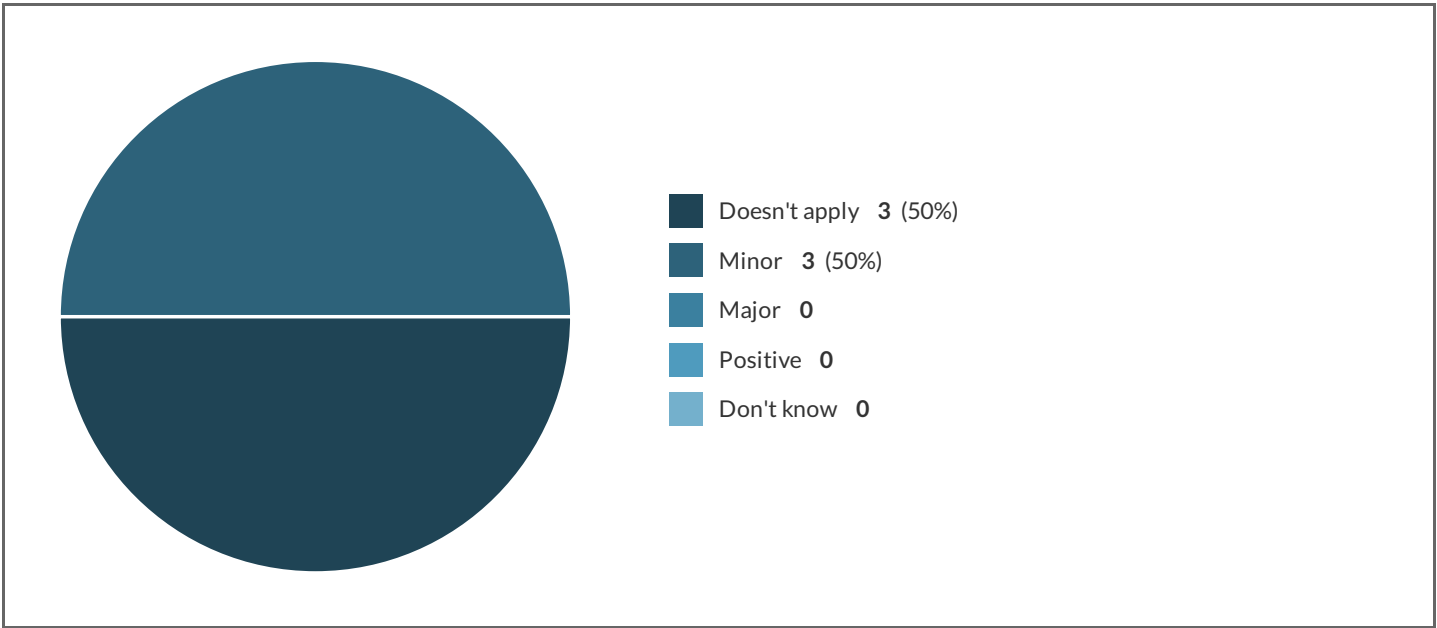
Doesn't apply **3** (50%)

Minor **3** (50%)

Major **0**

Positive **0**

Don't know **0**

7.1.b   Increased help desk/user support time - Frequency Cost is Experienced

N/A   **3** (50%)
Once off   **2** (33.3%)
At Login   **0**
Periodic   **1** (16.7%)
Don't know   **0**
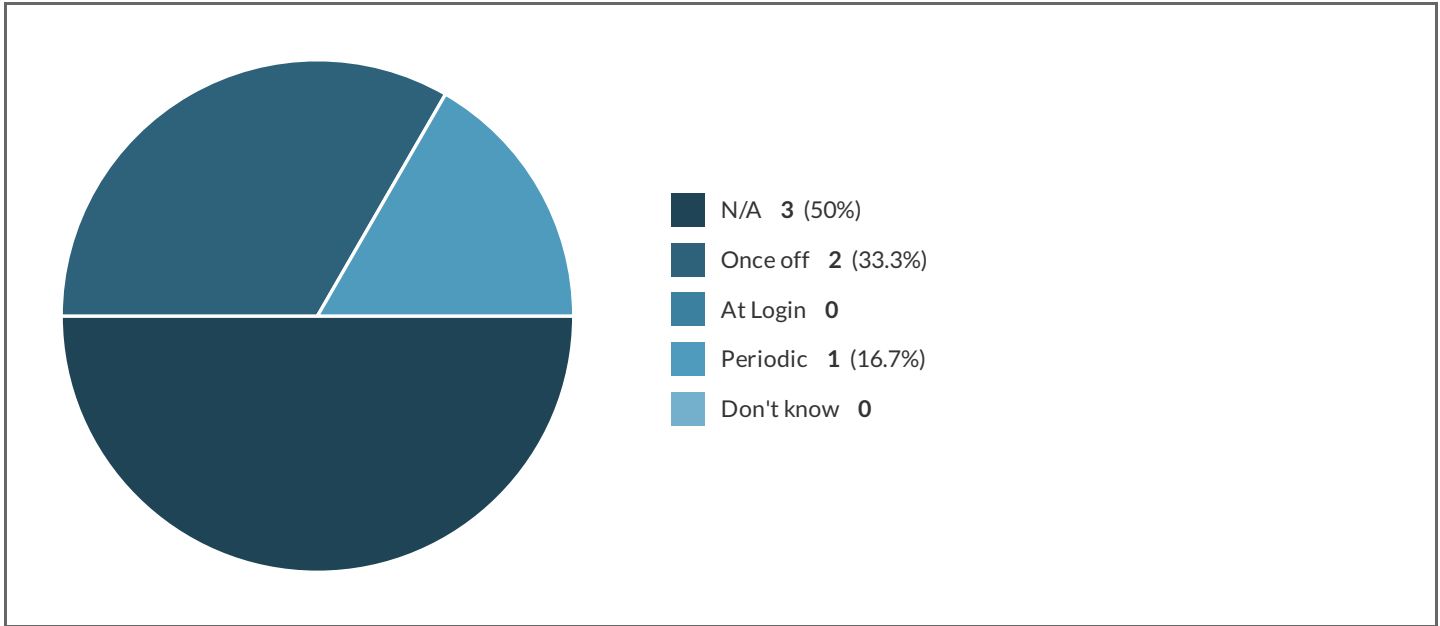
7.2   User education required

7.2.a   User education required - Severity of Cost

Doesn't apply   **3** (50%)
Minor   **3** (50%)
Major   **0**
Positive   **0**
Don't know   **0**

7.2.b   User education required - Frequency Cost is Experienced

N/A **3** (50%)
Once off **2** (33.3%)
At Login **0**
Periodic **1** (16.7%)
Don't know **0**
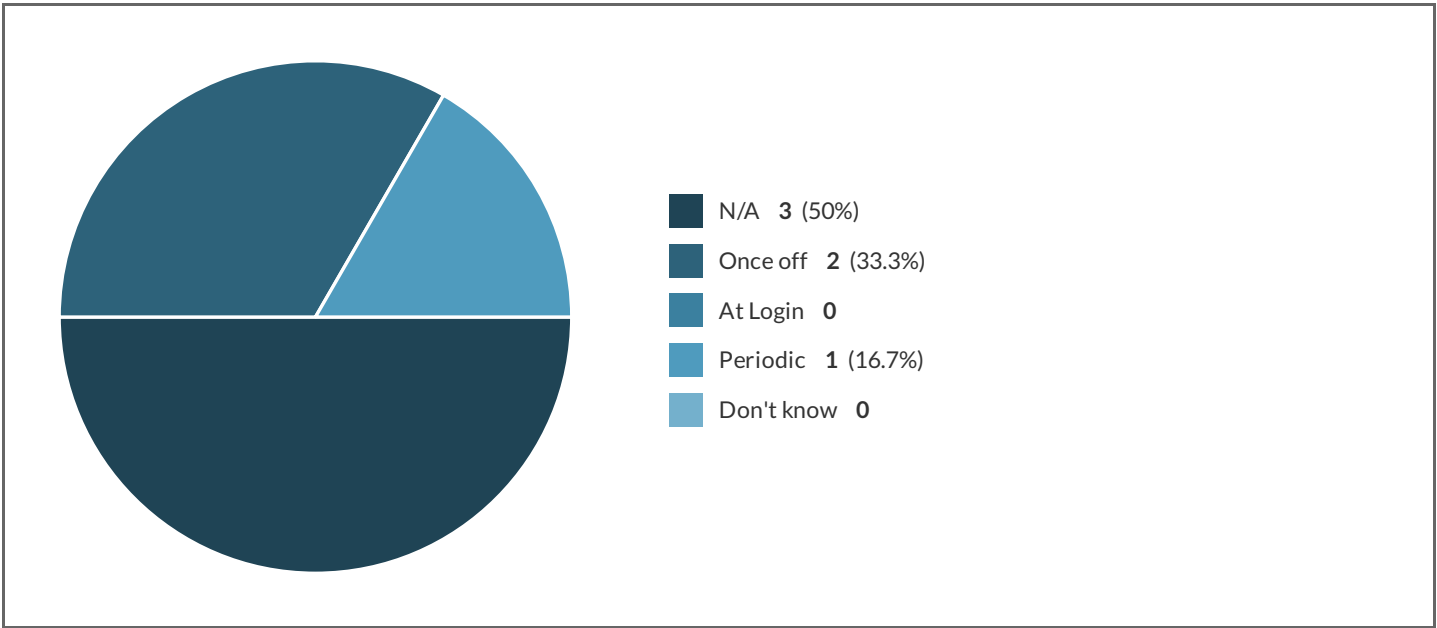
7.3 Organization needs extra resources

7.3.a Organization needs extra resources - Severity of Cost
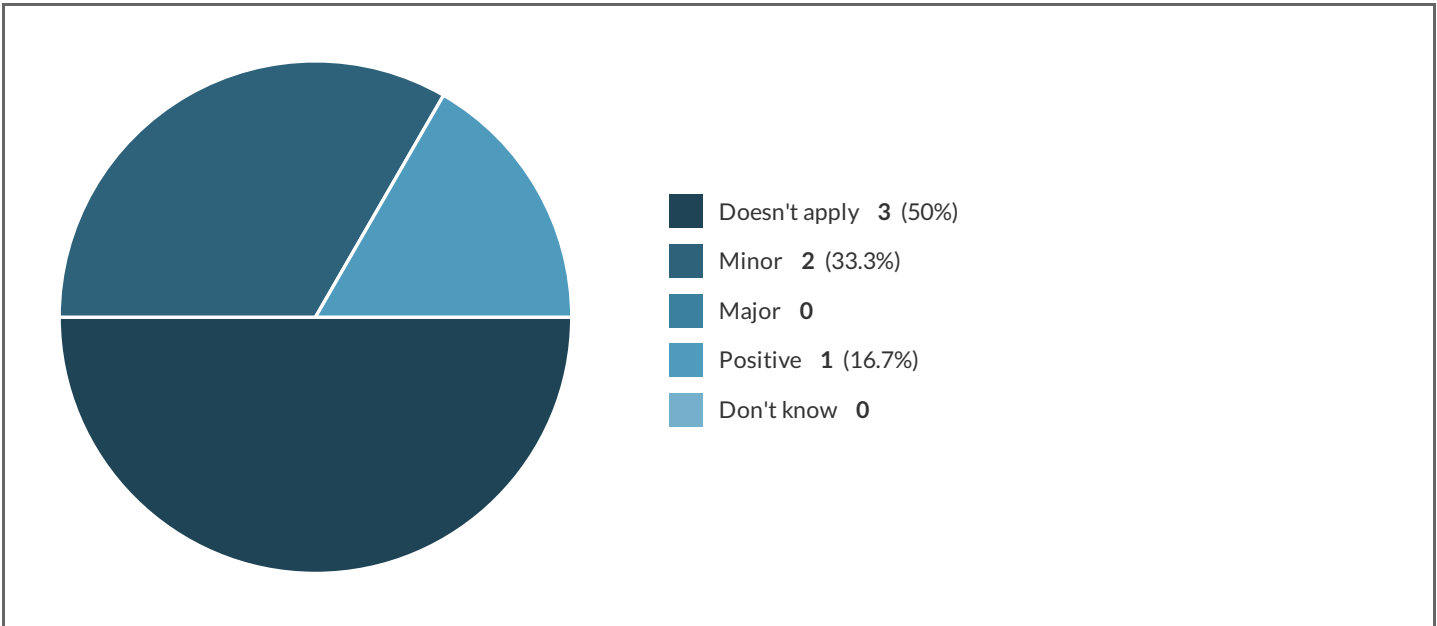
Doesn't apply **3** (50%)
Minor **2** (33.3%)
Major **0**
Positive **1** (16.7%)
Don't know **0**

7.3.b Organization needs extra resources - Frequency Cost is Experienced

- N/A **3** (50%)
- Once off **2** (33.3%)
- At Login **0**
- Periodic **1** (16.7%)
- Don't know **0**
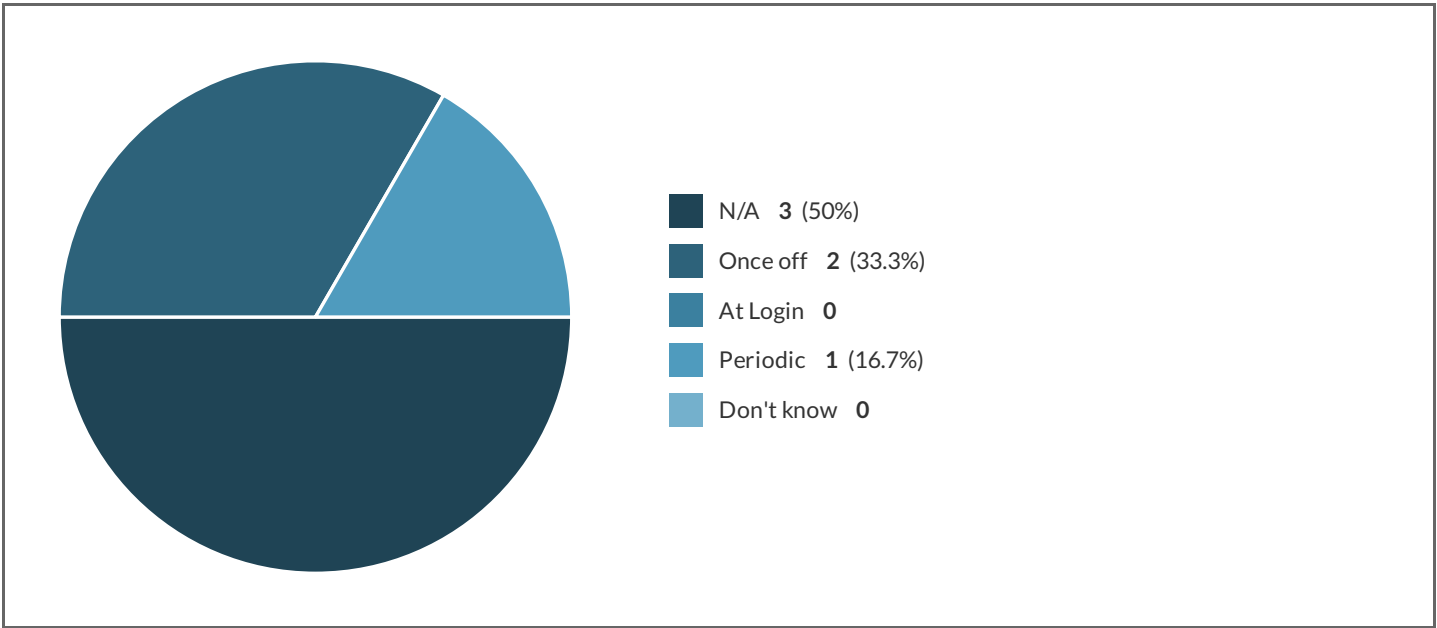
7.4   Takes organization time to implement

7.4.a   Takes organization time to implement - Severity of Cost
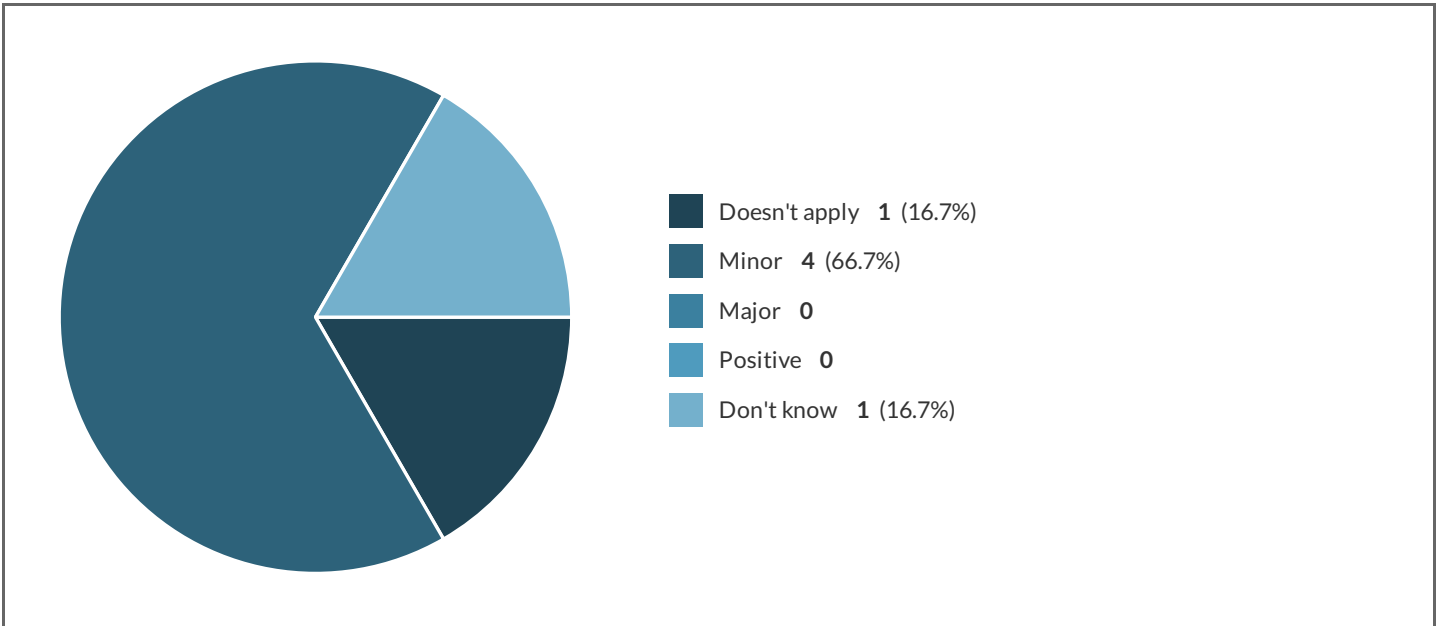
- Doesn't apply **1** (16.7%)
- Minor **4** (66.7%)
- Major **0**
- Positive **0**
- Don't know **1** (16.7%)

7.4.b   Takes organization time to implement - Frequency Cost is Experienced

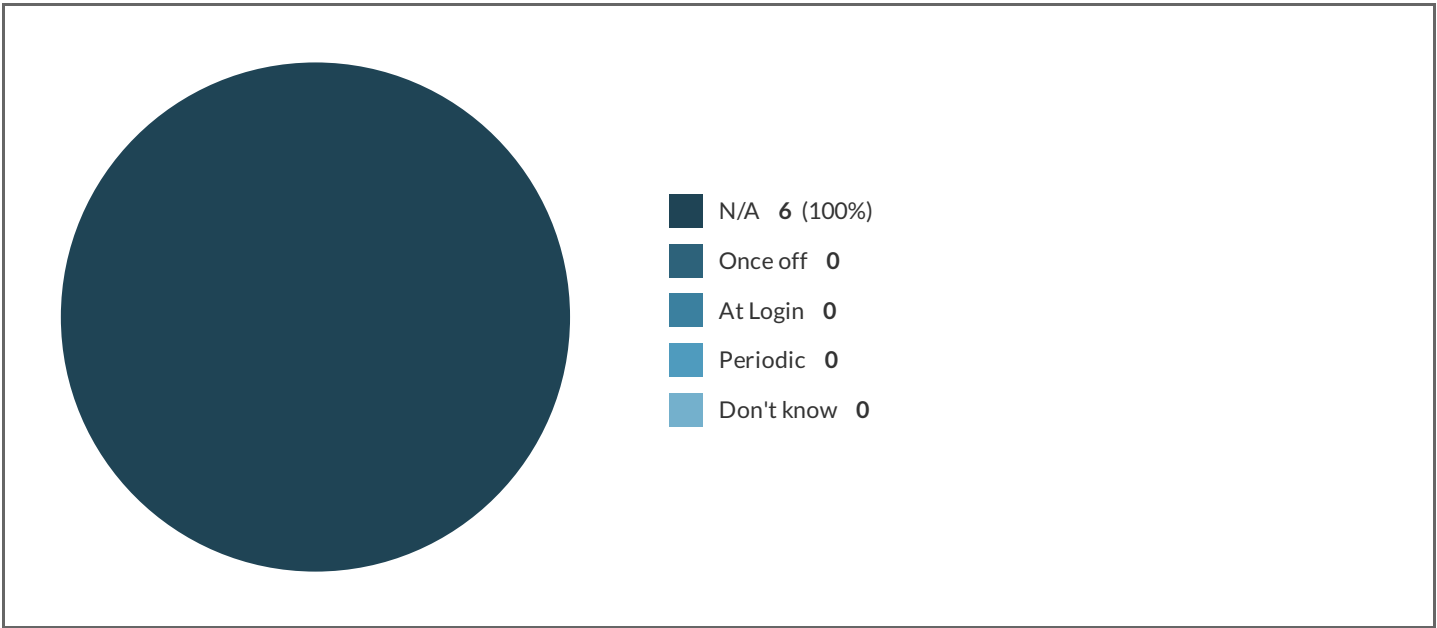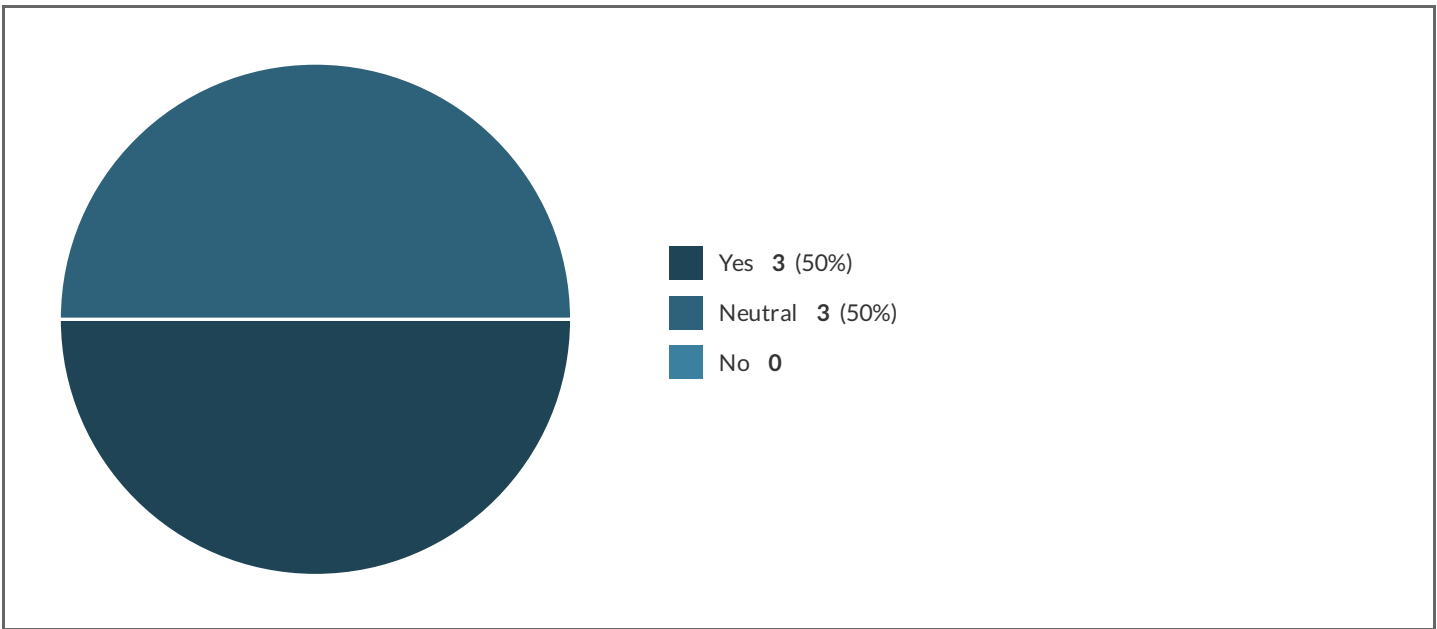|	
■	N/A **3** (50%)
■	Once off **2** (33.3%)
■	At Login **0**
■	Periodic **1** (16.7%)
■	Don't know **0**
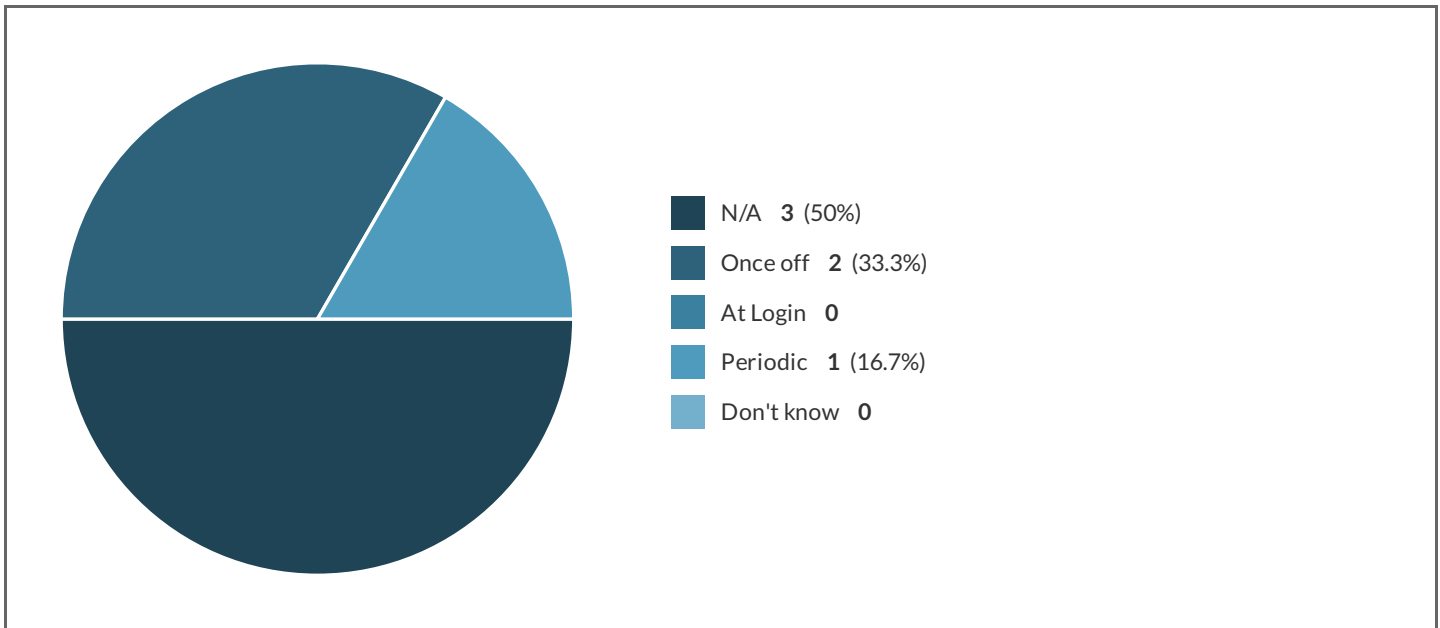
7.5 Increases the organization's computing power needed

7.5.a Increases the organization's computing power needed - Severity of Cost
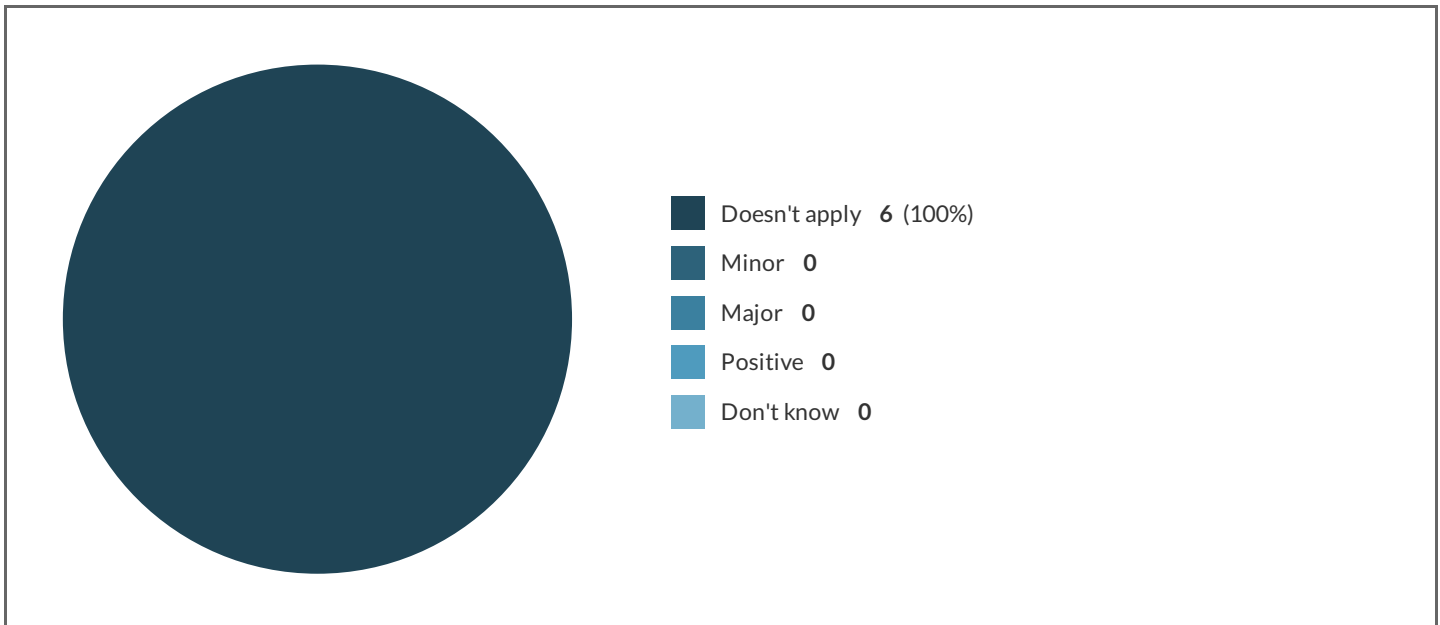
■	Doesn't apply **6** (100%)
■	Minor **0**
■	Major **0**
■	Positive **0**
■	Don't know **0**

7.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A	**6** (100%)
Once off	**0**
At Login	**0**
Periodic	**0**
Don't know	**0**

7.a Do you approve of this advice?

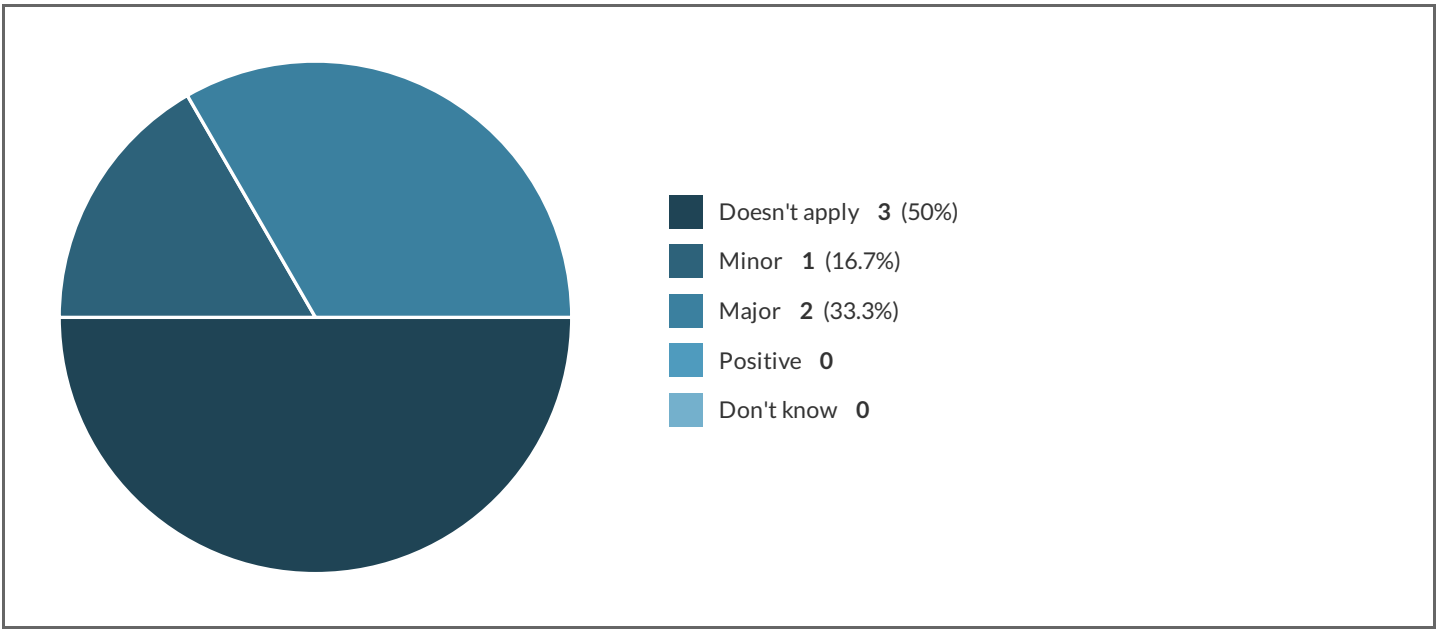|	
Yes	**3** (50%)
Neutral	**3** (50%)
No	**0**

7.b Comments
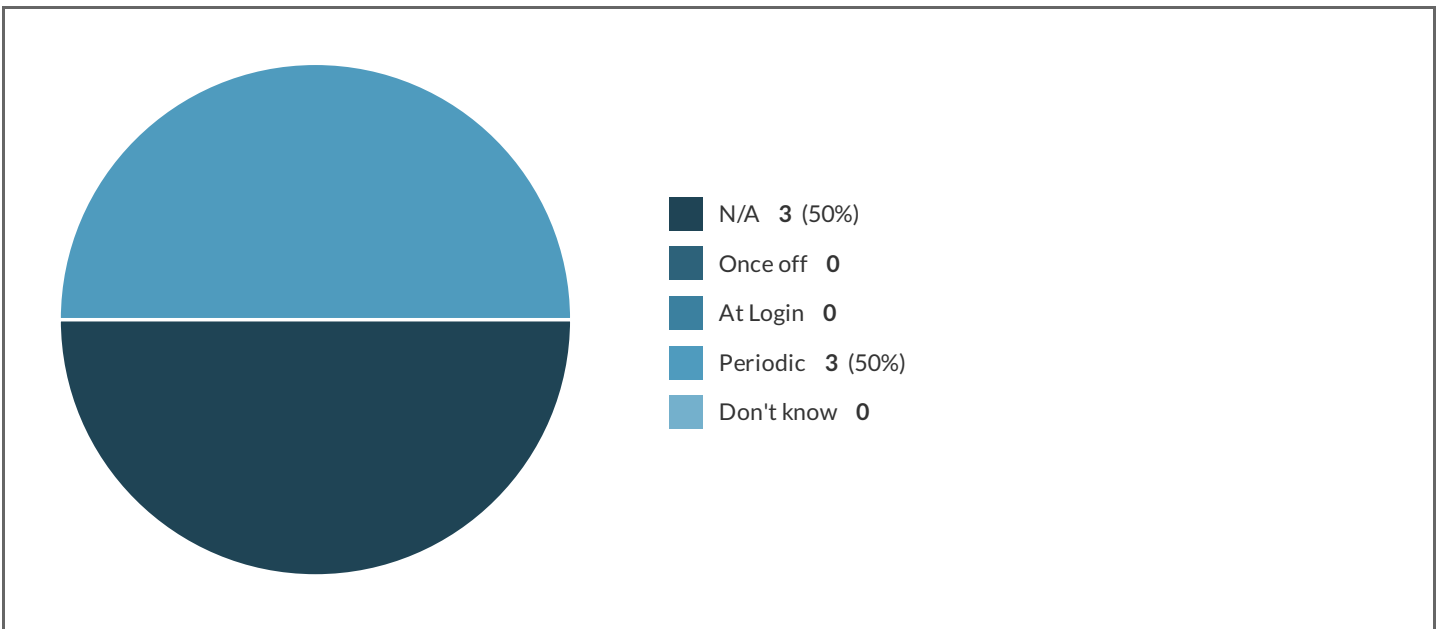
No responses

8 Intrusions should be monitored and analysed

8.1 Increased help desk/user support time

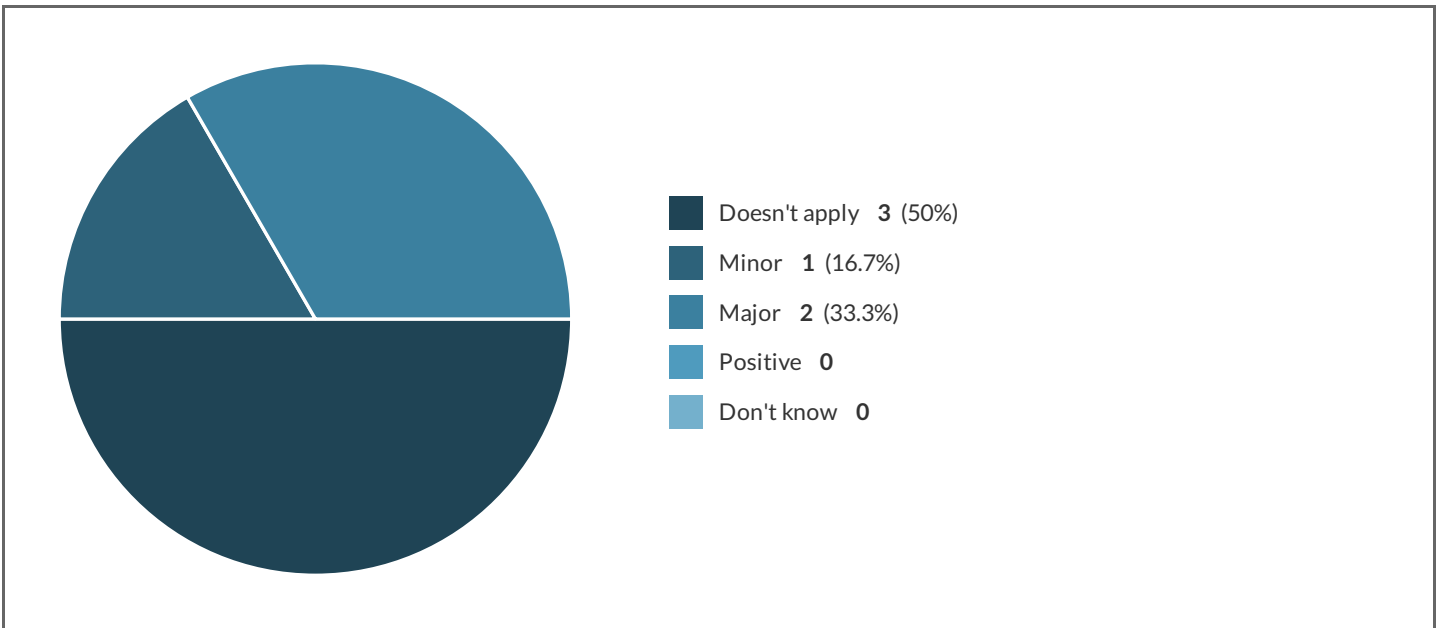**8.1.a** Increased help desk/user support time - Severity of Cost

Legend:
- Doesn't apply **3** (50%)
- Minor **1** (16.7%)
- Major **2** (33.3%)
- Positive **0**
- Don't know **0**

Increased help desk/user support time - Frequency Cost is Experienced

Legend:
- N/A **3** (50%)
- Once off **0**
- At Login **0**
- Periodic **3** (50%)
- Don't know **0**

8.2 User education required

8.2.a User education required - Severity of Cost

Legend:
- Doesn't apply **3** (50%)
- Minor **1** (16.7%)
- Major **2** (33.3%)
- Positive **0**
- Don't know **0**

8.2.b User education required - Frequency Cost is Experienced

Legend:
- N/A **3** (50%)
- Once off **0**
- At Login **0**
- Periodic **3** (50%)
- Don't know **0**
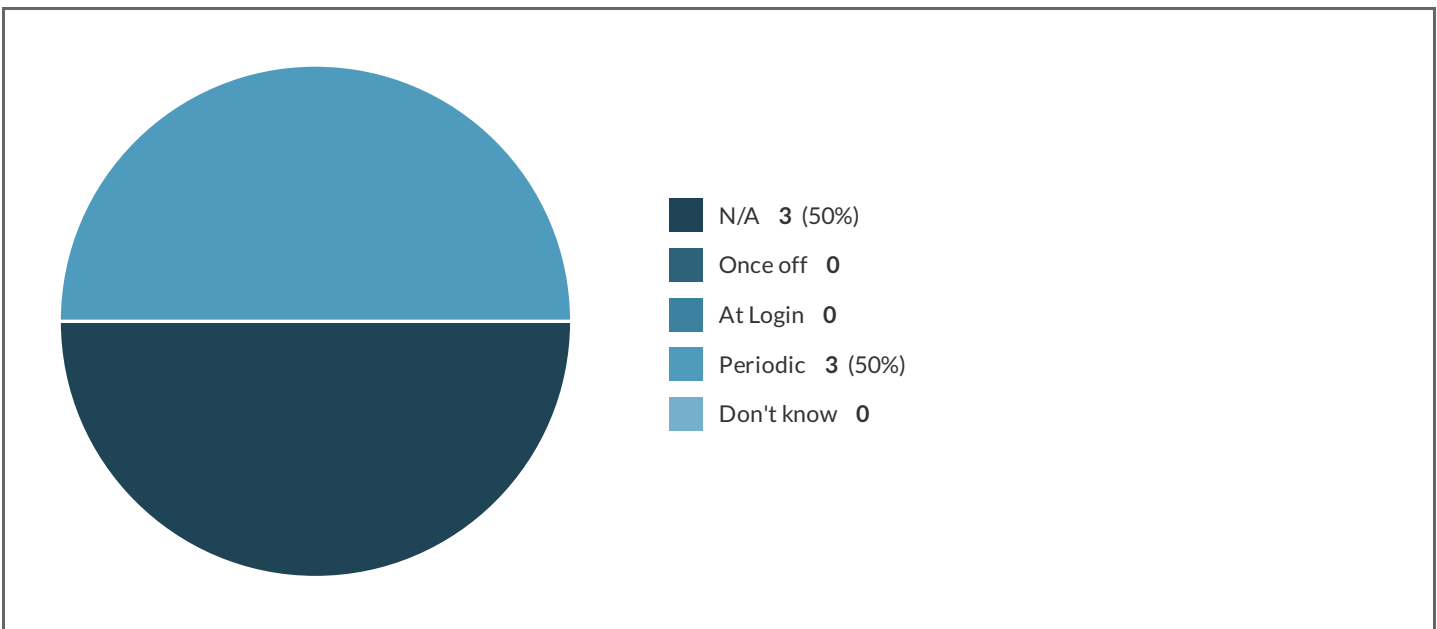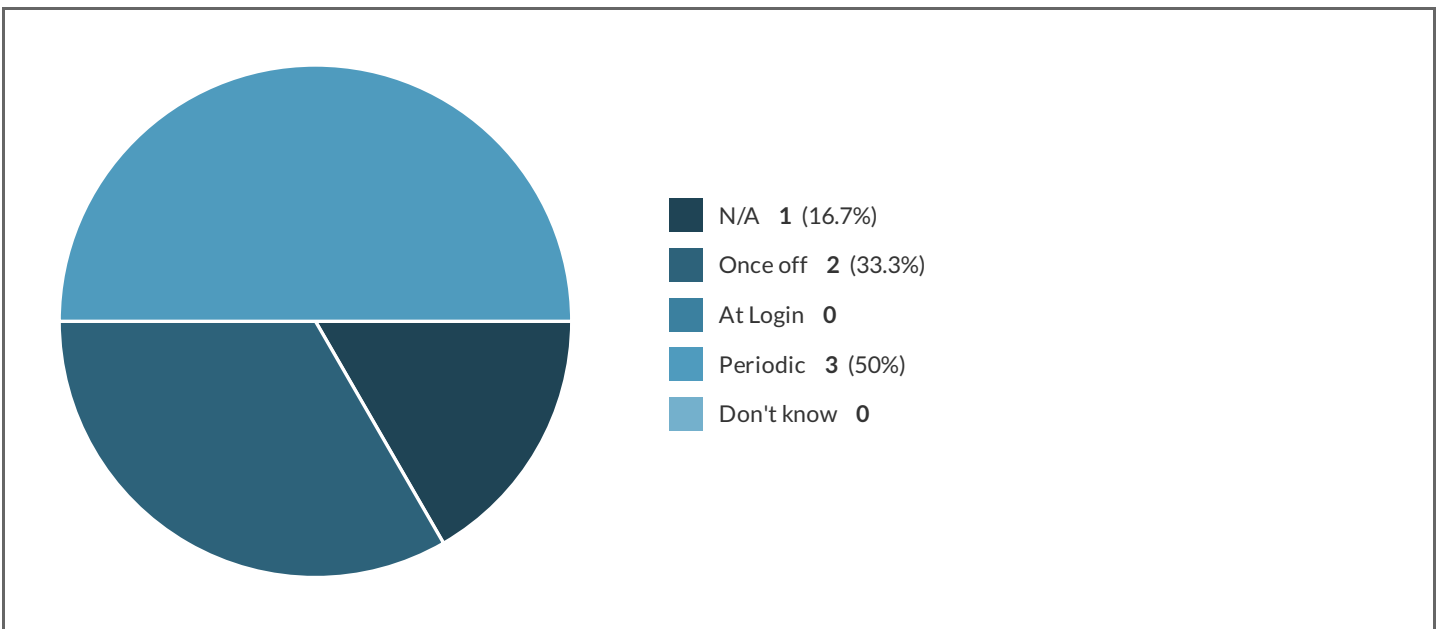
8.3 Organization needs extra resources

8.3.a Organization needs extra resources - Severity of Cost

Legend:
- Doesn't apply **1** (16.7%)
- Minor **2** (33.3%)
- Major **3** (50%)
- Positive **0**
- Don't know **0**

8.3.b Organization needs extra resources - Frequency Cost is Experienced

Legend:
- N/A **1** (16.7%)
- Once off **2** (33.3%)
- At Login **0**
- Periodic **3** (50%)
- Don't know **0**
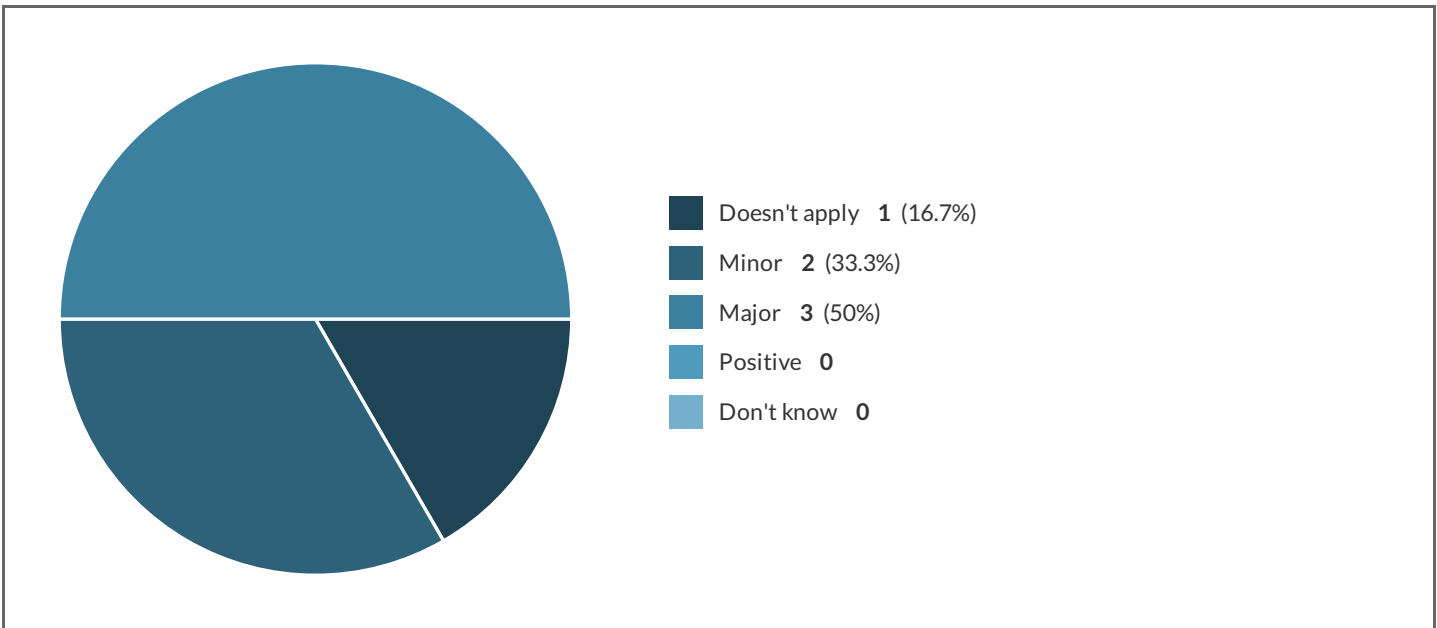
8.4 Takes organization time to implement

8.4.a Takes organization time to implement - Severity of Cost
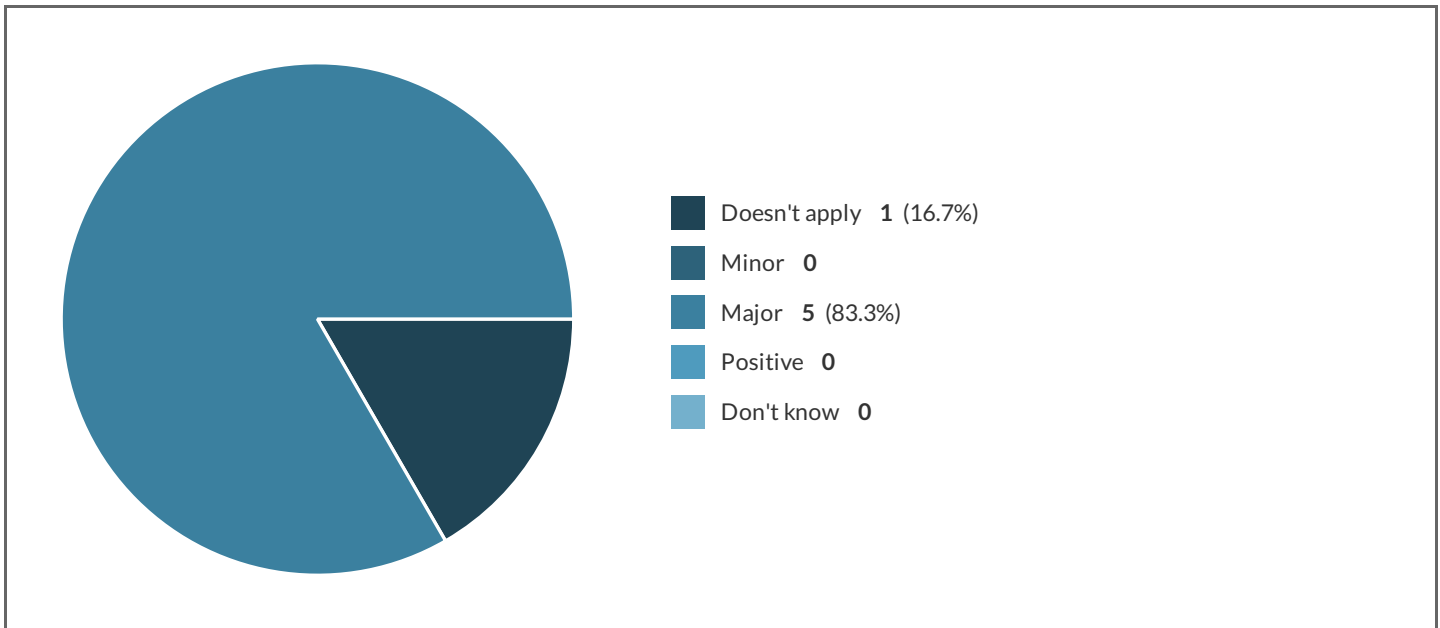
Legend:
- **Doesn't apply** **1** (16.7%)
- **Minor** **0**
- **Major** **5** (83.3%)
- **Positive** **0**
- **Don't know** **0**

8.4.b Takes organization time to implement - Frequency Cost is Experienced

Legend:
- **N/A** **1** (16.7%)
- **Once off** **3** (50%)
- **At Login** **0**
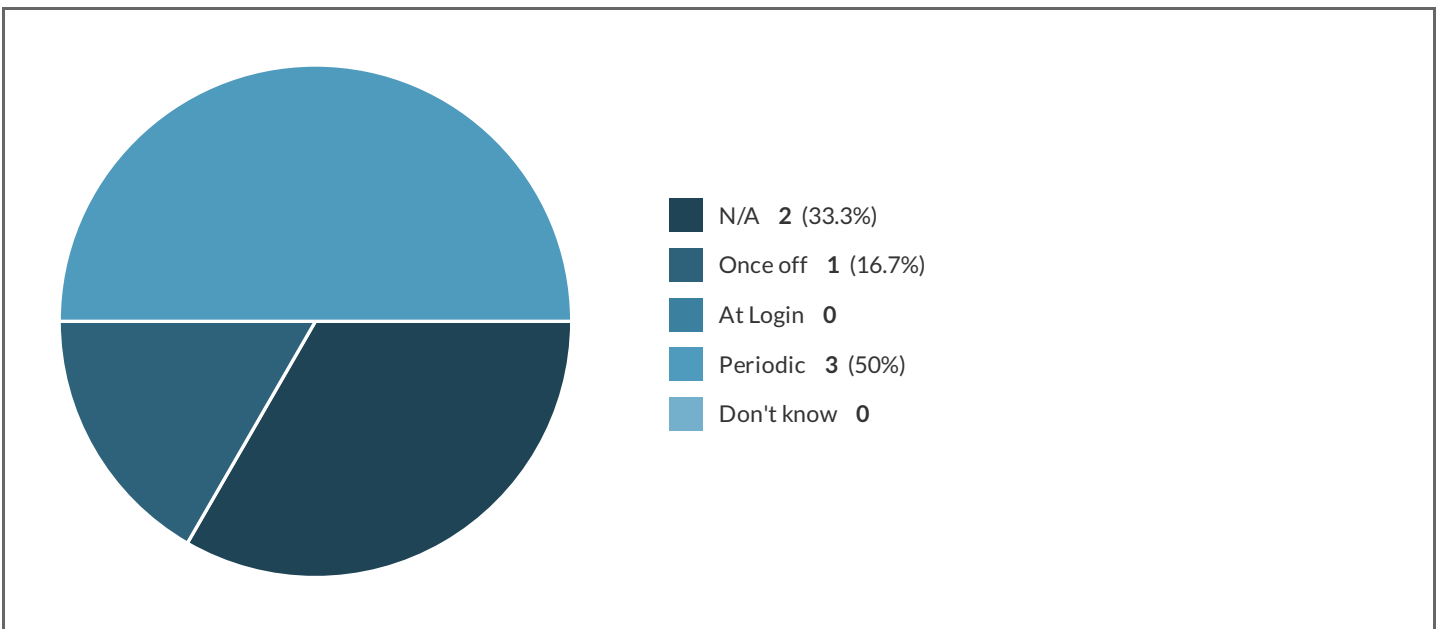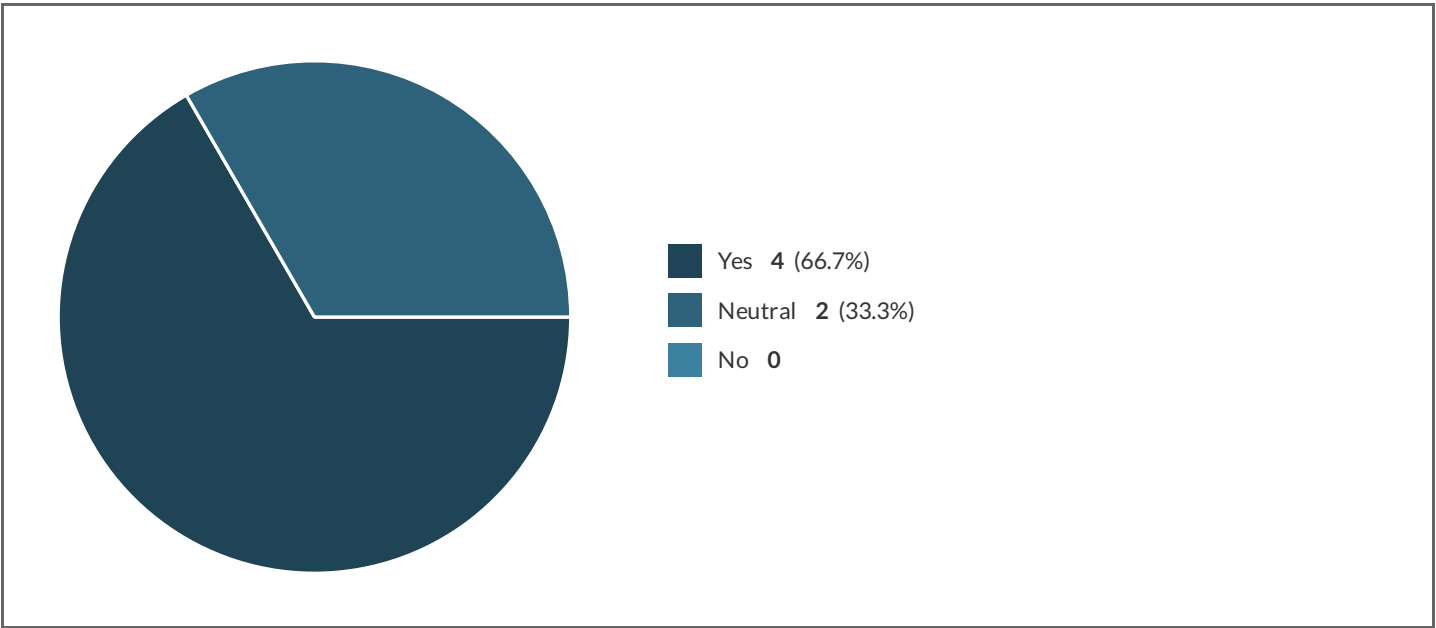- **Periodic** **2** (33.3%)
- **Don't know** **0**
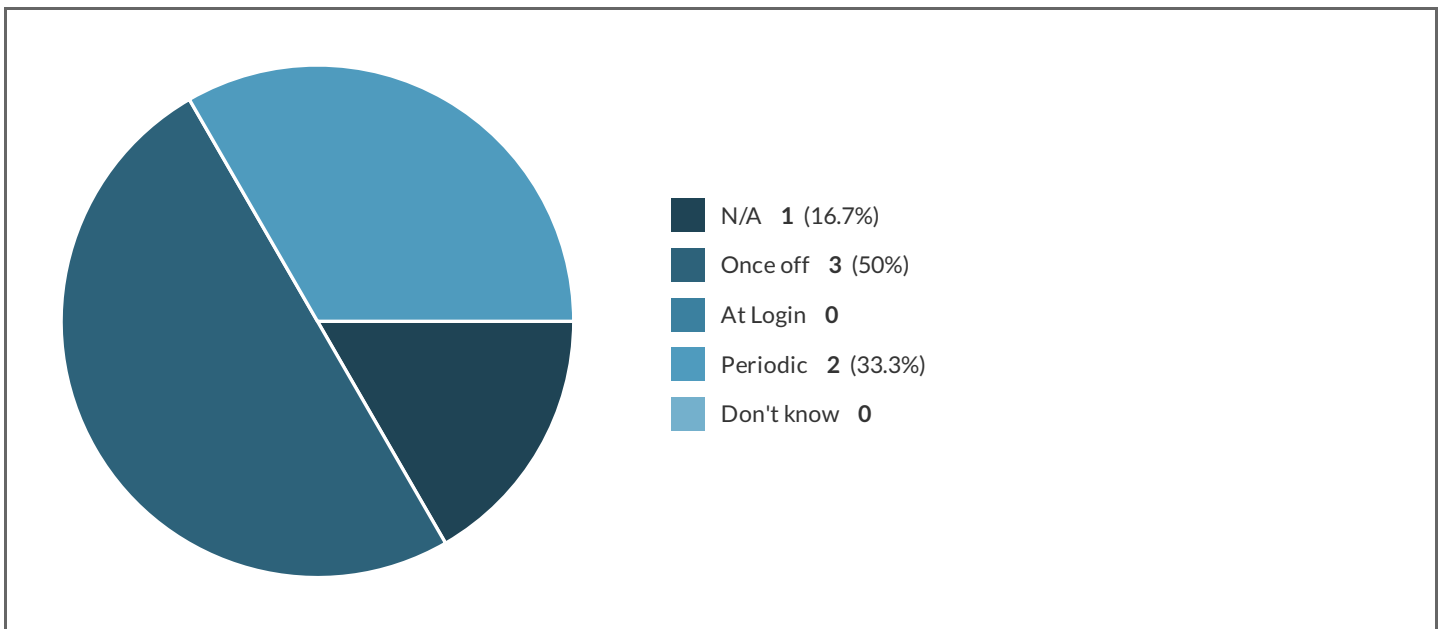
8.5 Increases the organization's computing power needed

8.5.a Increases the organization's computing power needed - Severity of Cost
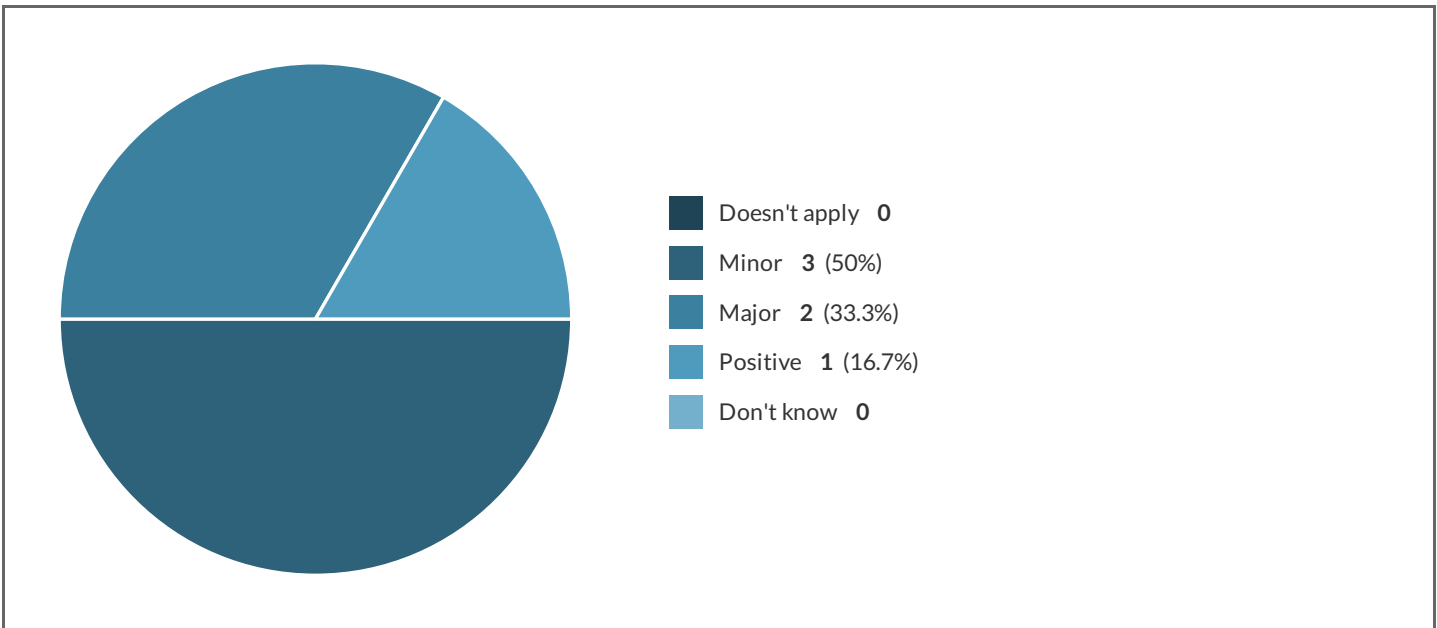
Legend:
- Doesn't apply **0**
- Minor **3** (50%)
- Major **2** (33.3%)
- Positive **1** (16.7%)
- Don't know **0**

8.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

Legend:
- N/A **2** (33.3%)
- Once off **1** (16.7%)
- At Login **0**
- Periodic **3** (50%)
- Don't know **0**

8.a Do you approve of this advice?

- Yes **4** (66.7%)
- Neutral **2** (33.3%)
- No **0**

8.b Comments

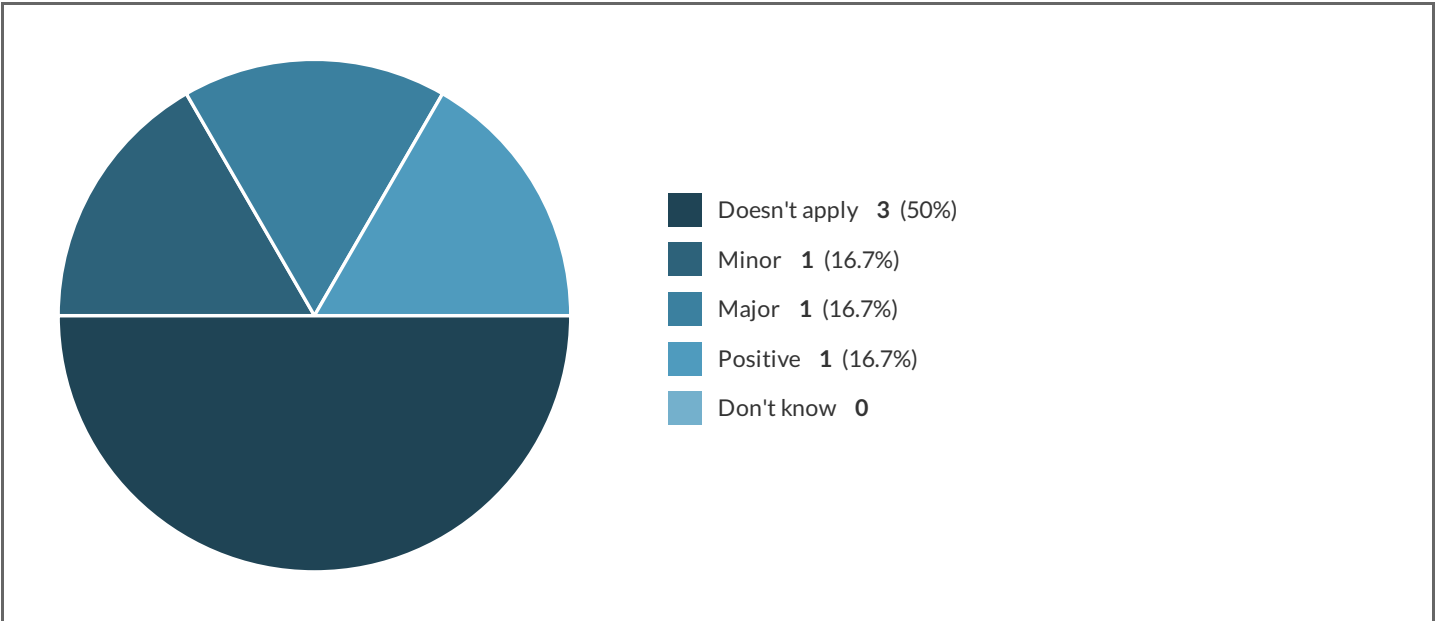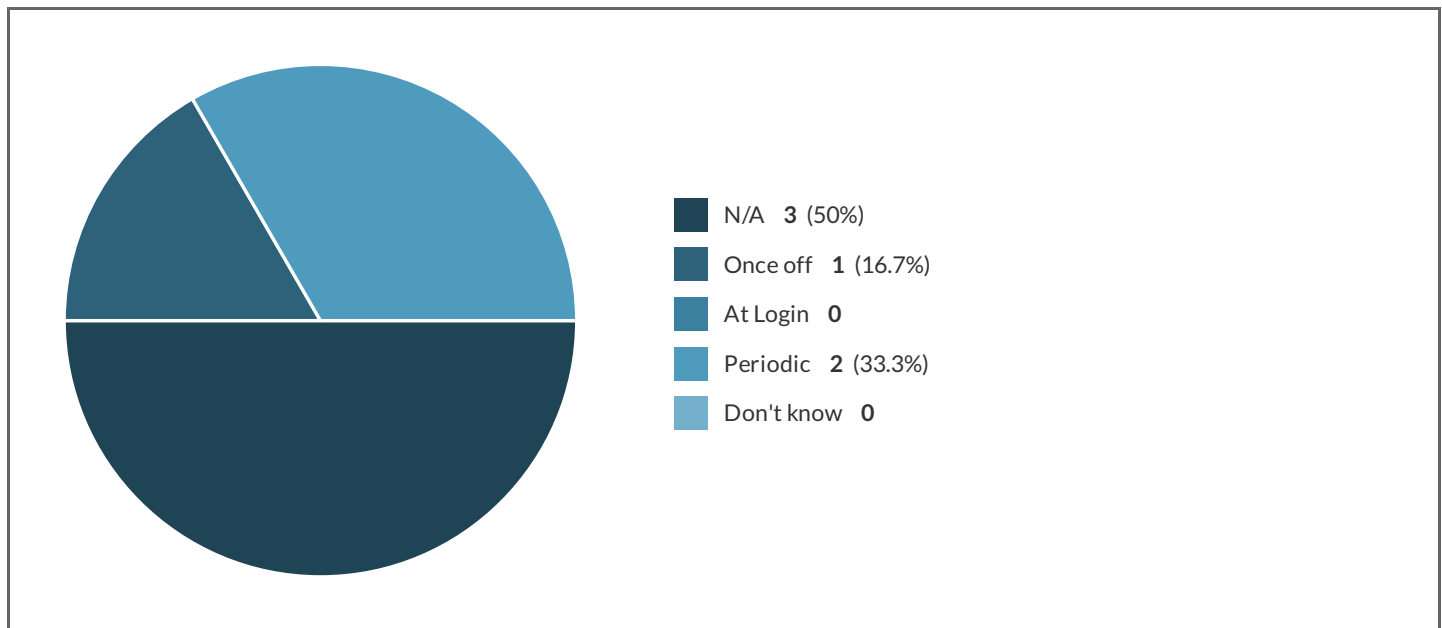| Showing 1 response	
Assuming you know the attack vector	633780-633771-66107168

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

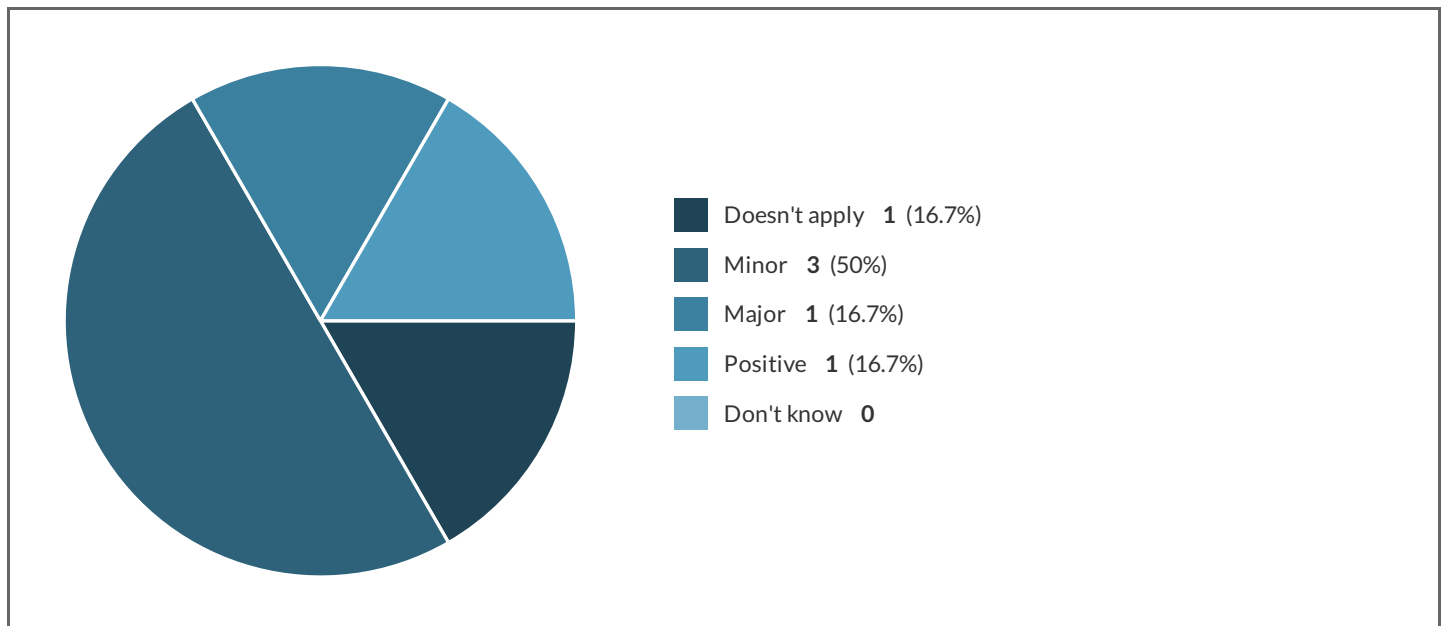**9.1.a** Increased help desk/user support time - Severity of Cost

- Doesn't apply **3** (50%)
- Minor **1** (16.7%)
- Major **1** (16.7%)
- Positive **1** (16.7%)
- Don't know **0**

Increased help desk/user support time - Frequency Cost is Experienced

N/A **3** (50%)

Once off **1** (16.7%)

At Login **0**

Periodic **2** (33.3%)

Don't know **0**

9.2 User education required

9.2.a User education required - Severity of Cost

Doesn't apply **1** (16.7%)

Minor **3** (50%)

Major **1** (16.7%)

Positive **1** (16.7%)

Don't know **0**

9.2.b User education required - Frequency Cost is Experienced

Legend:
- N/A **1** (16.7%)
- Once off **2** (33.3%)
- At Login **0**
- Periodic **3** (50%)
- Don't know **0**
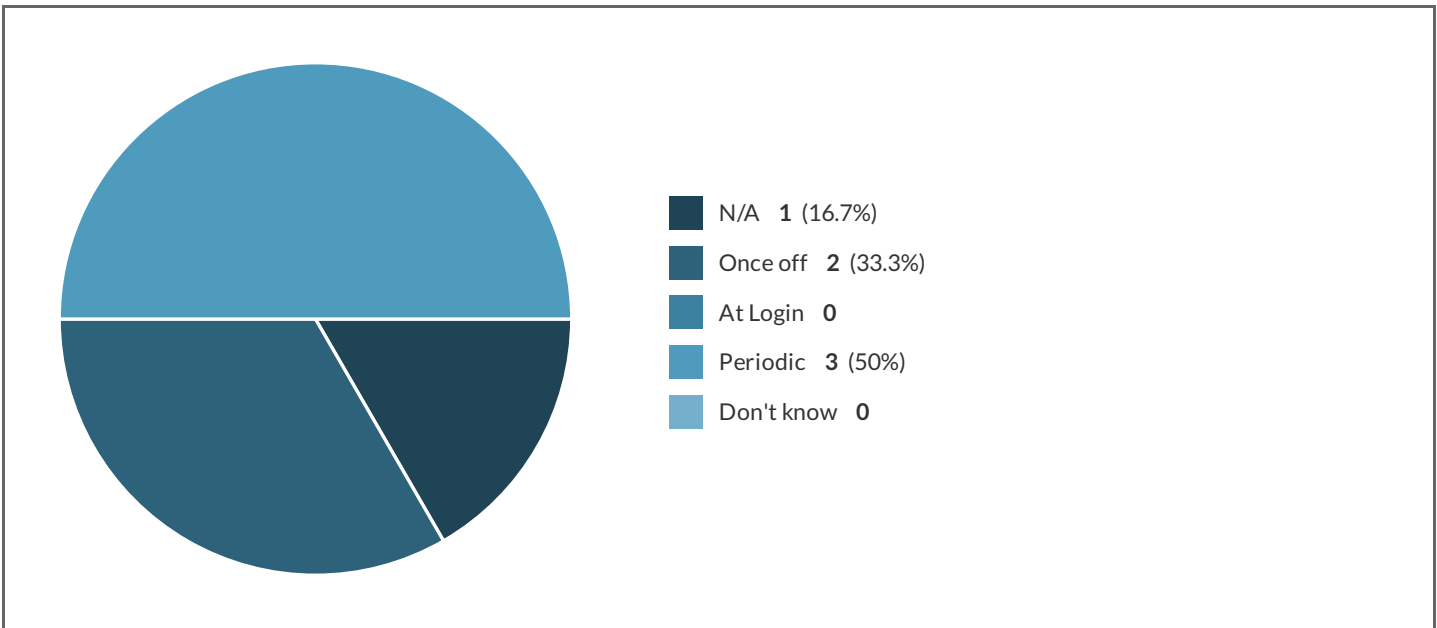
9.3 Organization needs extra resources

9.3.a Organization needs extra resources - Severity of Cost

Legend:
- Doesn't apply **5** (83.3%)
- Minor **1** (16.7%)
- Major **0**
- Positive **0**
- Don't know **0**

9.3.b Organization needs extra resources - Frequency Cost is Experienced

- N/A **5** (83.3%)
- Once off **0**
- At Login **0**
- Periodic **1** (16.7%)
- Don't know **0**
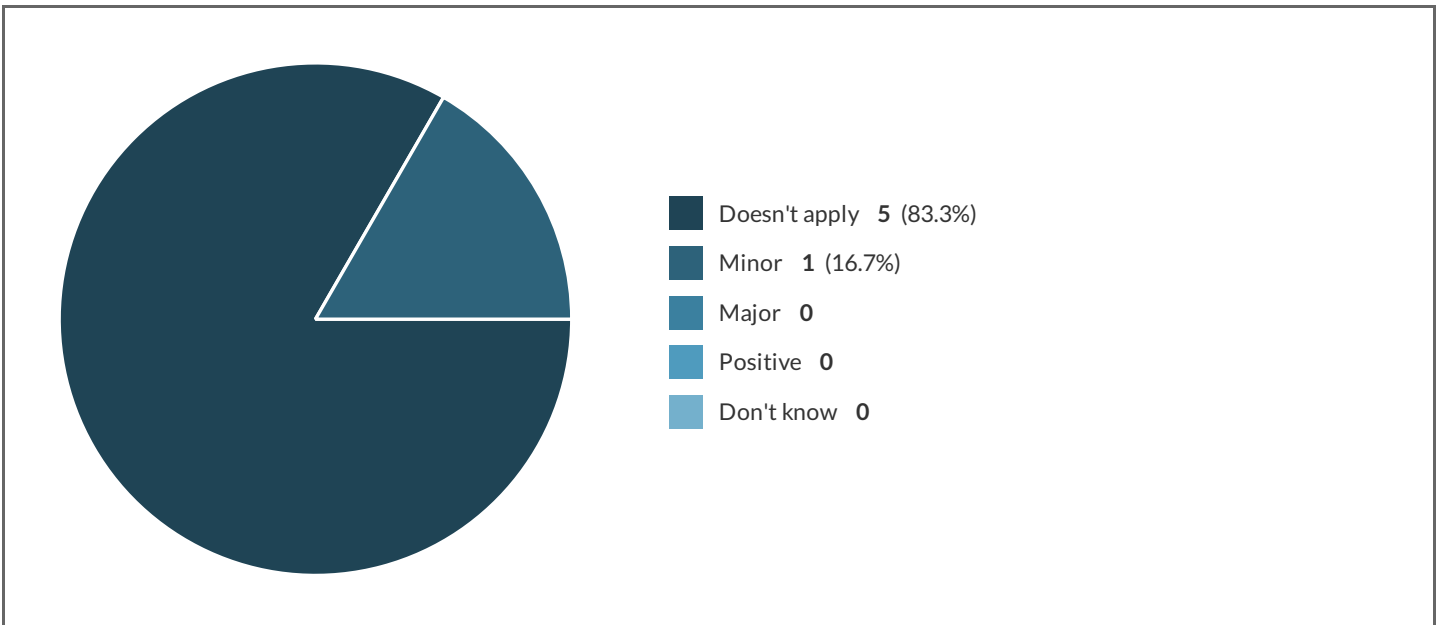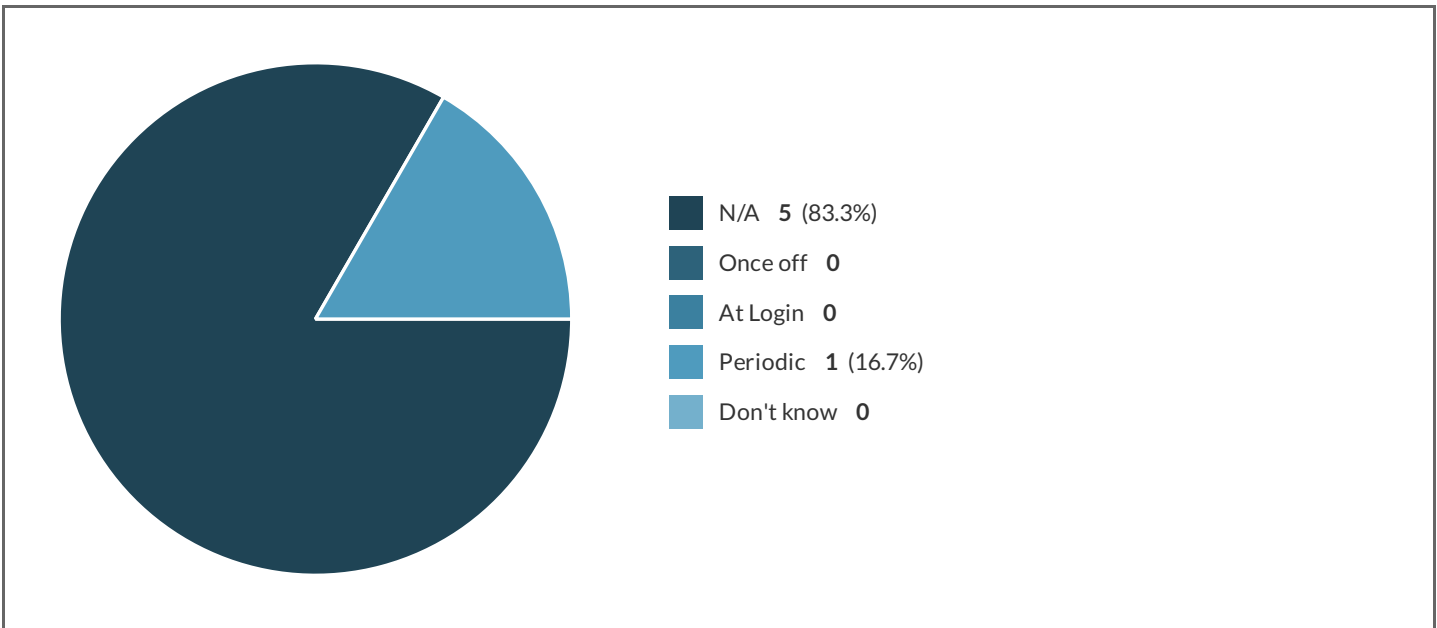
9.4 Takes organization time to implement

9.4.a Takes organization time to implement - Severity of Cost
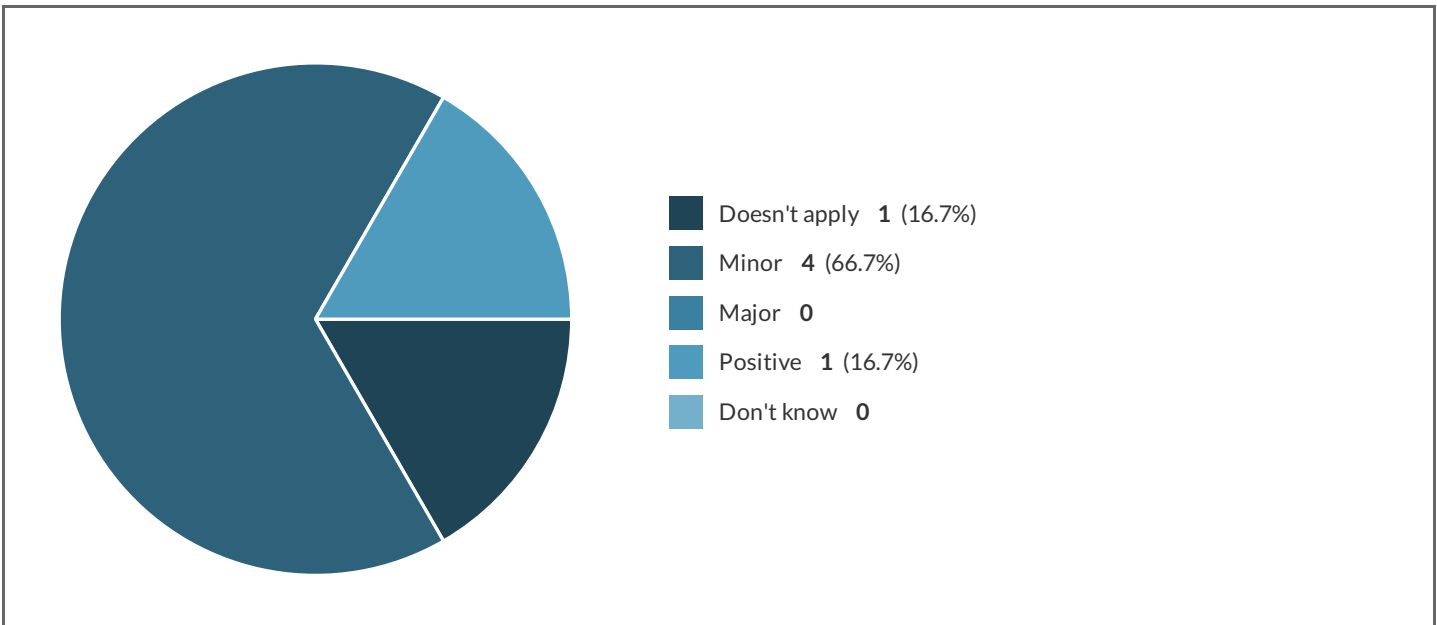
- Doesn't apply **1** (16.7%)
- Minor **4** (66.7%)
- Major **0**
- Positive **1** (16.7%)
- Don't know **0**

9.4.b Takes organization time to implement - Frequency Cost is Experienced

- N/A **2** (33.3%)
- Once off **4** (66.7%)
- At Login **0**
- Periodic **0**
- Don't know **0**
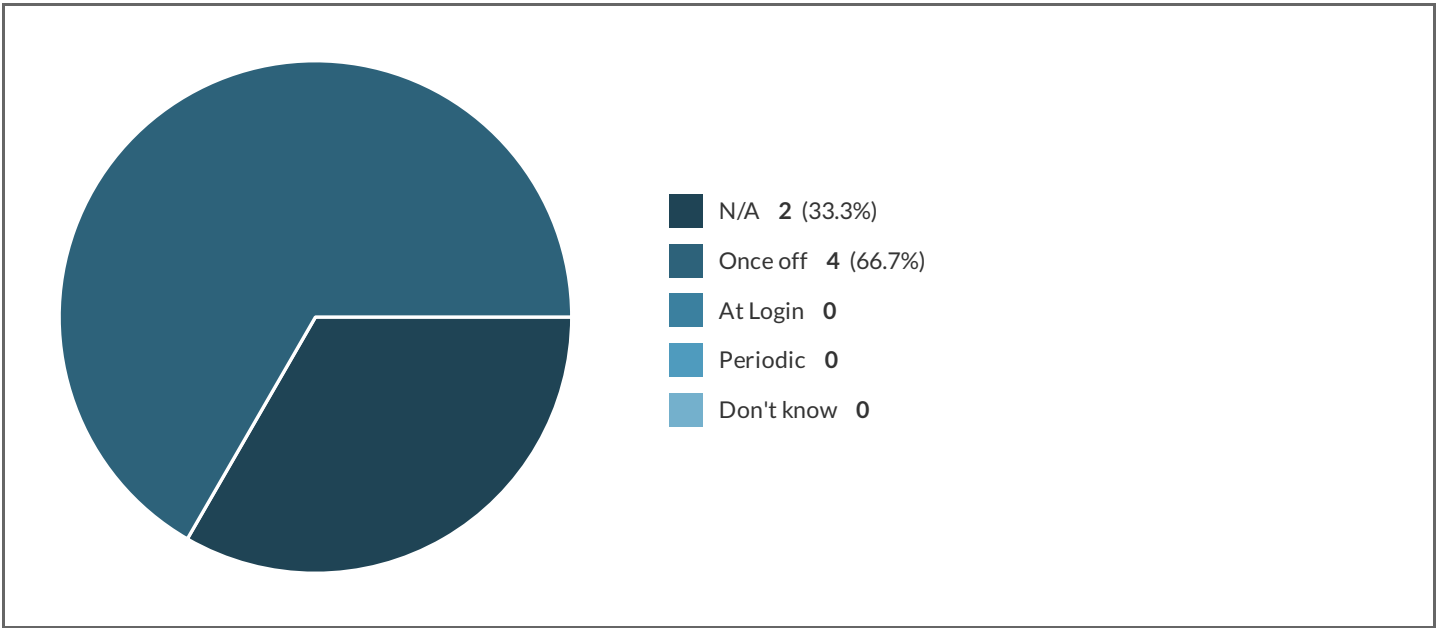
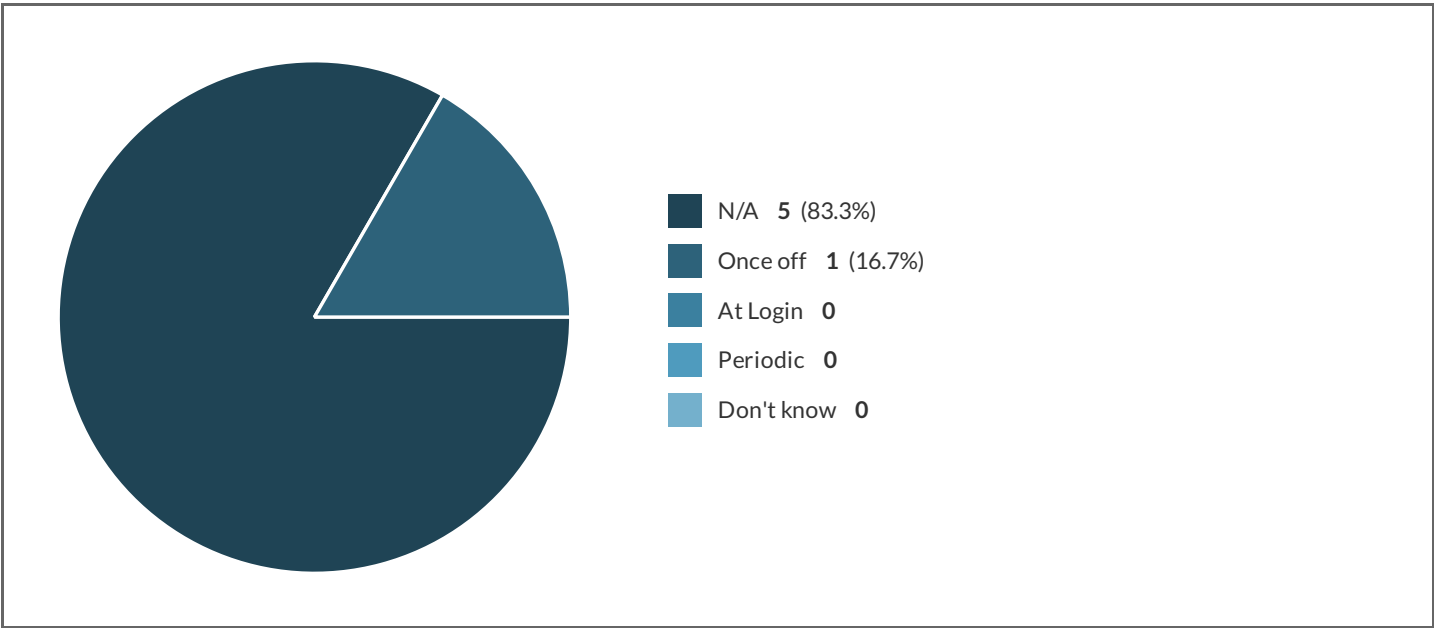**9.5** Increases the organization's computing power needed

9.5.a Increases the organization's computing power needed - Severity of Cost
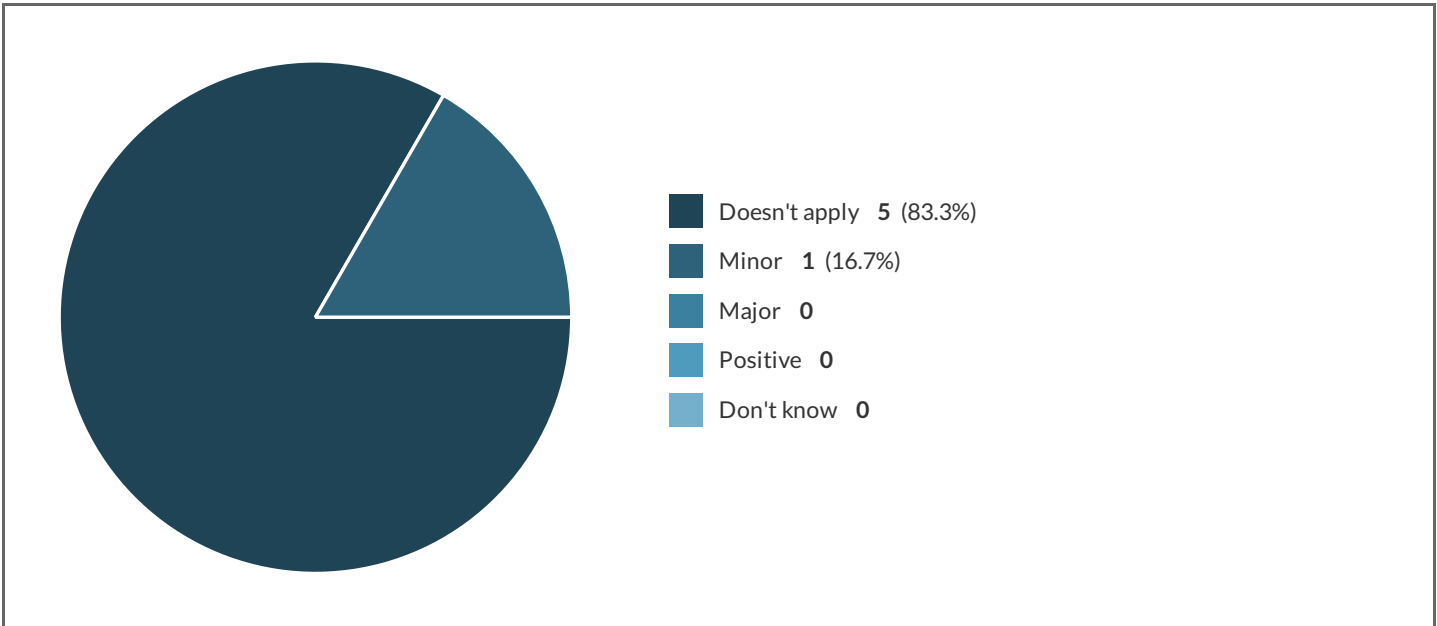
- Doesn't apply **5** (83.3%)
- Minor **1** (16.7%)
- Major **0**
- Positive **0**
- Don't know **0**

9.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A 5 (83.3%)

Once off 1 (16.7%)

At Login 0

Periodic 0

Don't know 0

9.a Do you approve of this advice?

Yes 4 (66.7%)

Neutral 1 (16.7%)

No 1 (16.7%)
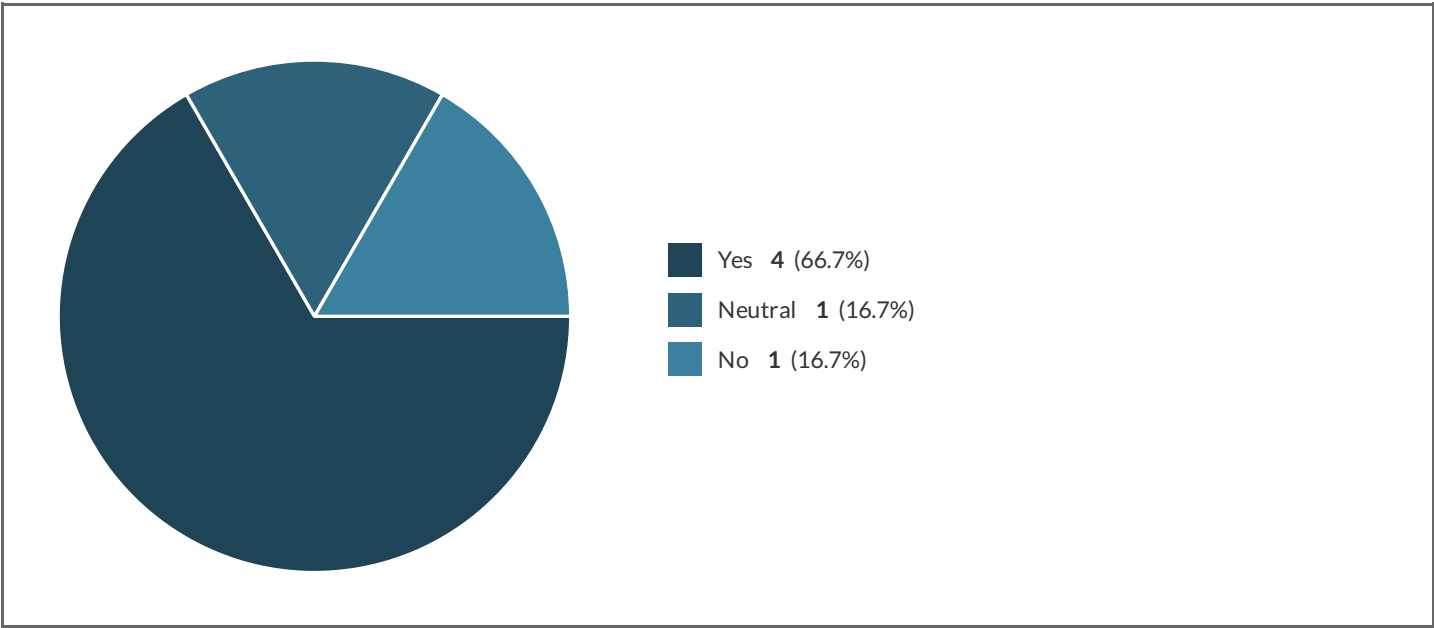
9.b Comments

| Showing all 2 responses	
Force the password complexity, then this is not needed	633780-633771-66633850
intransparent blocklists lead to a load of user support.	633780-633771-66741708

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   Increased help desk/user support time - Severity of Cost
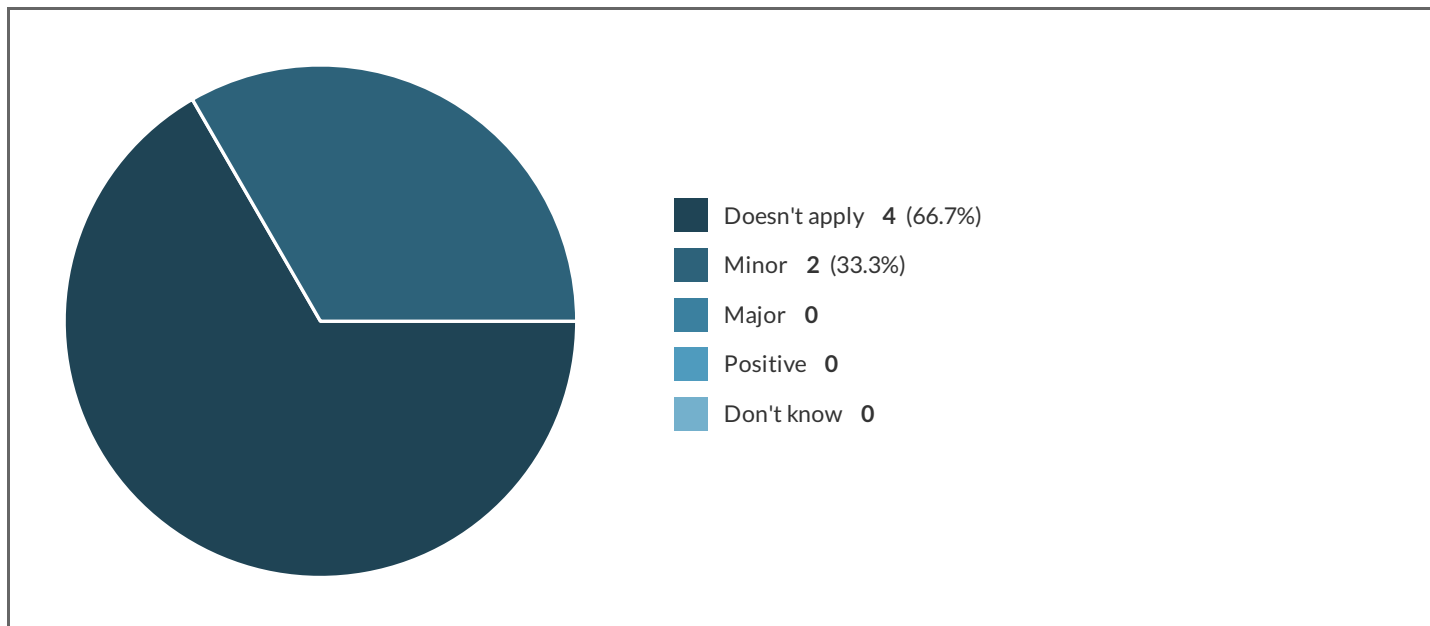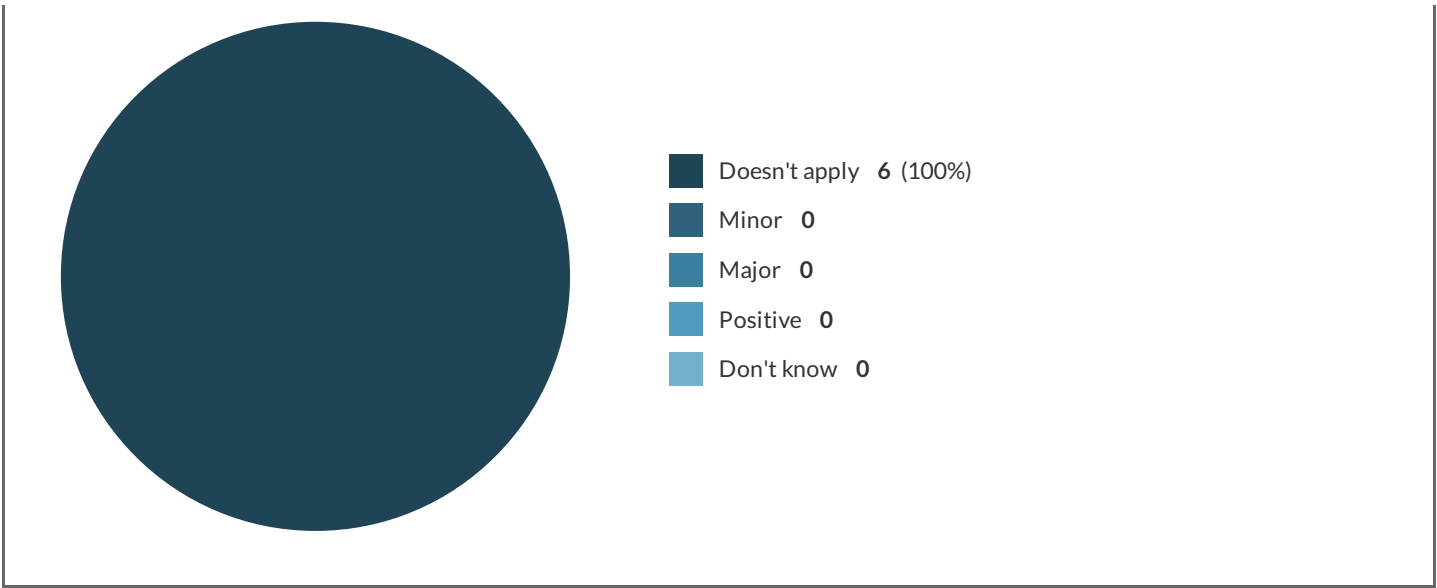

- Doesn't apply   **4** (66.7%)
- Minor   **2** (33.3%)
- Major   **0**
- Positive   **0**
- Don't know   **0**

10.1.b   Increased help desk/user support time - Frequency Cost is Experienced

- N/A   **5** (83.3%)
- Once off   **0**
- At Login   **0**
- Periodic   **1** (16.7%)
- Don't know   **0**
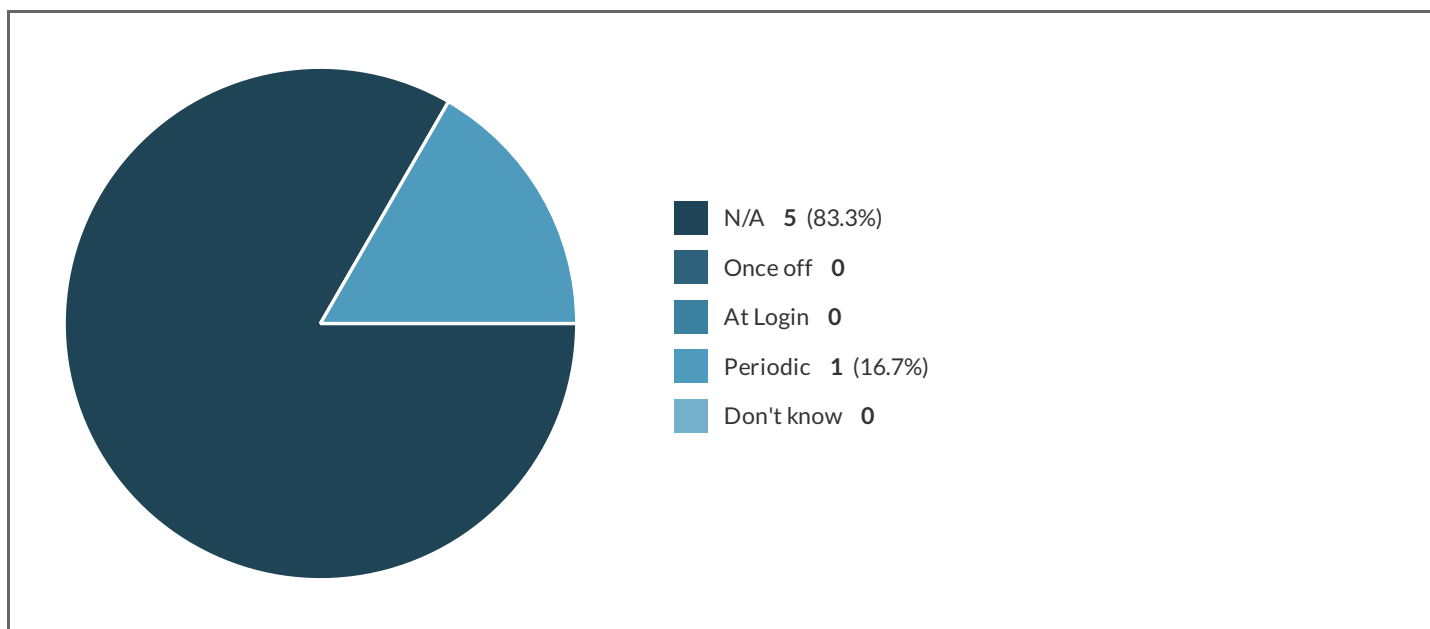
10.2   User education required

10.2.a   User education required - Severity of Cost

Legend:
- Doesn't apply **6** (100%)
- Minor **0**
- Major **0**
- Positive **0**
- Don't know **0**

User education required - Frequency Cost is Experienced

Legend:
- N/A **6** (100%)
- Once off **0**
- At Login **0**
- Periodic **0**
- Don't know **0**

Organization needs extra resources

Organization needs extra resources - Severity of Cost

Doesn't apply **3** (50%)

Minor **3** (50%)

Major **0**

Positive **0**

Don't know **0**

Organization needs extra resources - Frequency Cost is Experienced

N/A **3** (50%)

Once off **2** (33.3%)

At Login **0**

Periodic **1** (16.7%)

Don't know **0**
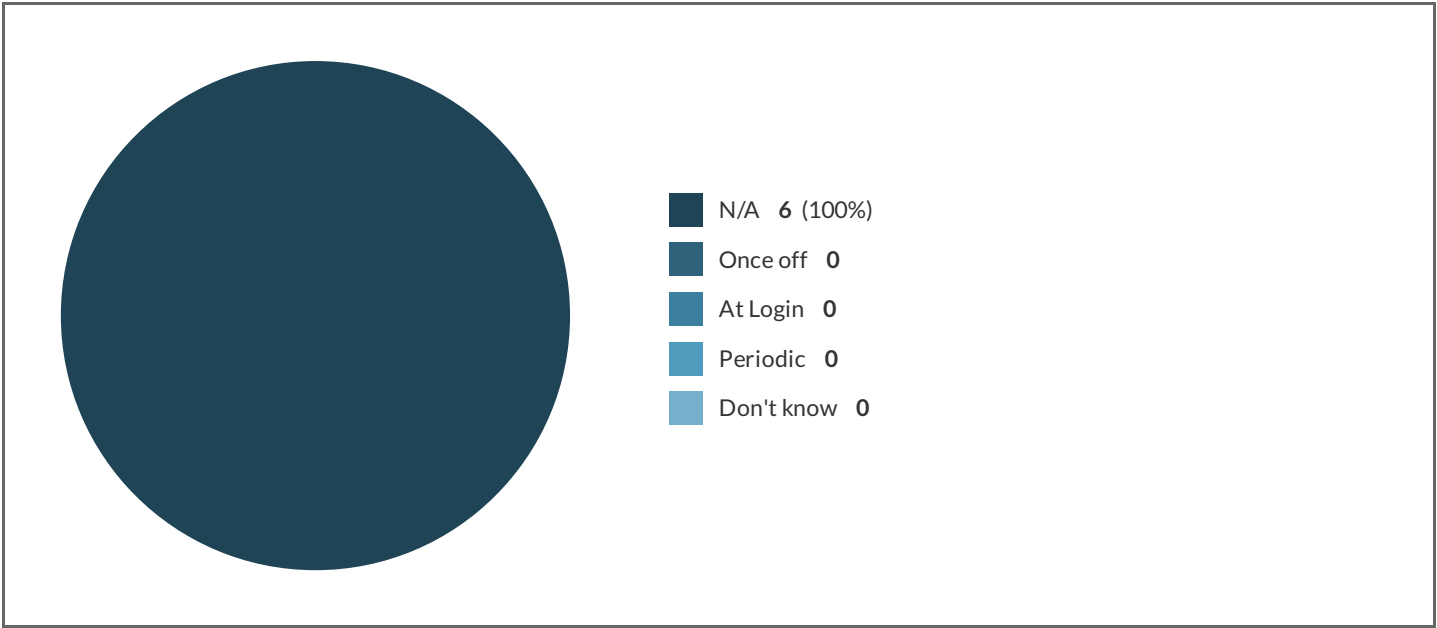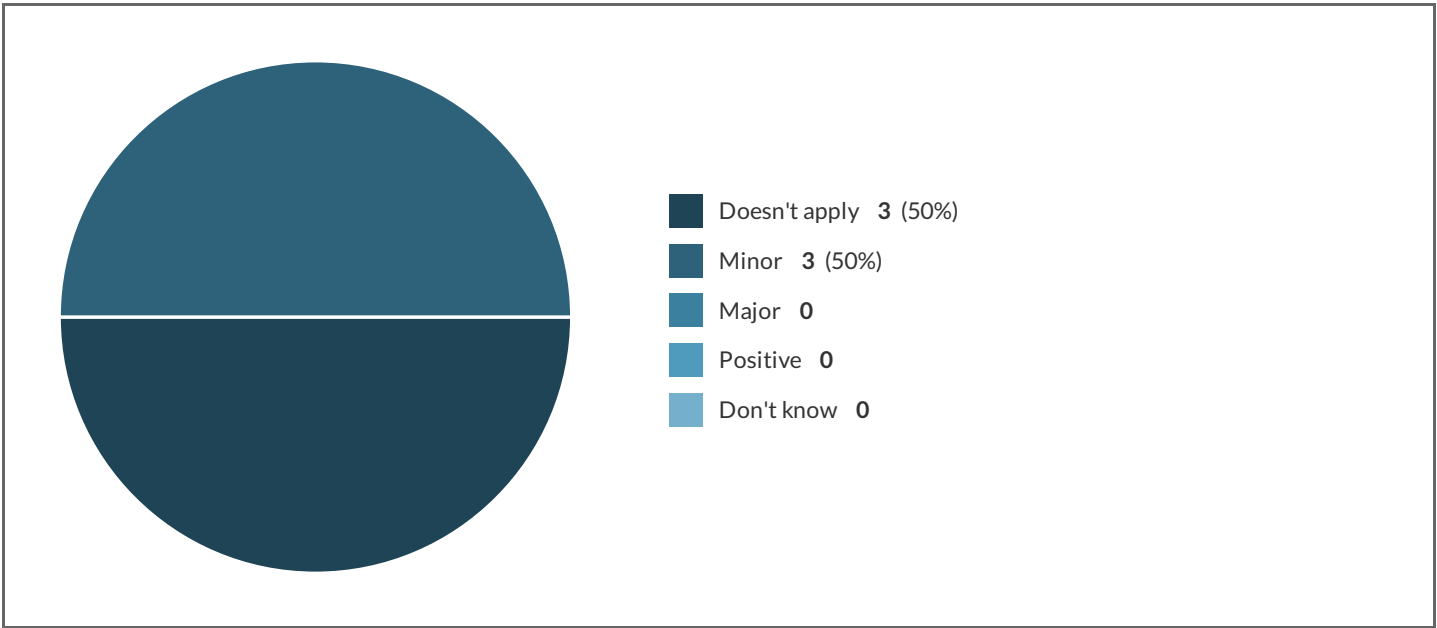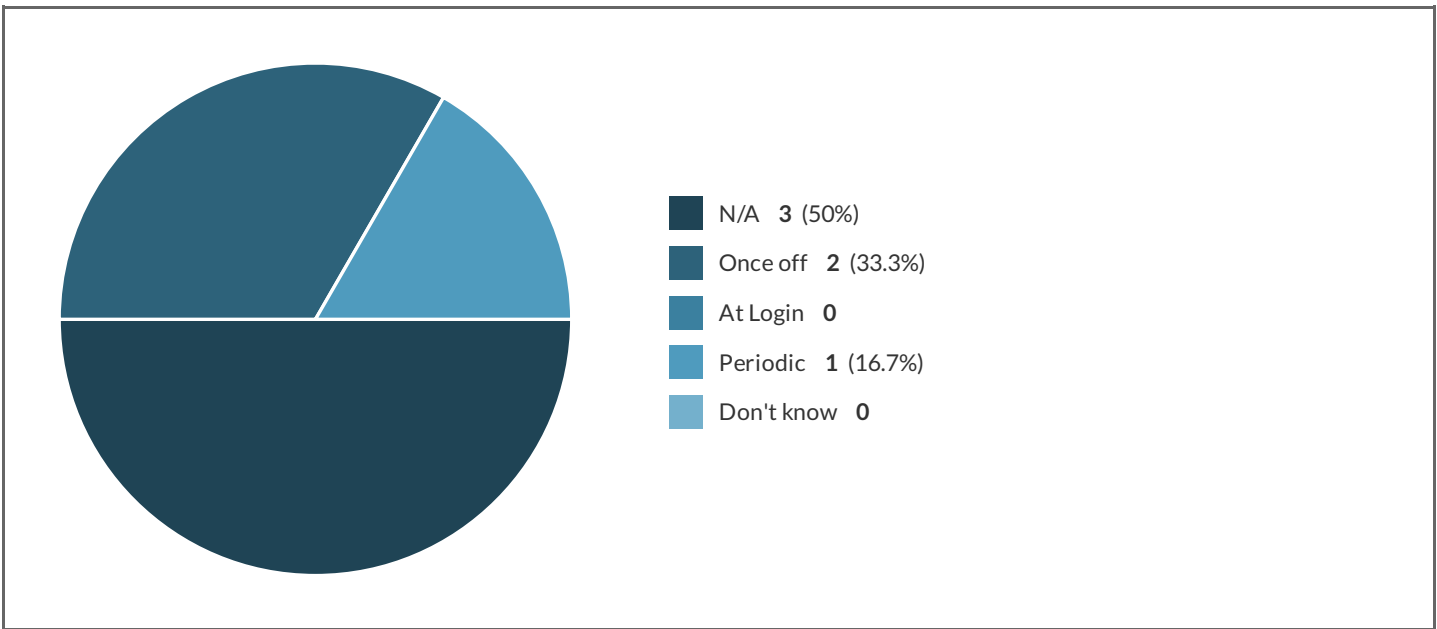
10.4 Takes organization time to implement

10.4.a Takes organization time to implement - Severity of Cost
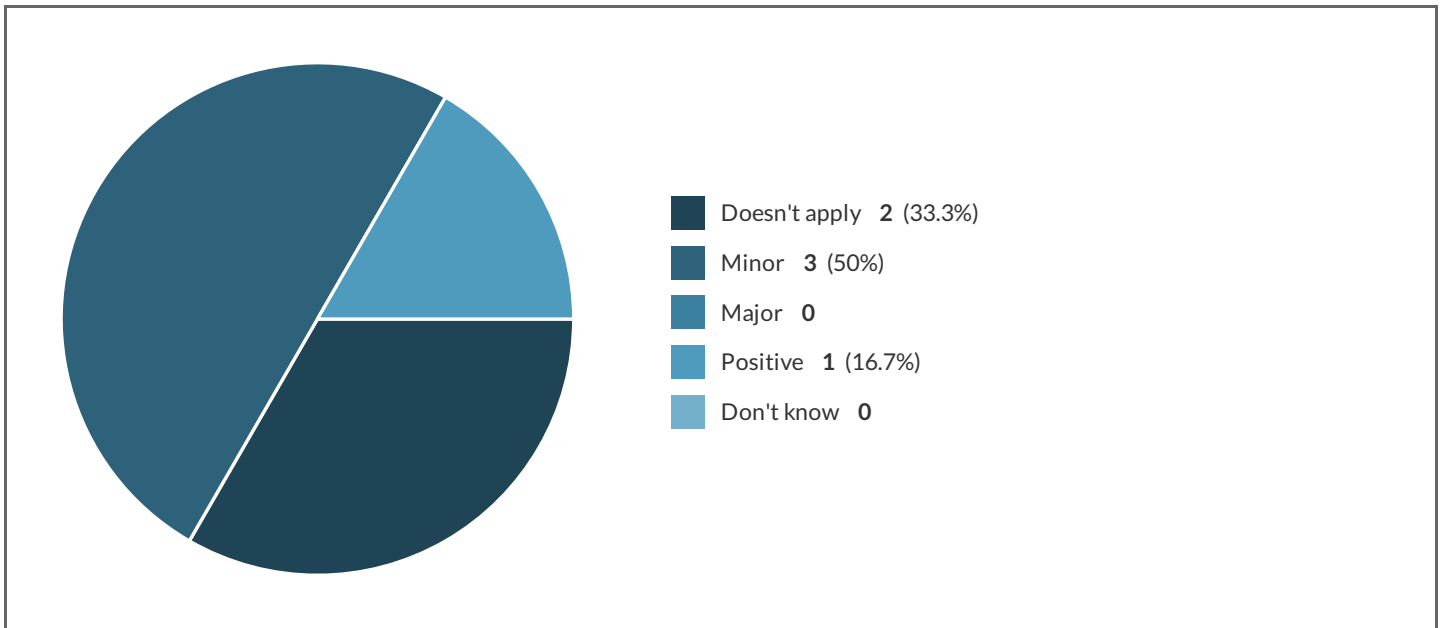
	Doesn't apply	2 (33.3%)
	Minor	3 (50%)
	Major	0
	Positive	1 (16.7%)
	Don't know	0

10.4.b Takes organization time to implement - Frequency Cost is Experienced

	N/A	3 (50%)
	Once off	3 (50%)
	At Login	0
	Periodic	0
	Don't know	0
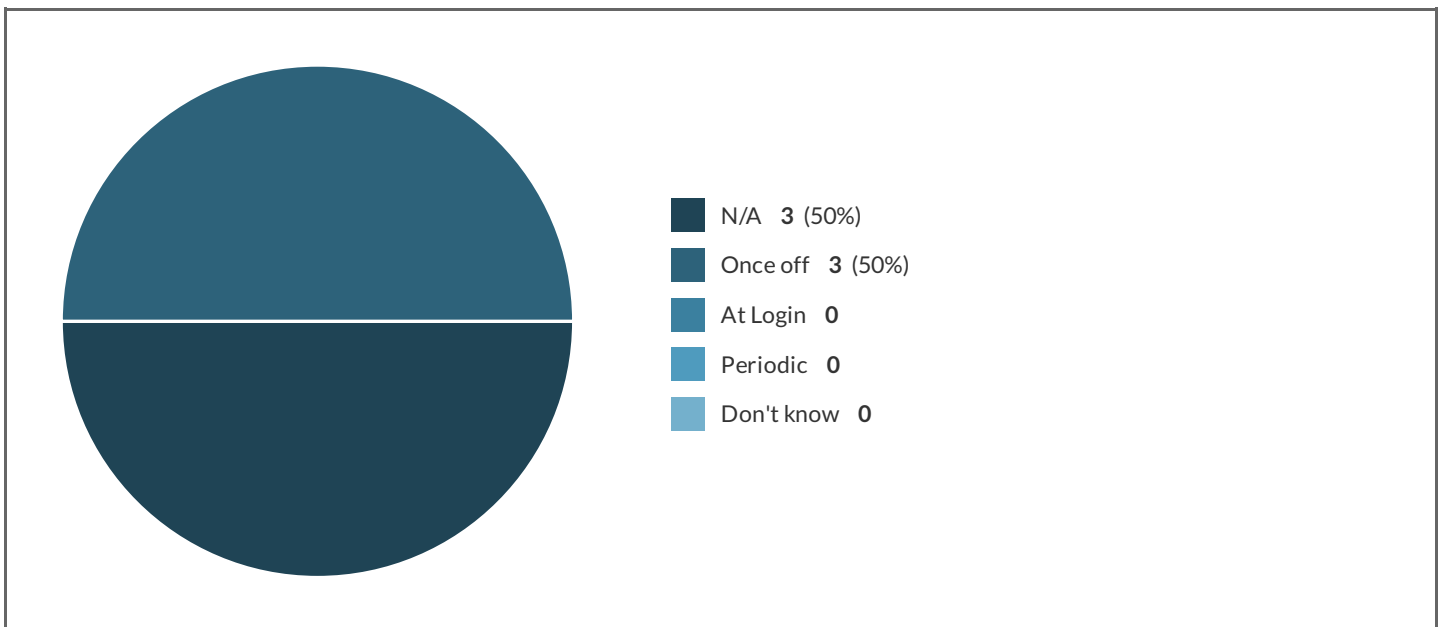
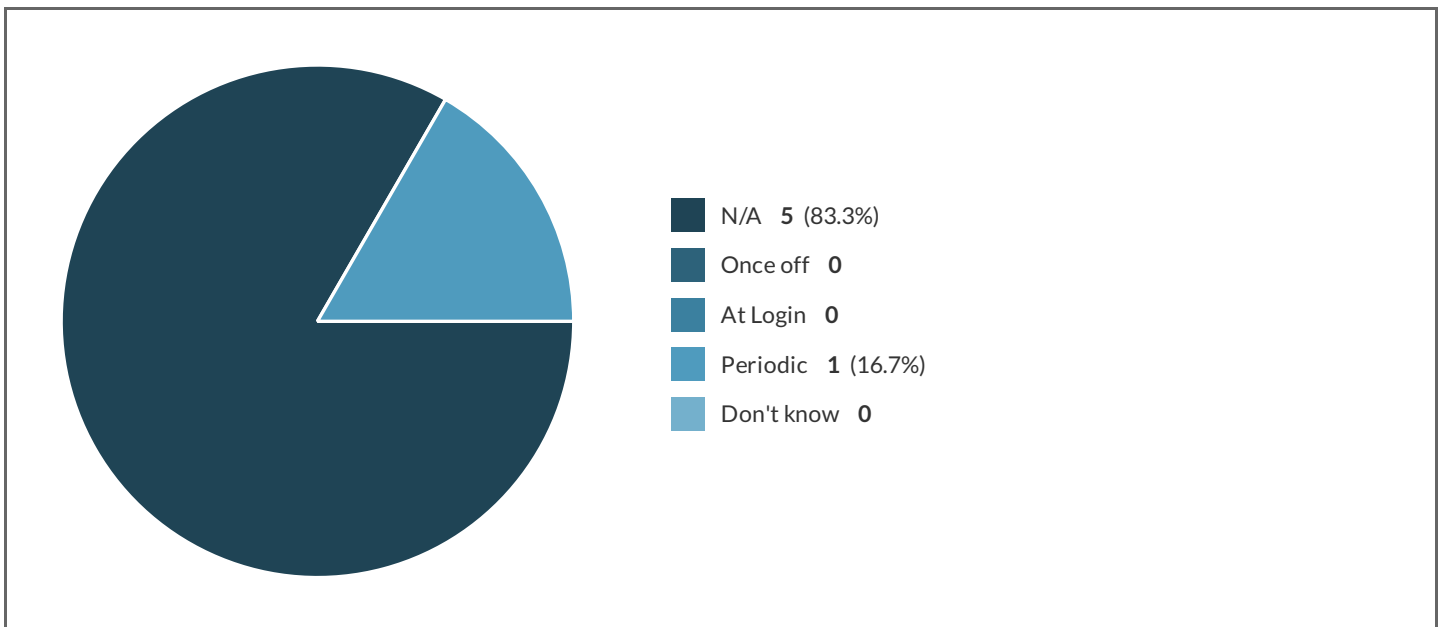**10.5** Increases the organization's computing power needed

10.5.a Increases the organization's computing power needed - Severity of Cost
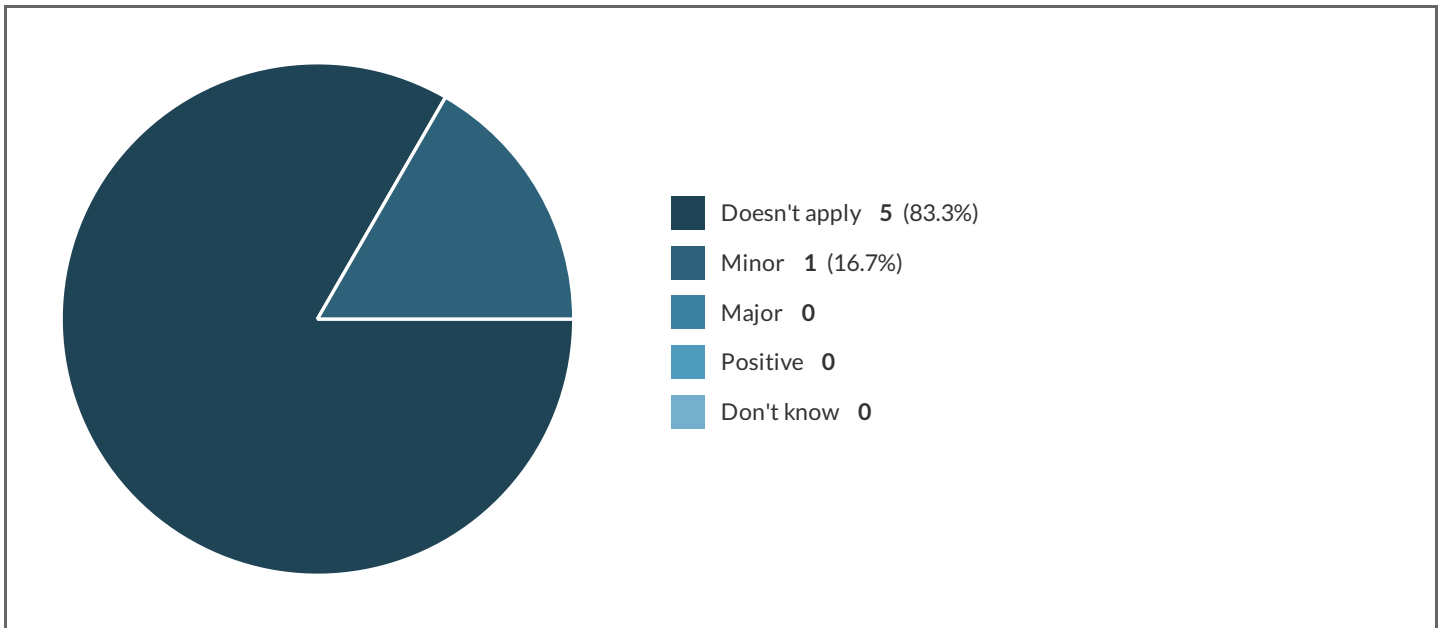
Legend:
- Doesn't apply **5** (83.3%)
- Minor **1** (16.7%)
- Major **0**
- Positive **0**
- Don't know **0**

10.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

Legend:
- N/A **5** (83.3%)
- Once off **0**
- At Login **0**
- Periodic **1** (16.7%)
- Don't know **0**

10.a Do you approve of this advice?

Yes **3** (50%)
Neutral **3** (50%)
No **0**
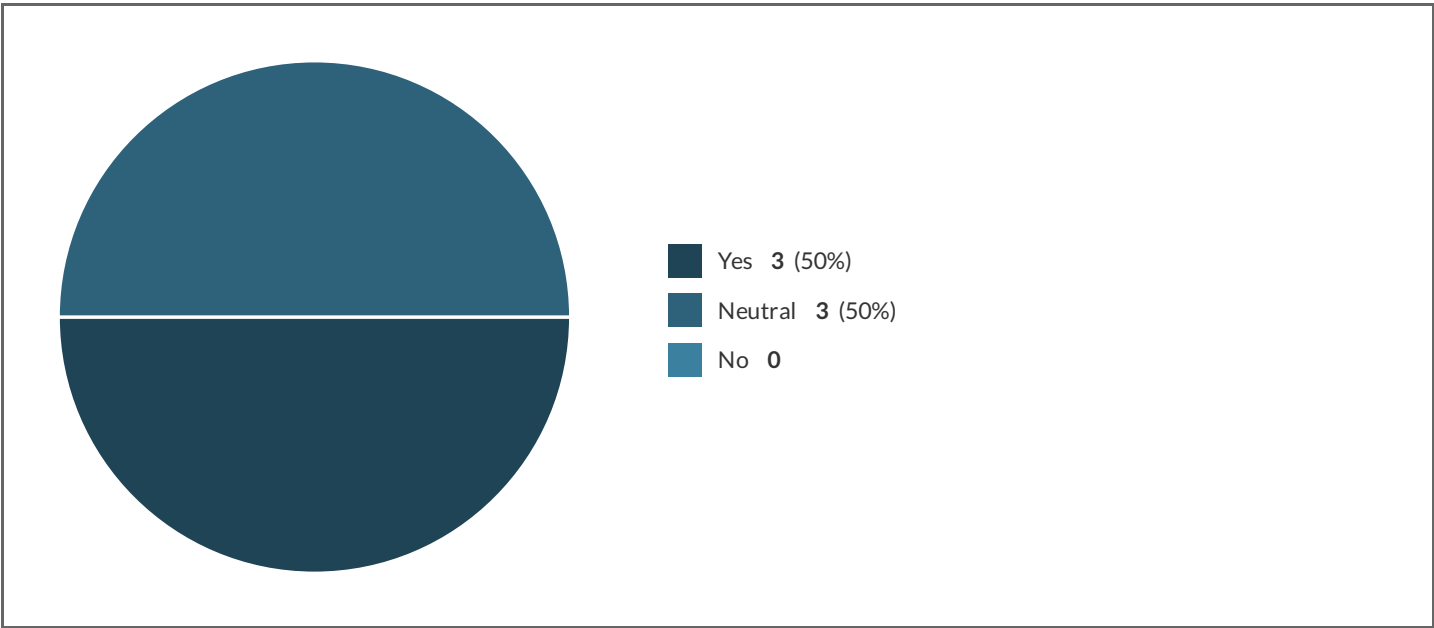
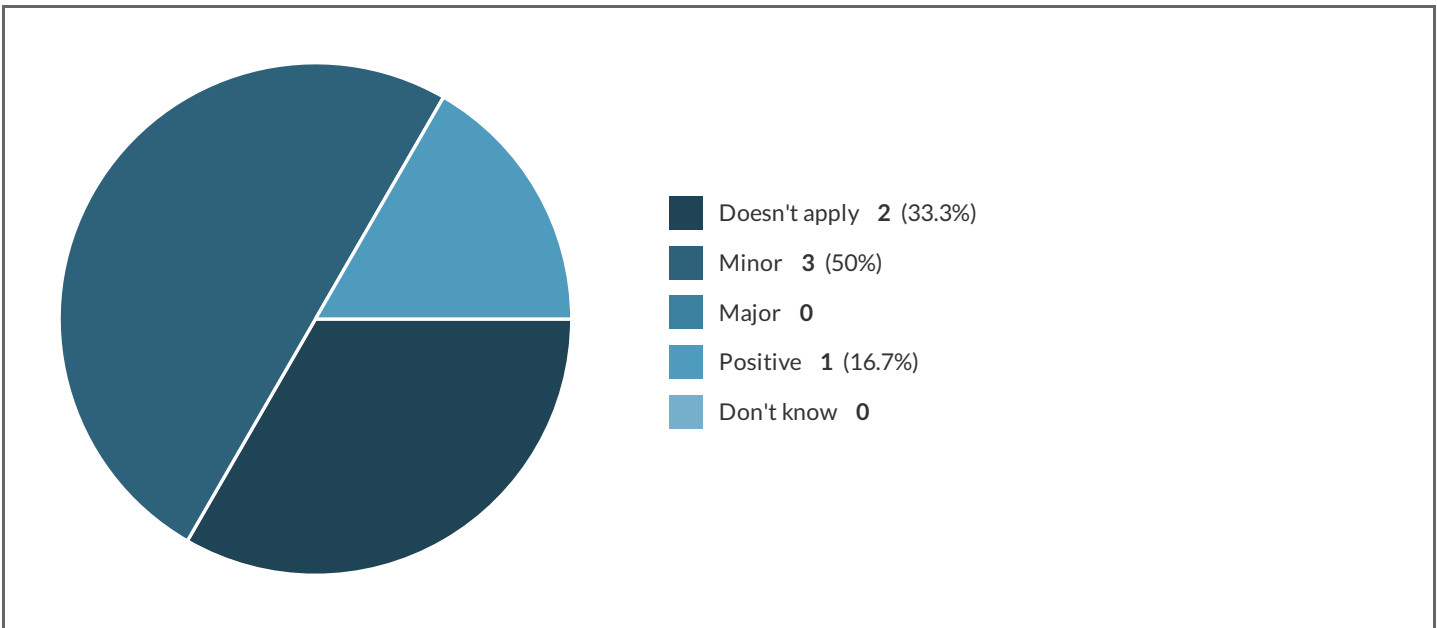
10.b   Comments

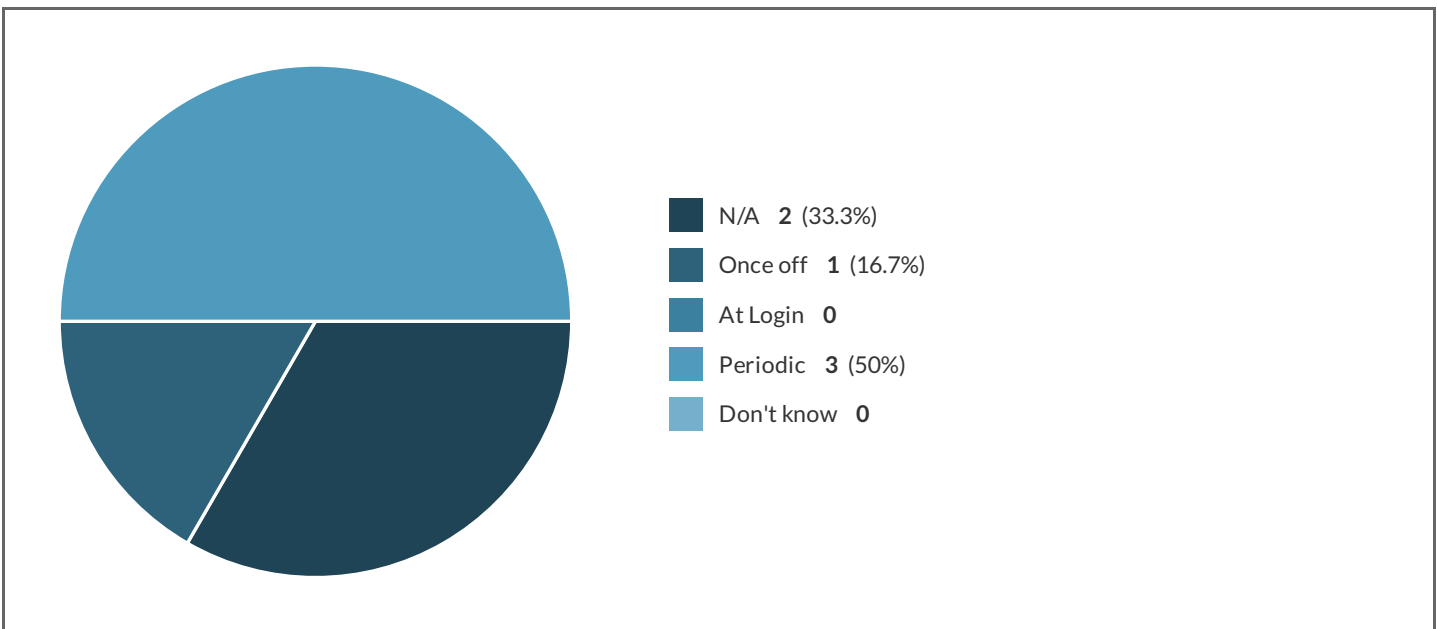| Showing all 2 responses	
Breaks compatibility with legacy systems (mainframes etc) but overall worthwhile	633780-633771-66107168
Passwords shall not be altered or truncated.	633780-633771-66741708

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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   Increased help desk/user support time - Severity of Cost

Legend:
- Doesn't apply **2** (33.3%)
- Minor **3** (50%)
- Major **0**
- Positive **1** (16.7%)
- Don't know **0**

Increased help desk/user support time - Frequency Cost is Experienced

Legend:
- N/A **2** (33.3%)
- Once off **1** (16.7%)
- At Login **0**
- Periodic **3** (50%)
- Don't know **0**

11.2 User education required

11.2.a User education required - Severity of Cost
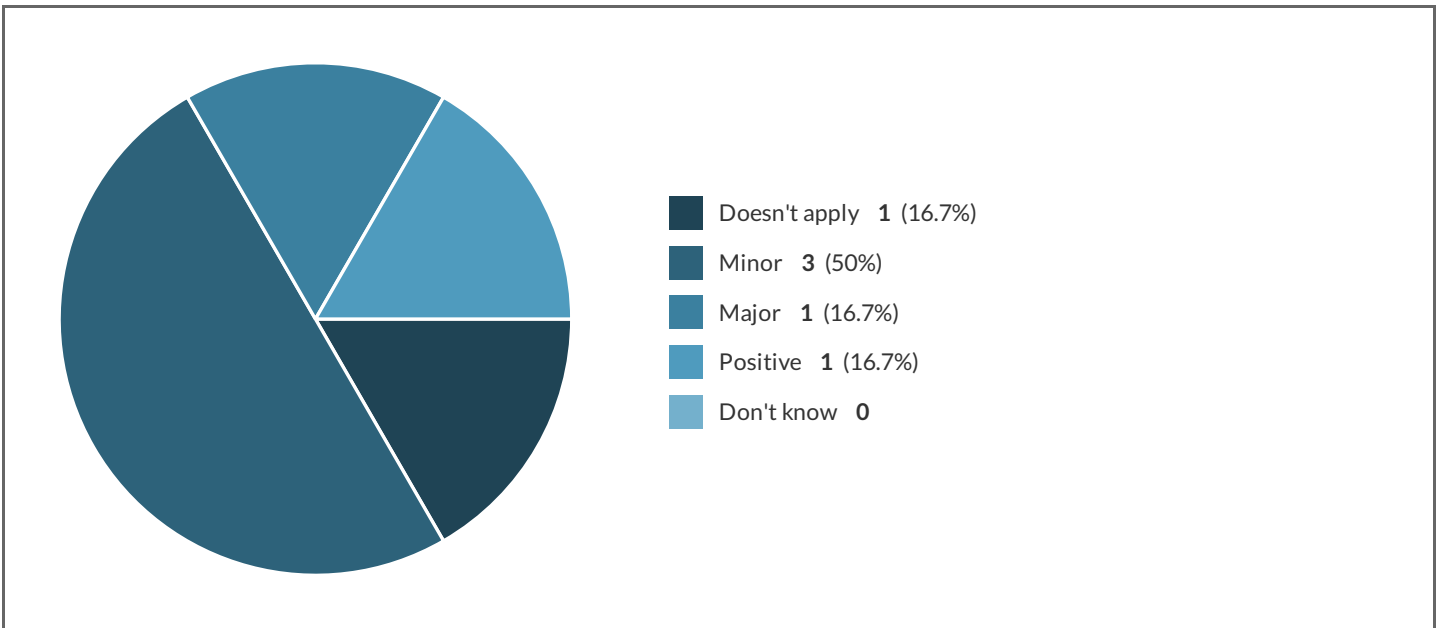
Legend:
- Doesn't apply **1** (16.7%)
- Minor **3** (50%)
- Major **1** (16.7%)
- Positive **1** (16.7%)
- Don't know **0**

User education required - Frequency Cost is Experienced

Legend:
- N/A **1** (16.7%)
- Once off **2** (33.3%)
- At Login **0**
- Periodic **3** (50%)
- Don't know **0**

Organization needs extra resources

Organization needs extra resources - Severity of Cost

Legend for first pie chart:
- Doesn't apply **2** (33.3%)
- Minor **2** (33.3%)
- Major **0**
- Positive **1** (16.7%)
- Don't know **1** (16.7%)

11.3.b Organization needs extra resources - Frequency Cost is Experienced

Legend for second pie chart:
- N/A **4** (66.7%)
- Once off **2** (33.3%)
- At Login **0**
- Periodic **0**
- Don't know **0**
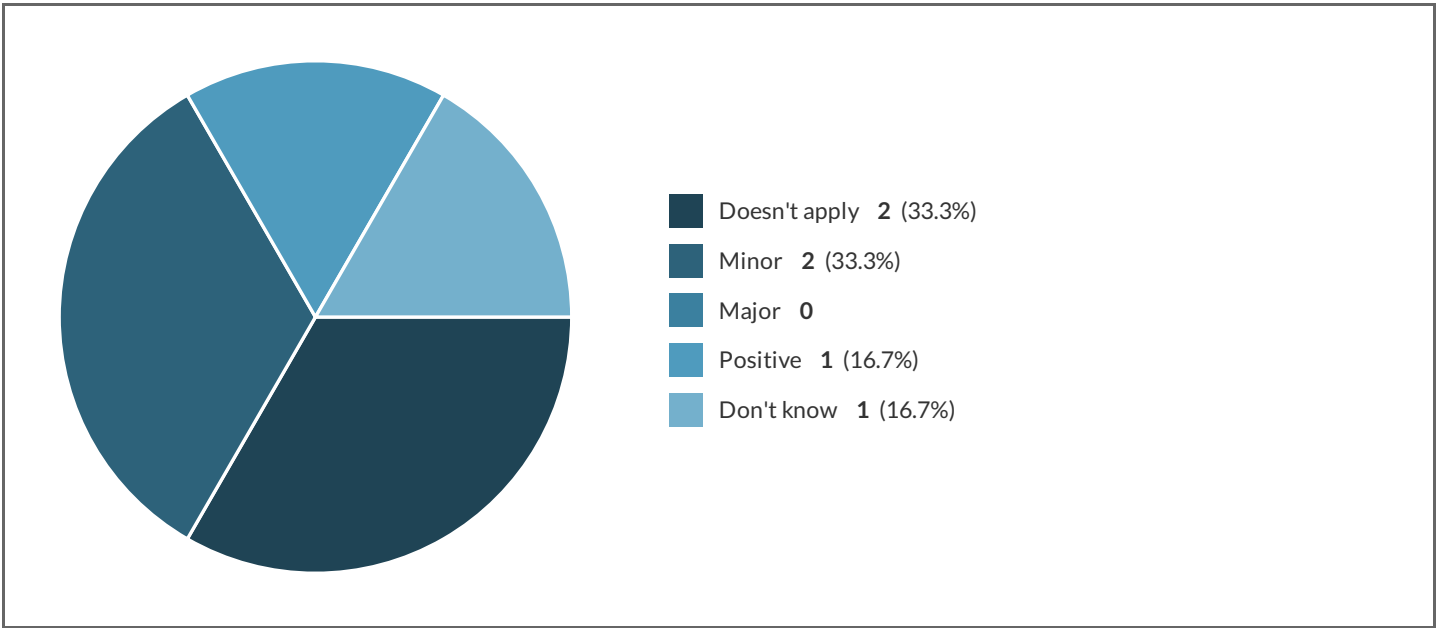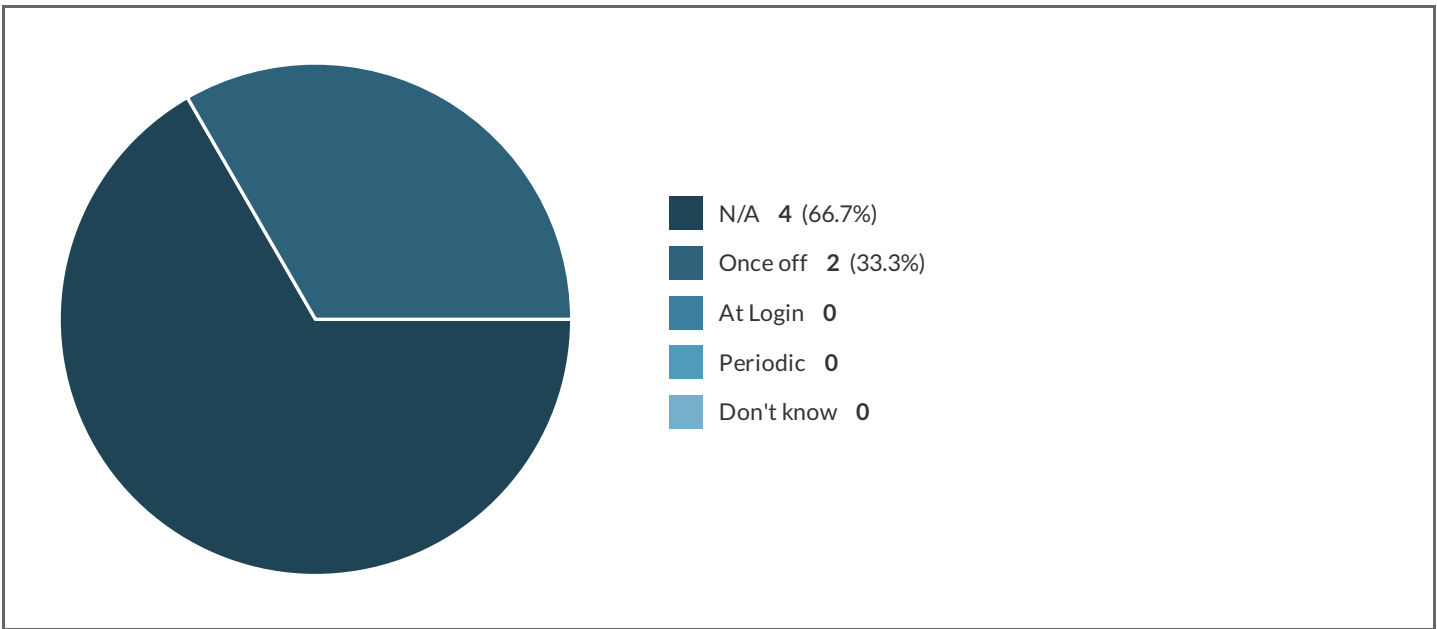
11.4 Takes organization time to implement

11.4.a Takes organization time to implement - Severity of Cost
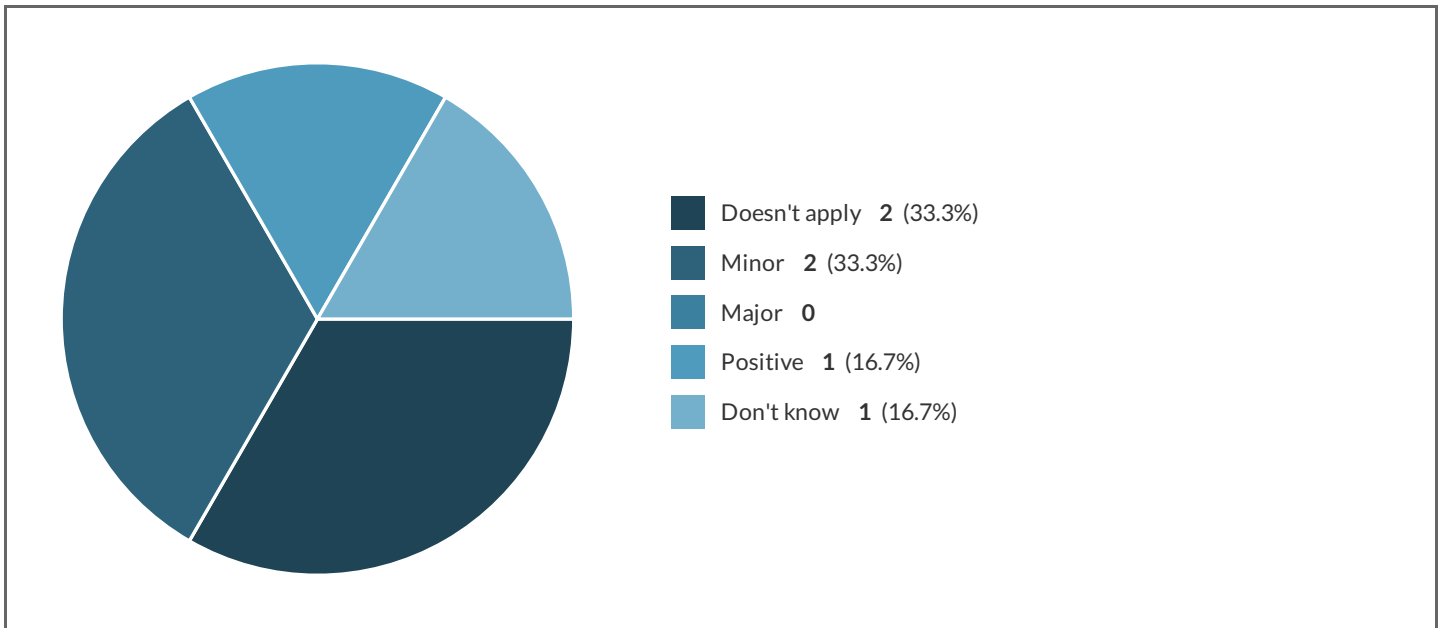
Legend:
- Doesn't apply **2** (33.3%)
- Minor **2** (33.3%)
- Major **0**
- Positive **1** (16.7%)
- Don't know **1** (16.7%)

11.4.b Takes organization time to implement - Frequency Cost is Experienced

Legend:
- N/A **4** (66.7%)
- Once off **2** (33.3%)
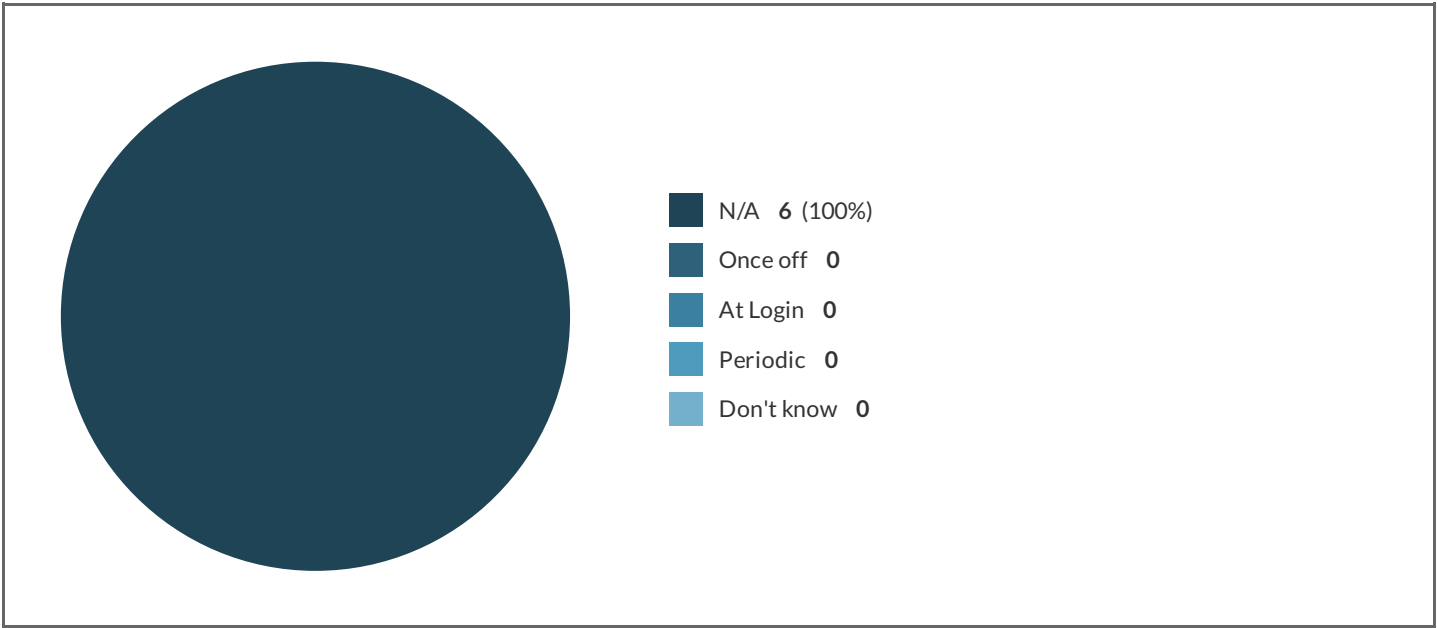- At Login **0**
- Periodic **0**
- Don't know **0**
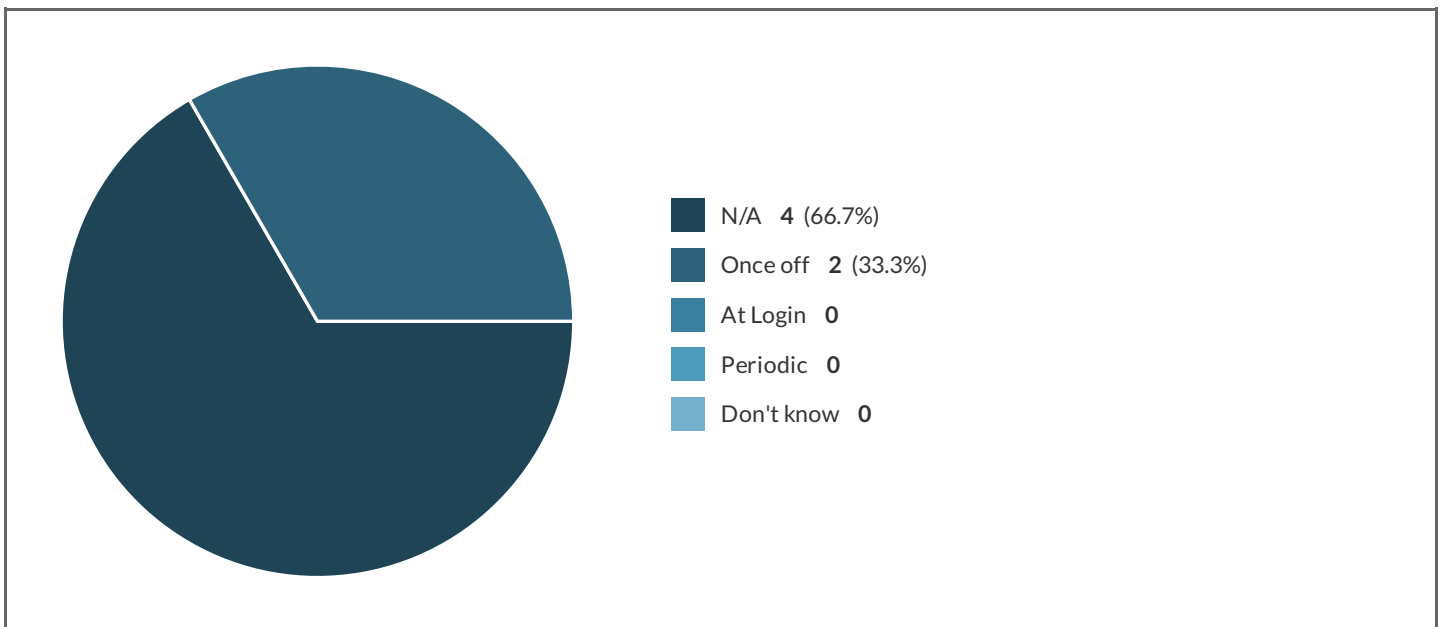
11.5 Increases the organization's computing power needed

11.5.a Increases the organization's computing power needed - Severity of Cost
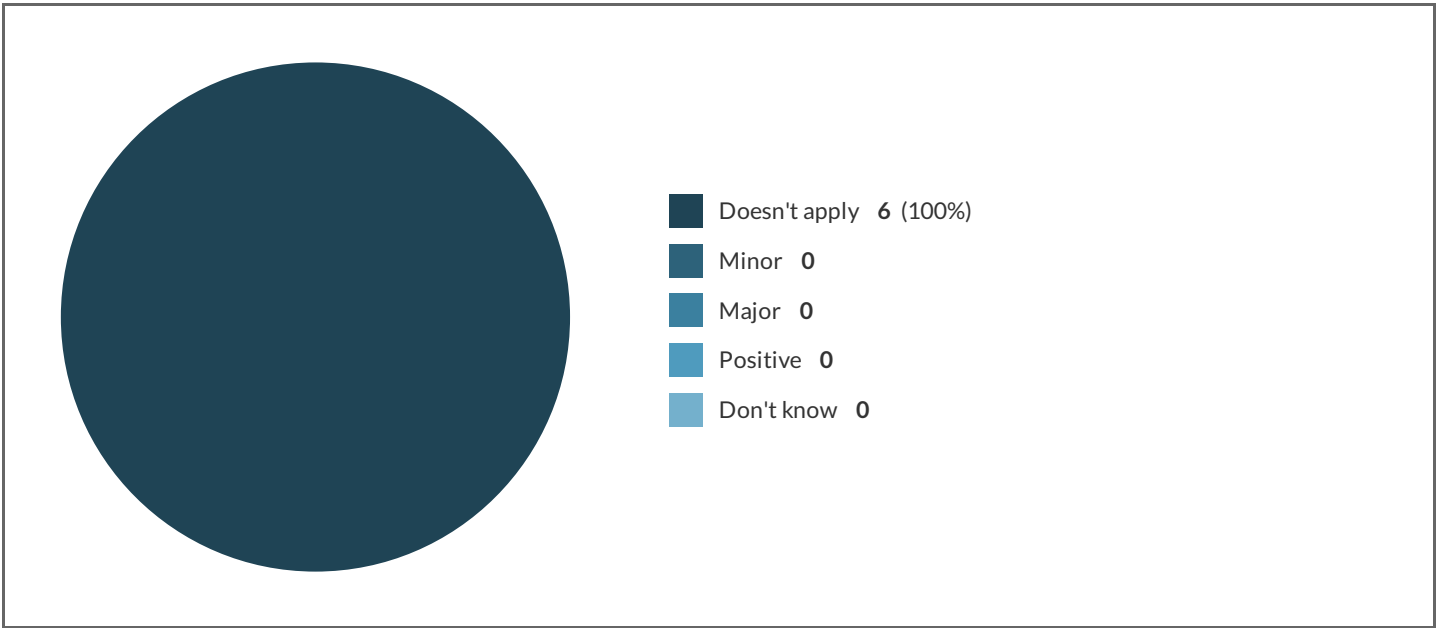
Doesn't apply **6** (100%)

Minor **0**

Major **0**

Positive **0**

Don't know **0**

11.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A **6** (100%)

Once off **0**

At Login **0**

Periodic **0**

Don't know **0**

11.a Do you approve of this advice?

Yes **4** (66.7%)
Neutral **1** (16.7%)
No **1** (16.7%)
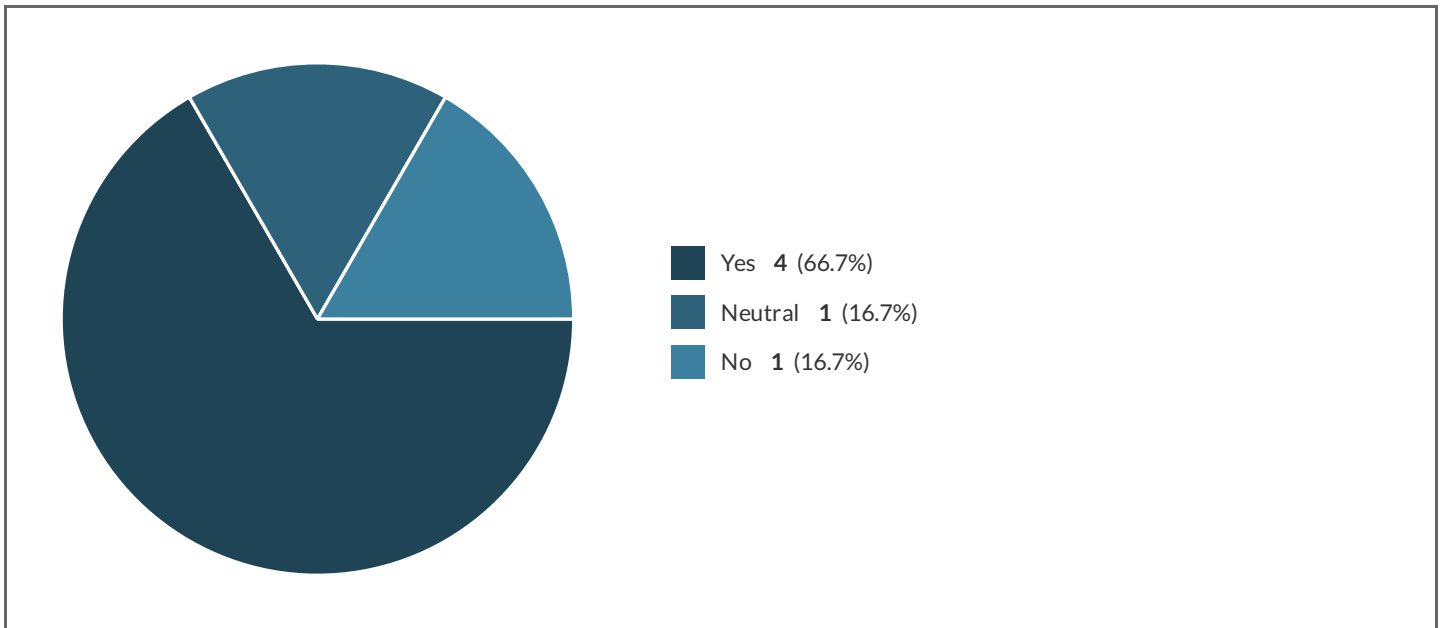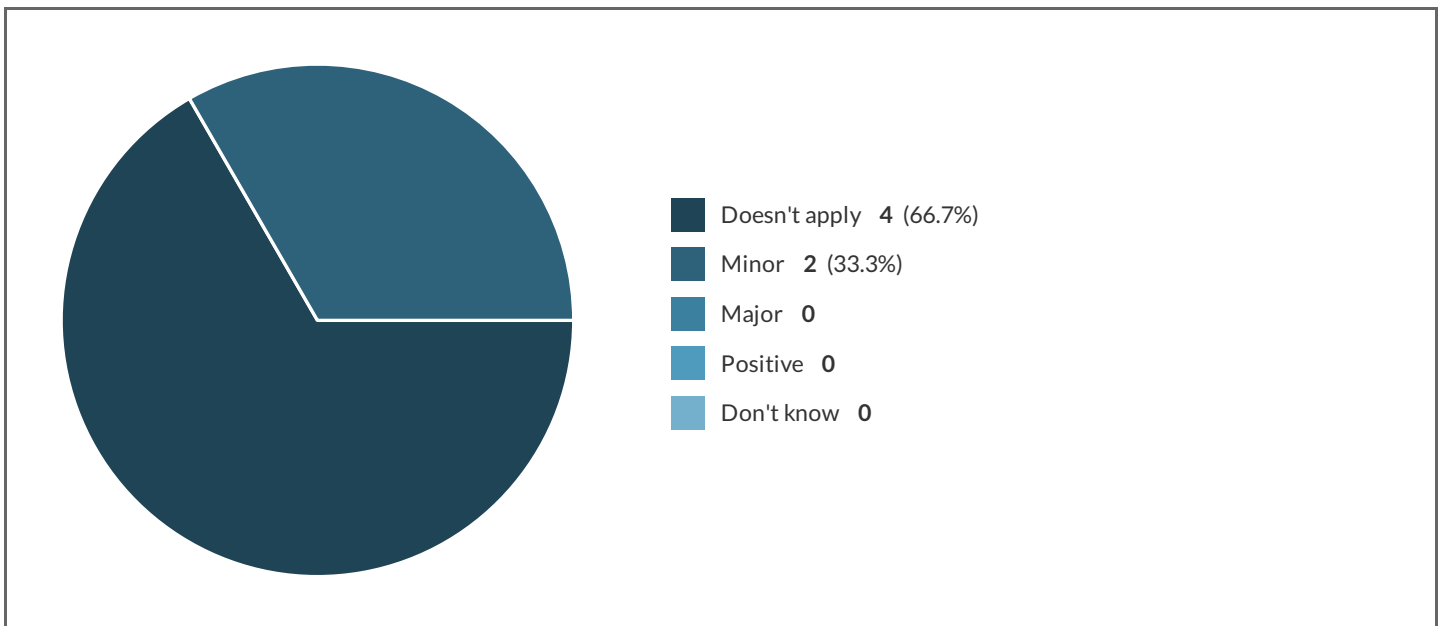

11.b Comments

No responses
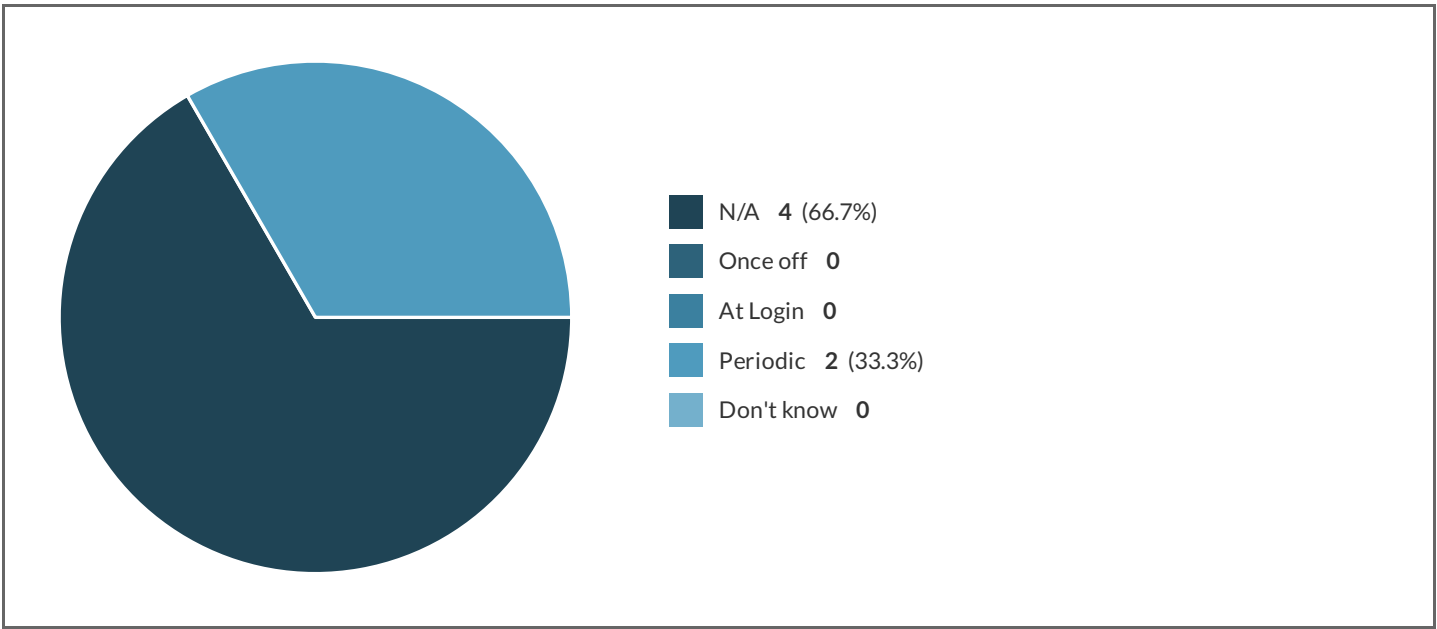
---

12 After using a public computer, a user should explicitly log out

---

12.1 Increased help desk/user support time

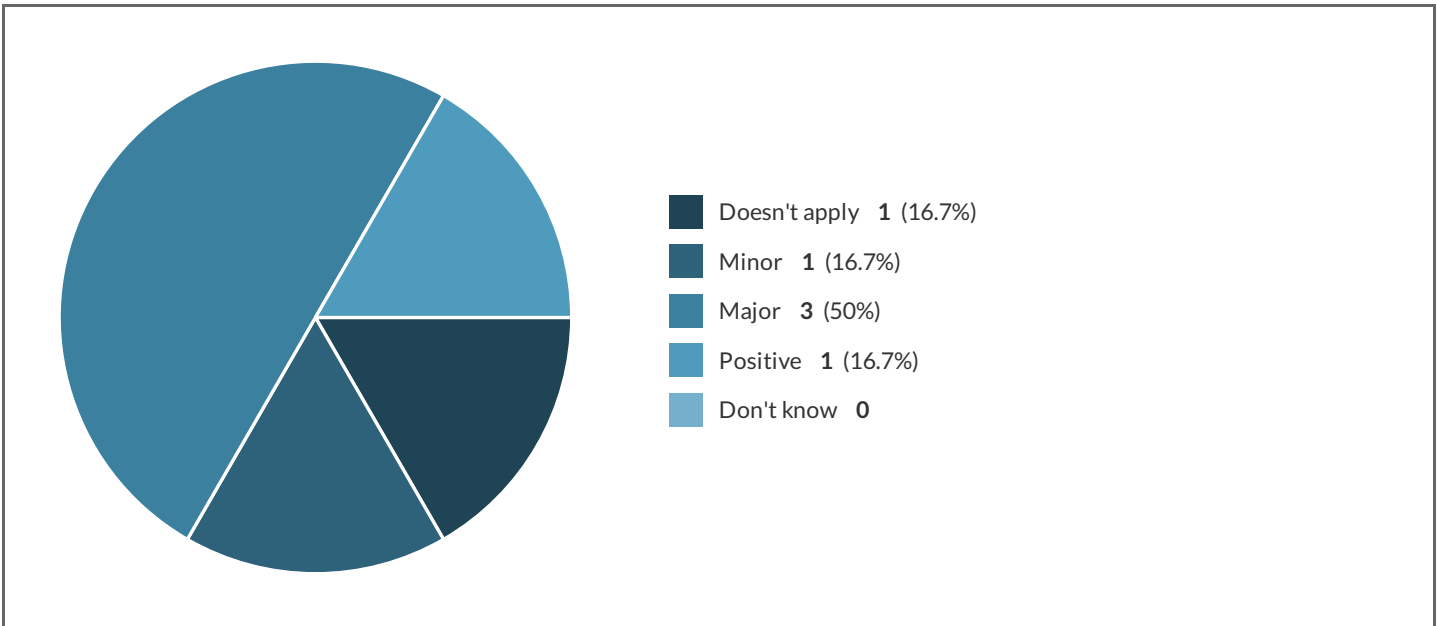**12.1.a** Increased help desk/user support time - Severity of Cost

Doesn't apply **4** (66.7%)
Minor **2** (33.3%)
Major **0**
Positive **0**
Don't know **0**

12.1.b Increased help desk/user support time - Frequency Cost is Experienced

N/A **4** (66.7%)
Once off **0**
At Login **0**
Periodic **2** (33.3%)
Don't know **0**

12.2 User education required

12.2.a User education required - Severity of Cost

Doesn't apply **1** (16.7%)
Minor **1** (16.7%)
Major **3** (50%)
Positive **1** (16.7%)
Don't know **0**

12.2.b User education required - Frequency Cost is Experienced

Legend:
- N/A **1** (16.7%)
- Once off **1** (16.7%)
- At Login **0**
- Periodic **4** (66.7%)
- Don't know **0**
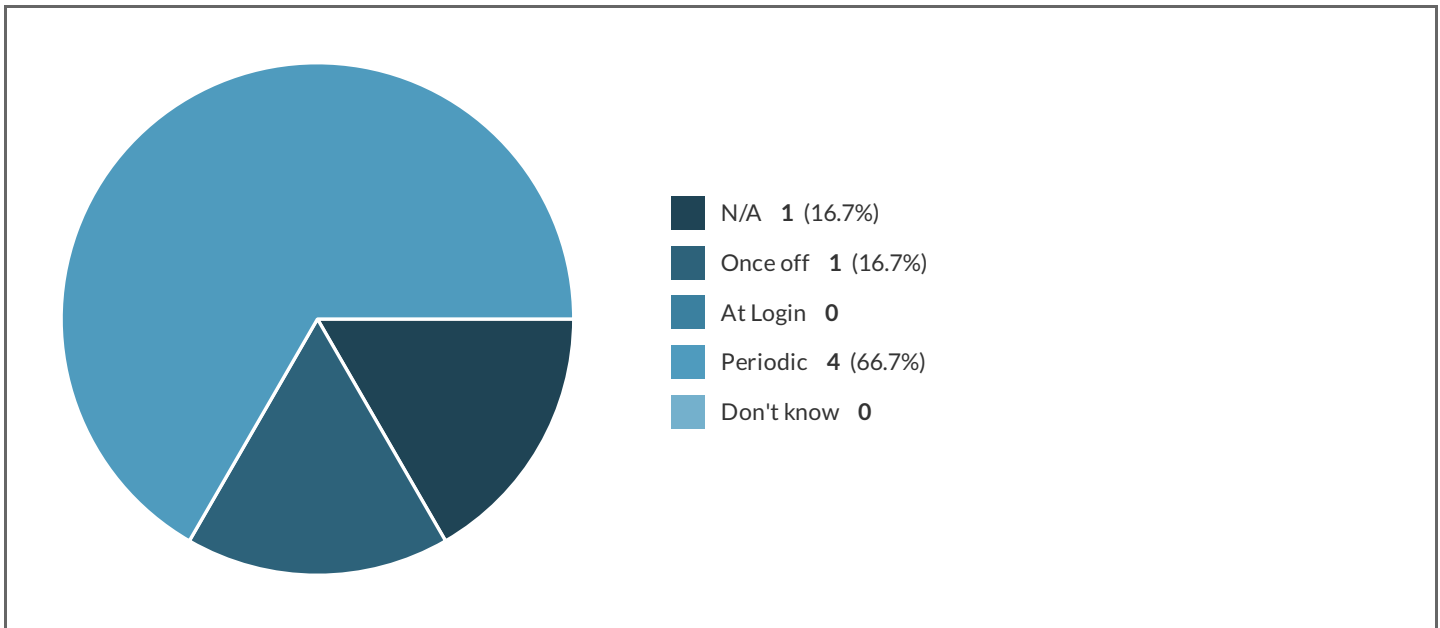
12.3 Organization needs extra resources

12.3.a Organization needs extra resources - Severity of Cost
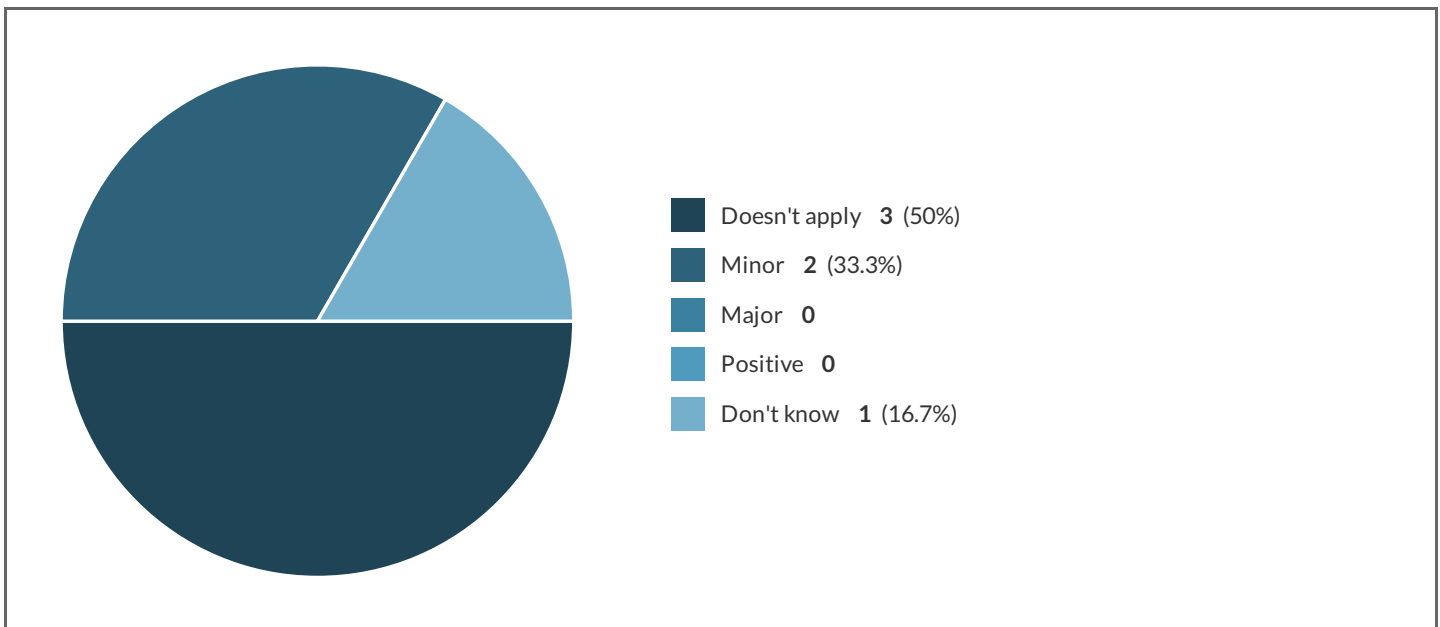
Legend:
- Doesn't apply **3** (50%)
- Minor **2** (33.3%)
- Major **0**
- Positive **0**
- Don't know **1** (16.7%)

12.3.b Organization needs extra resources - Frequency Cost is Experienced

Legend:
- N/A **4** (66.7%)
- Once off **0**
- At Login **0**
- Periodic **2** (33.3%)
- Don't know **0**
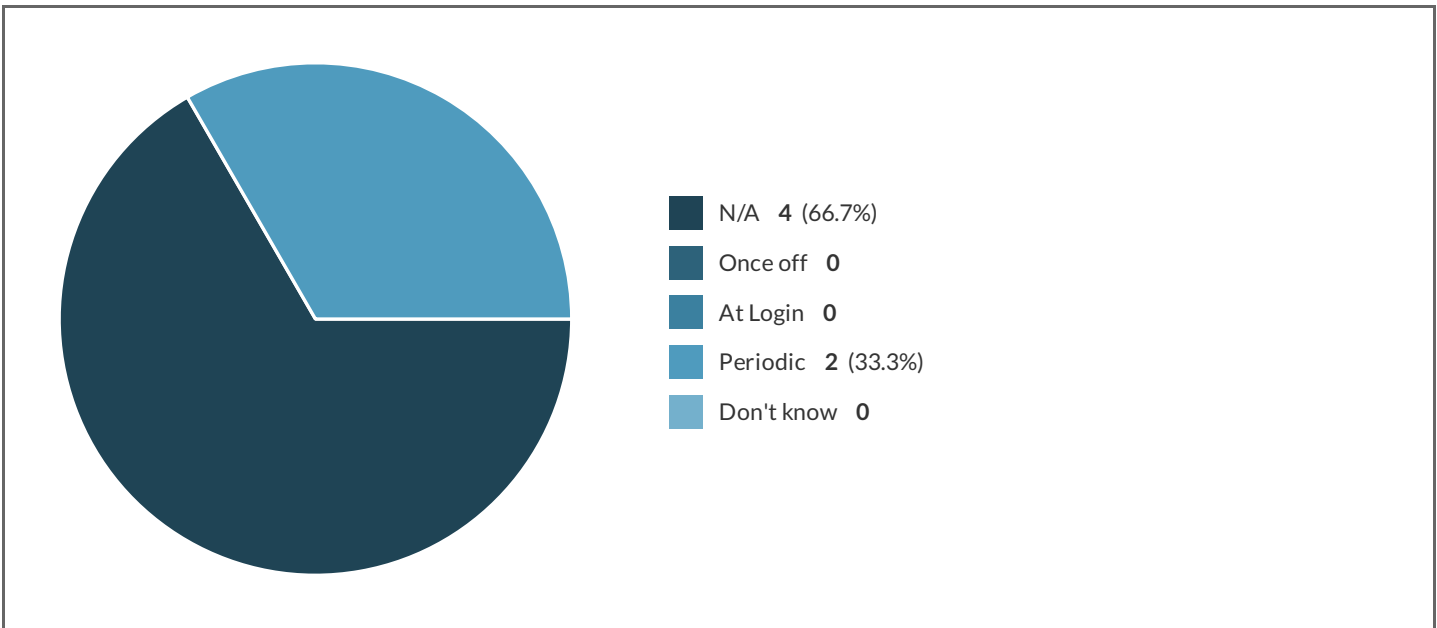
12.4 Takes organization time to implement

12.4.a Takes organization time to implement - Severity of Cost
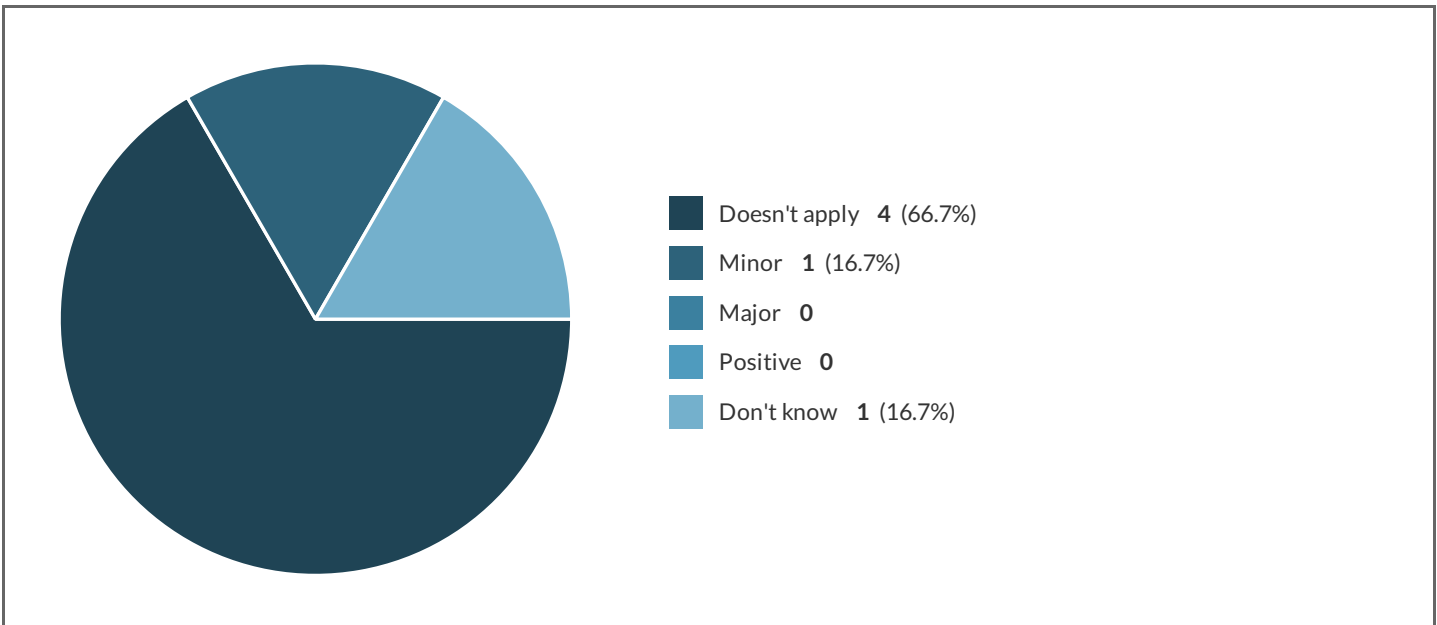
Legend:
- Doesn't apply **4** (66.7%)
- Minor **1** (16.7%)
- Major **0**
- Positive **0**
- Don't know **1** (16.7%)

12.4.b Takes organization time to implement - Frequency Cost is Experienced

Legend:
- N/A **6** (100%)
- Once off **0**
- At Login **0**
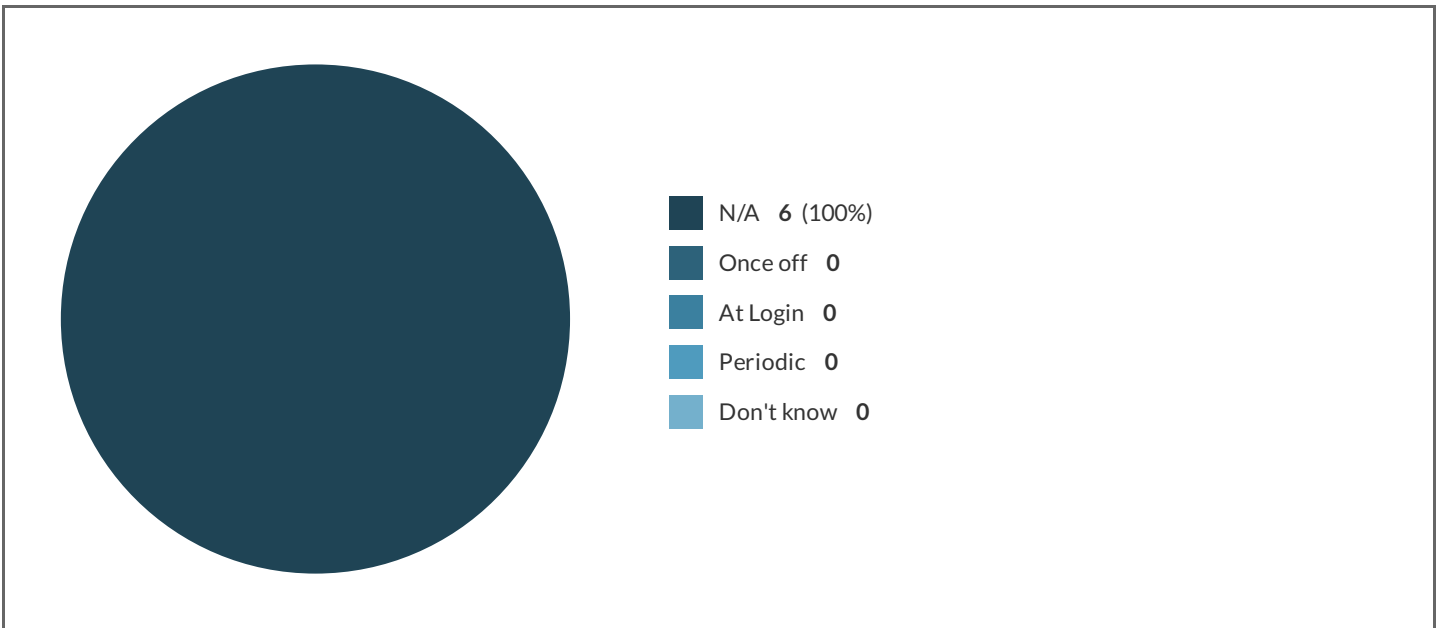- Periodic **0**
- Don't know **0**
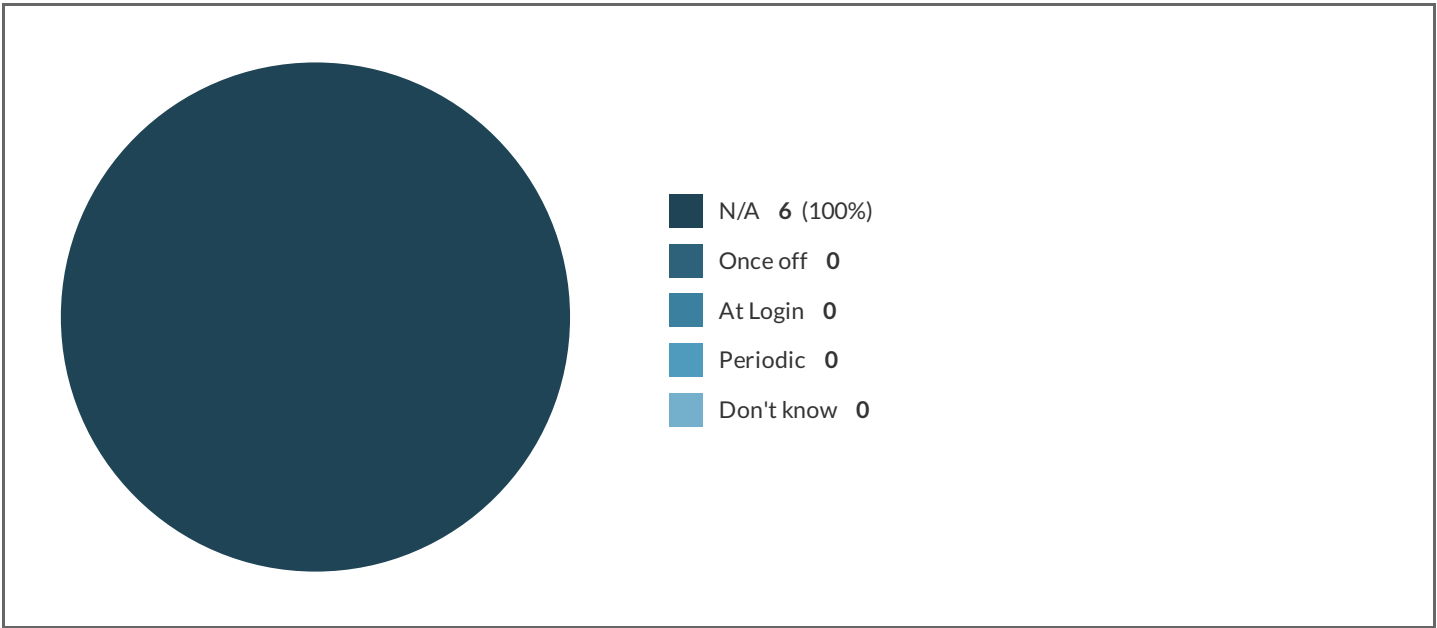
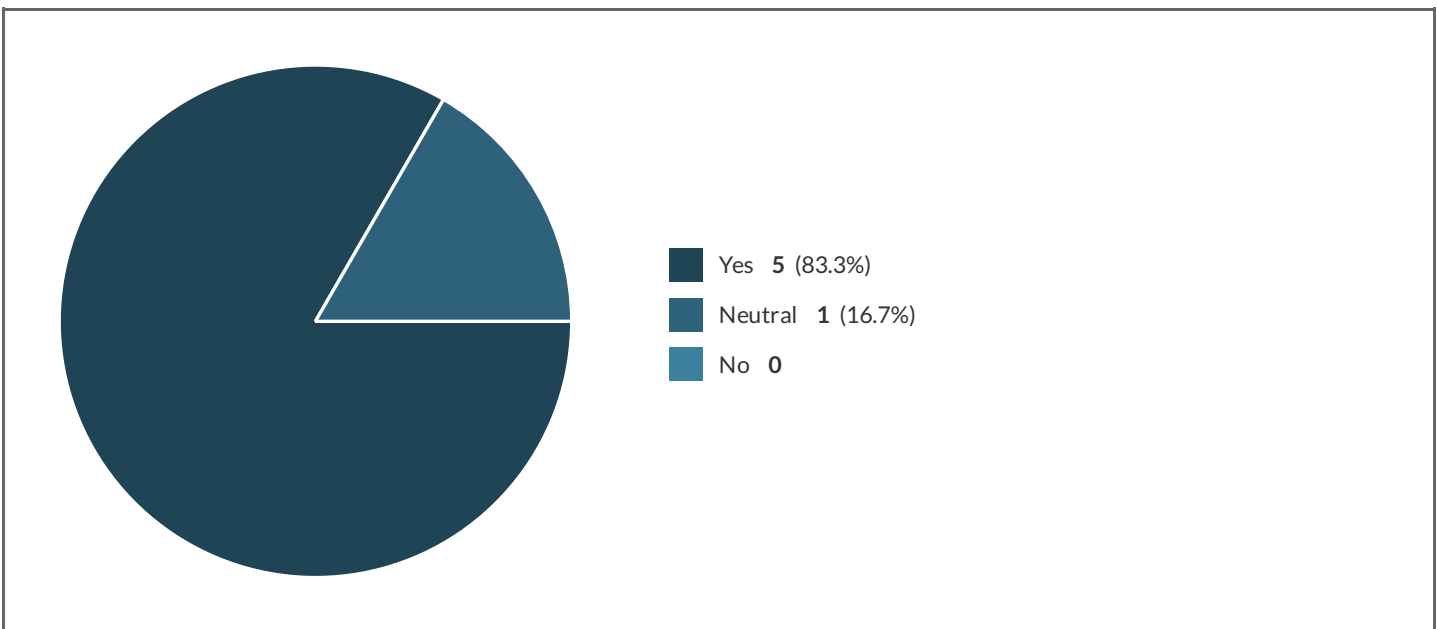**12.5** Increases the organization's computing power needed

12.5.a Increases the organization's computing power needed - Severity of Cost
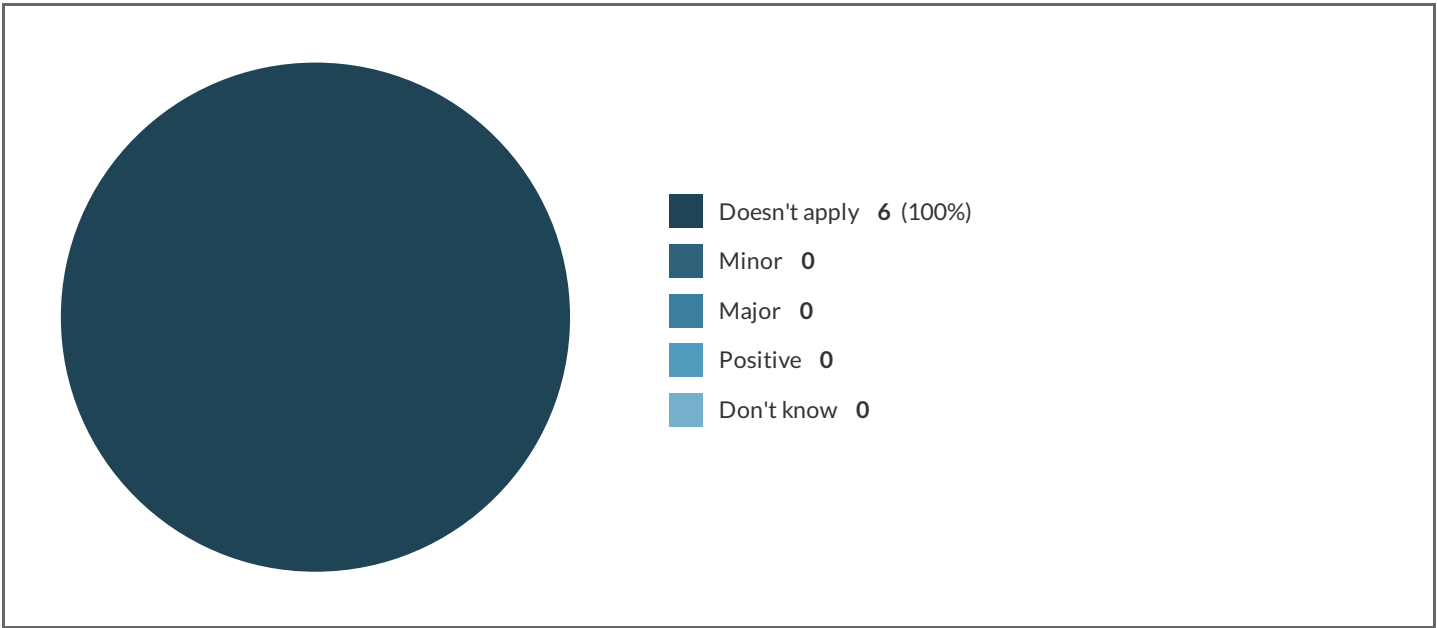
Legend:
- Doesn't apply **6** (100%)
- Minor **0**
- Major **0**
- Positive **0**
- Don't know **0**

12.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A **6** (100%)

Once off **0**

At Login **0**

Periodic **0**

Don't know **0**

Do you approve of this advice?

Yes **5** (83.3%)

Neutral **1** (16.7%)

No **0**

12.b Comments

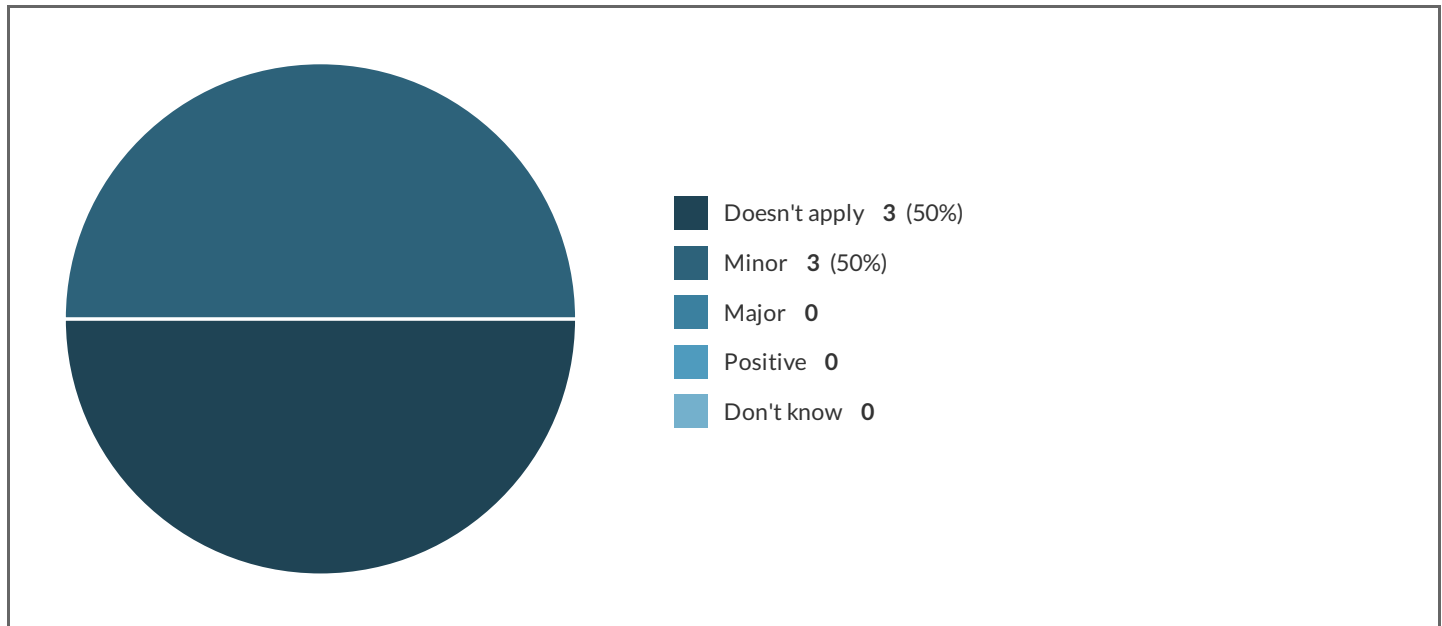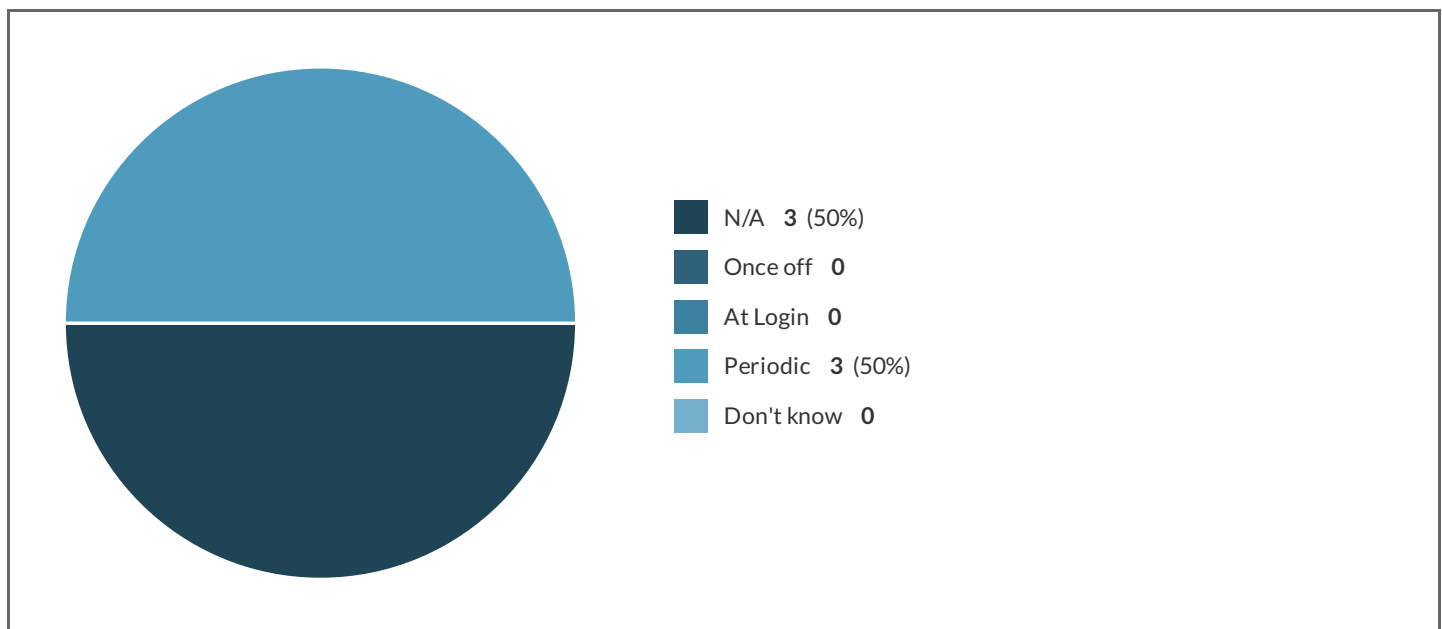| **Showing 1 response**	
should be a strict policy, hence the major, frequent user education required	633780-633771-66741708

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 Increased help desk/user support time - Severity of Cost

■	Doesn't apply	**3** (50%)
■	Minor	**3** (50%)
■	Major	**0**
■	Positive	**0**
■	Don't know	**0**

13.1.b Increased help desk/user support time - Frequency Cost is Experienced

■	N/A	**3** (50%)
■	Once off	**0**
■	At Login	**0**
■	Periodic	**3** (50%)
■	Don't know	**0**

13.2 User education required

13.2.a User education required - Severity of Cost

Doesn't apply **1** (16.7%)
Minor **2** (33.3%)
Major **2** (33.3%)
Positive **1** (16.7%)
Don't know **0**

User education required - Frequency Cost is Experienced

N/A **2** (33.3%)
Once off **0**
At Login **0**
Periodic **4** (66.7%)
Don't know **0**
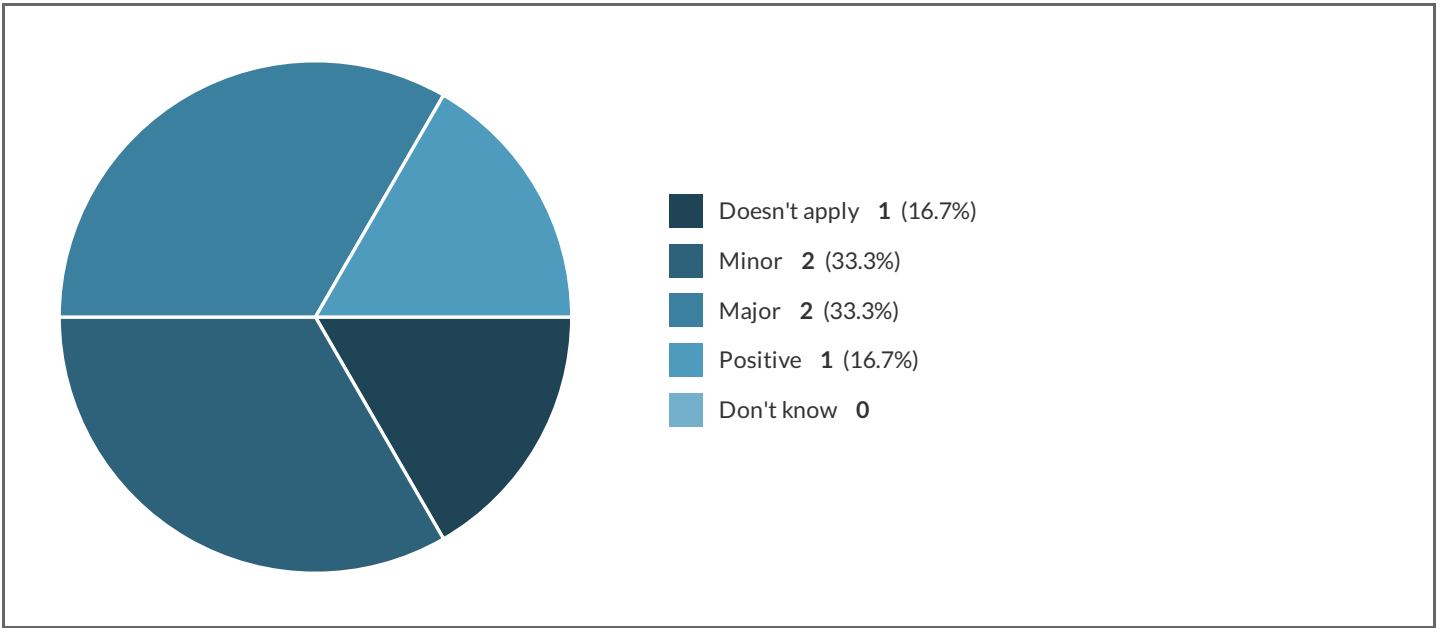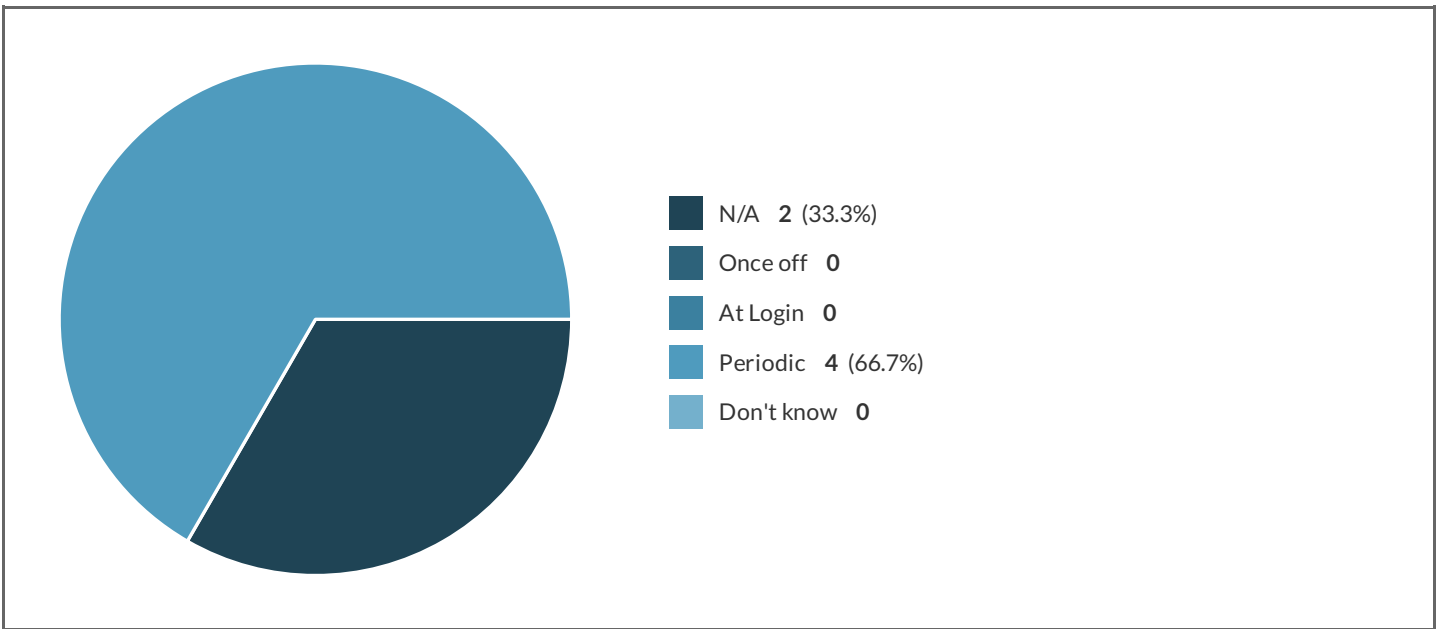
13.3 Organization needs extra resources

13.3.a Organization needs extra resources - Severity of Cost
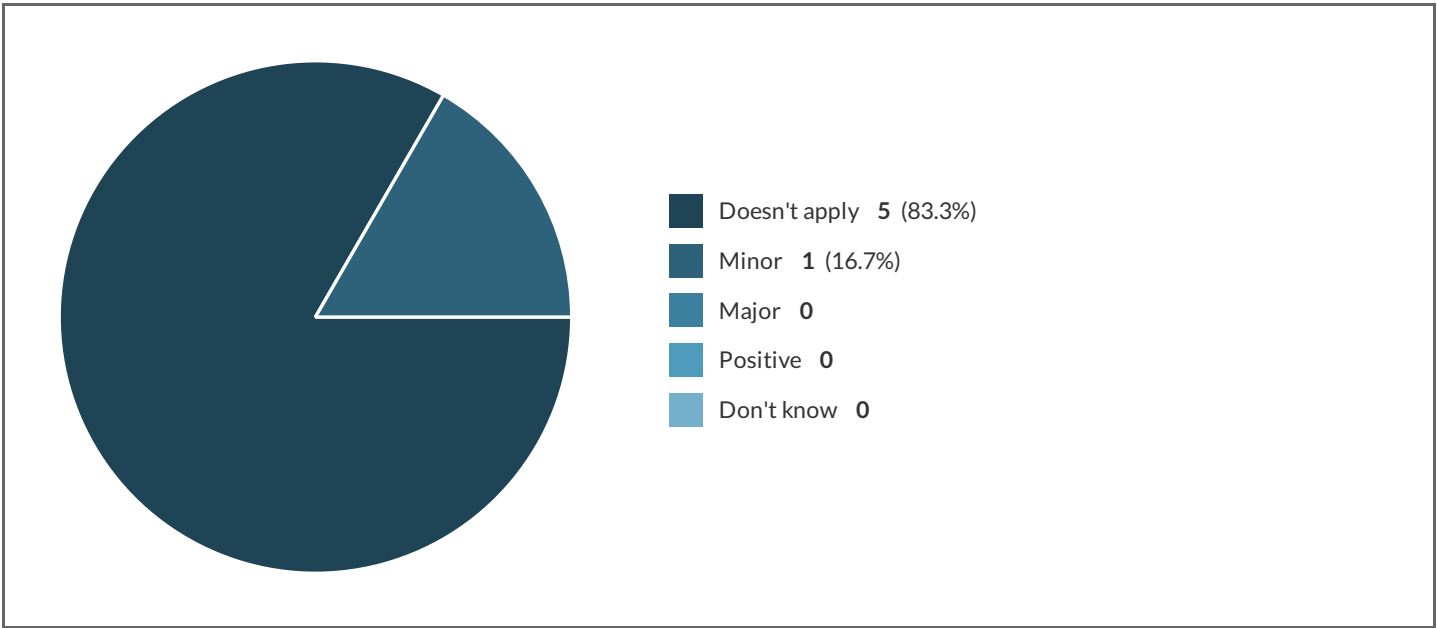
Doesn't apply **5** (83.3%)
Minor **1** (16.7%)
Major **0**
Positive **0**
Don't know **0**

13.3.b Organization needs extra resources - Frequency Cost is Experienced

N/A **5** (83.3%)
Once off **0**
At Login **0**
Periodic **1** (16.7%)
Don't know **0**
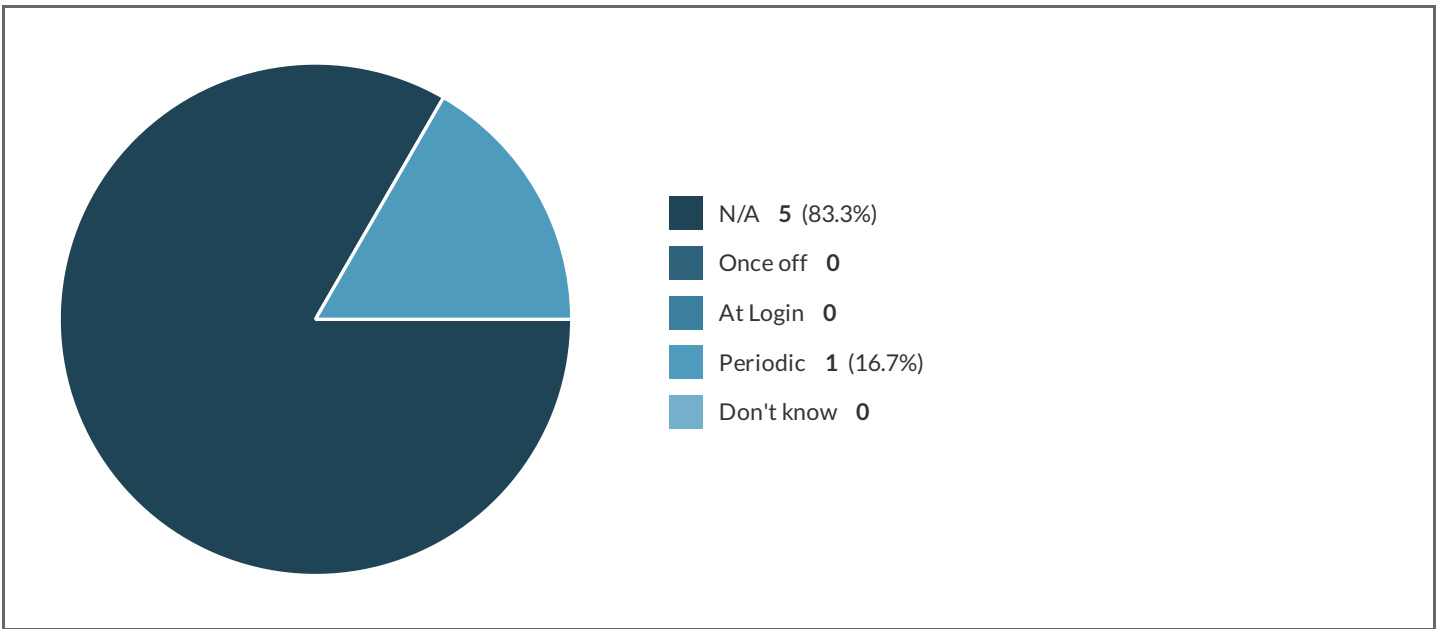
13.4 Takes organization time to implement

13.4.a Takes organization time to implement - Severity of Cost
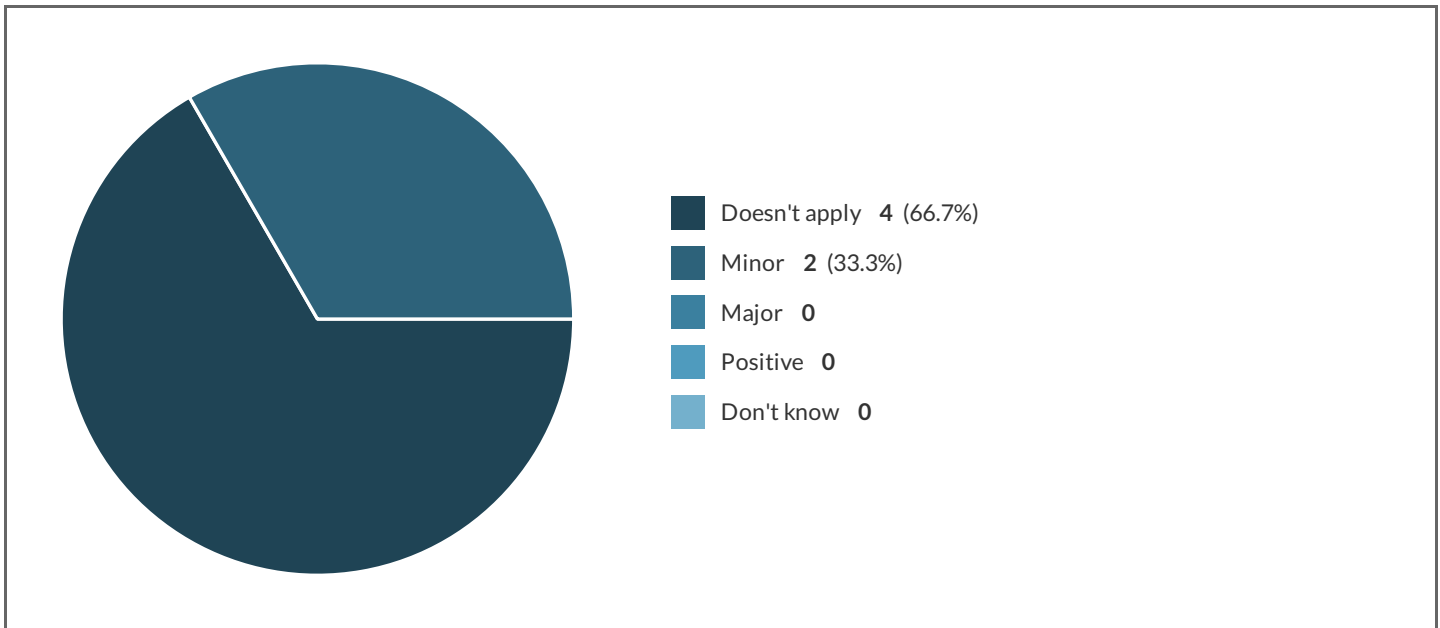
■	Doesn't apply **4** (66.7%)
■	Minor **2** (33.3%)
■	Major **0**
■	Positive **0**
■	Don't know **0**

13.4.b Takes organization time to implement - Frequency Cost is Experienced

■	N/A **4** (66.7%)
■	Once off **1** (16.7%)
■	At Login **0**
■	Periodic **1** (16.7%)
■	Don't know **0**
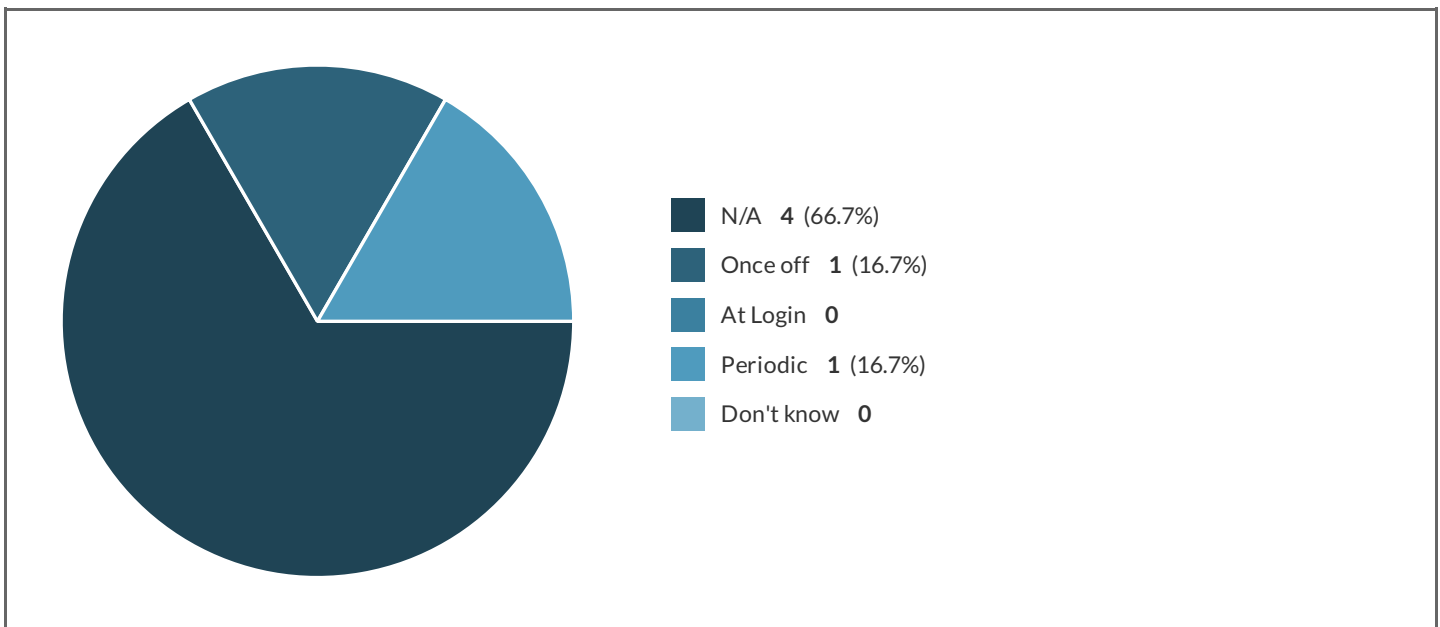
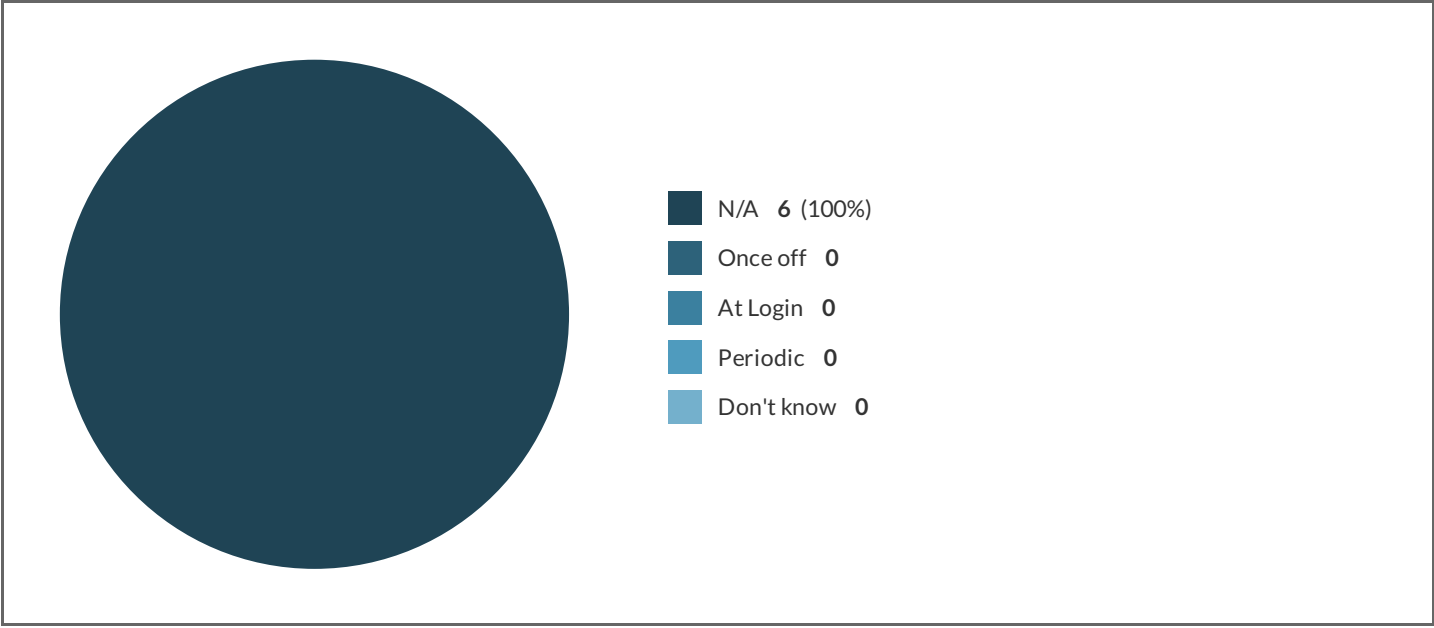**13.5** Increases the organization's computing power needed

13.5.a Increases the organization's computing power needed - Severity of Cost
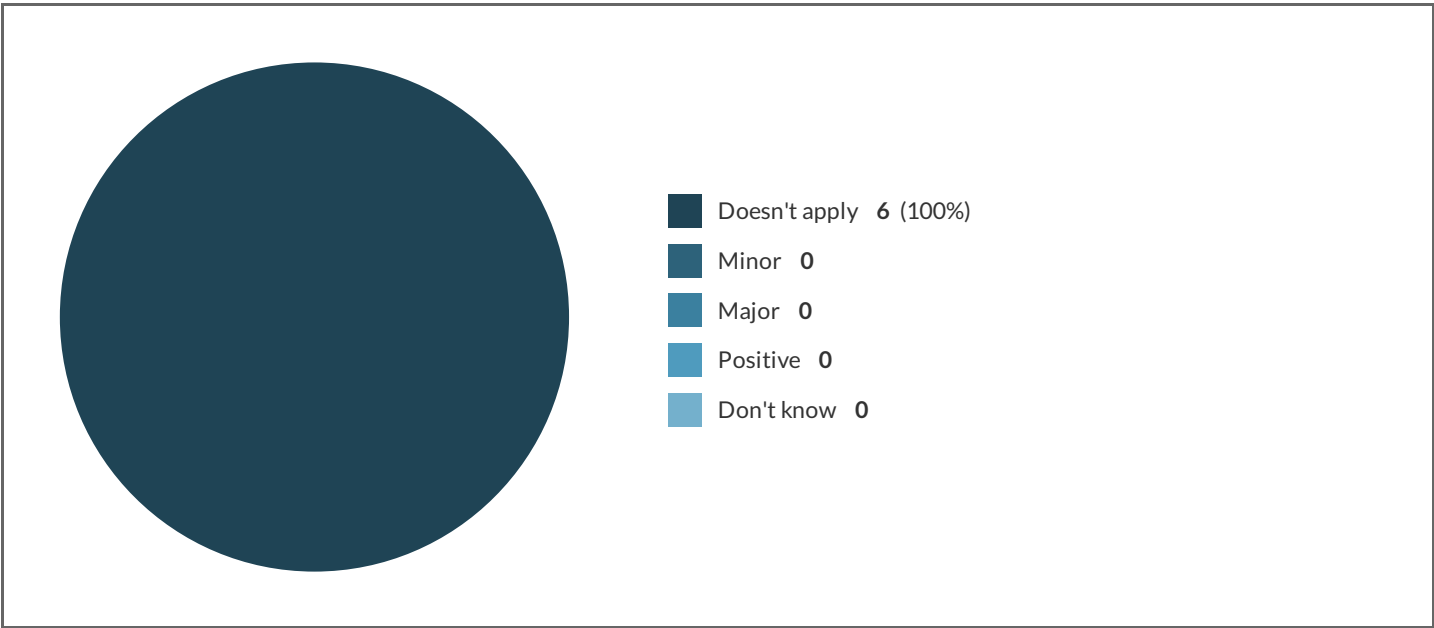
Doesn't apply **6** (100%)
Minor **0**
Major **0**
Positive **0**
Don't know **0**

13.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A **6** (100%)
Once off **0**
At Login **0**
Periodic **0**
Don't know **0**

13.a Do you approve of this advice?

Yes **5** (83.3%)
Neutral **1** (16.7%)
No **0**
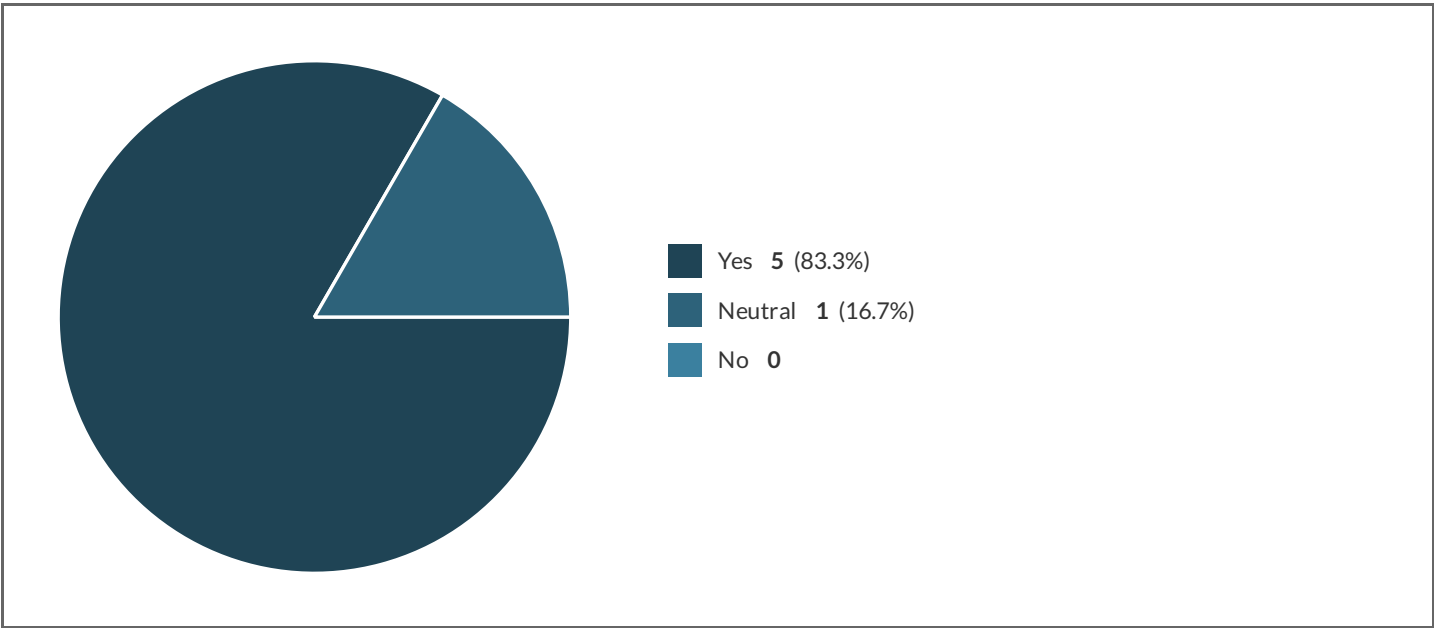
13.b Comments

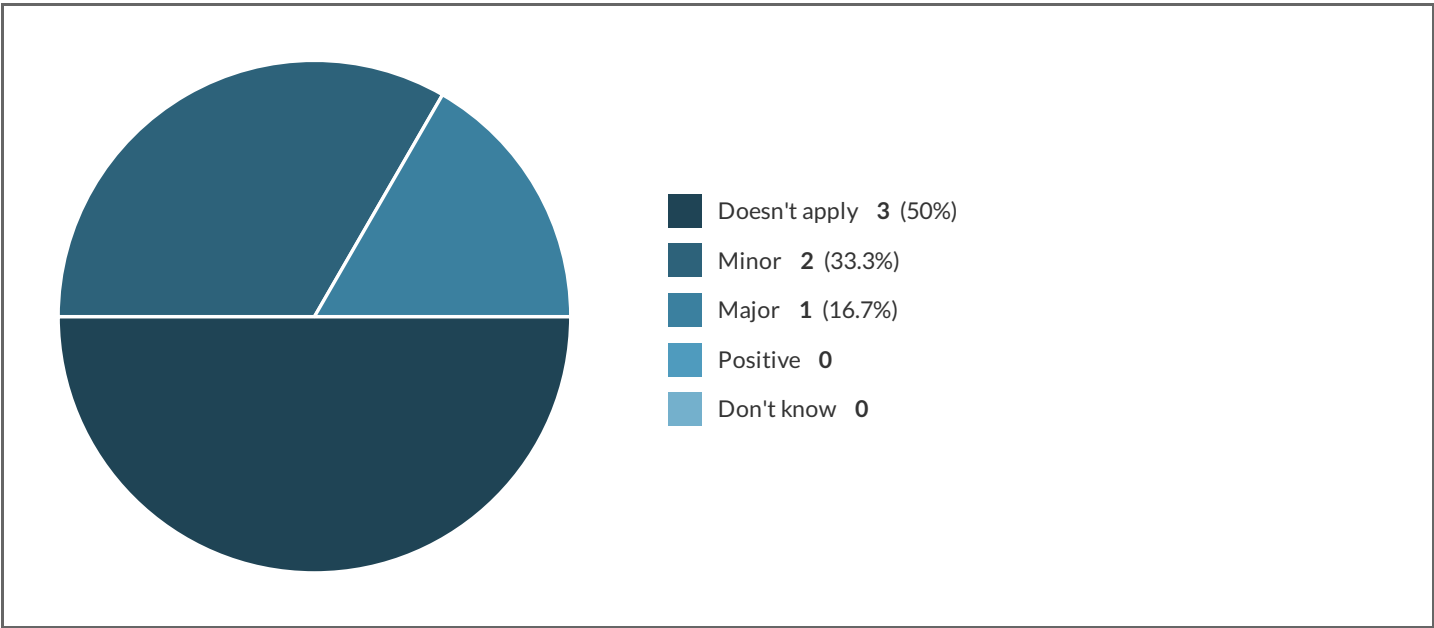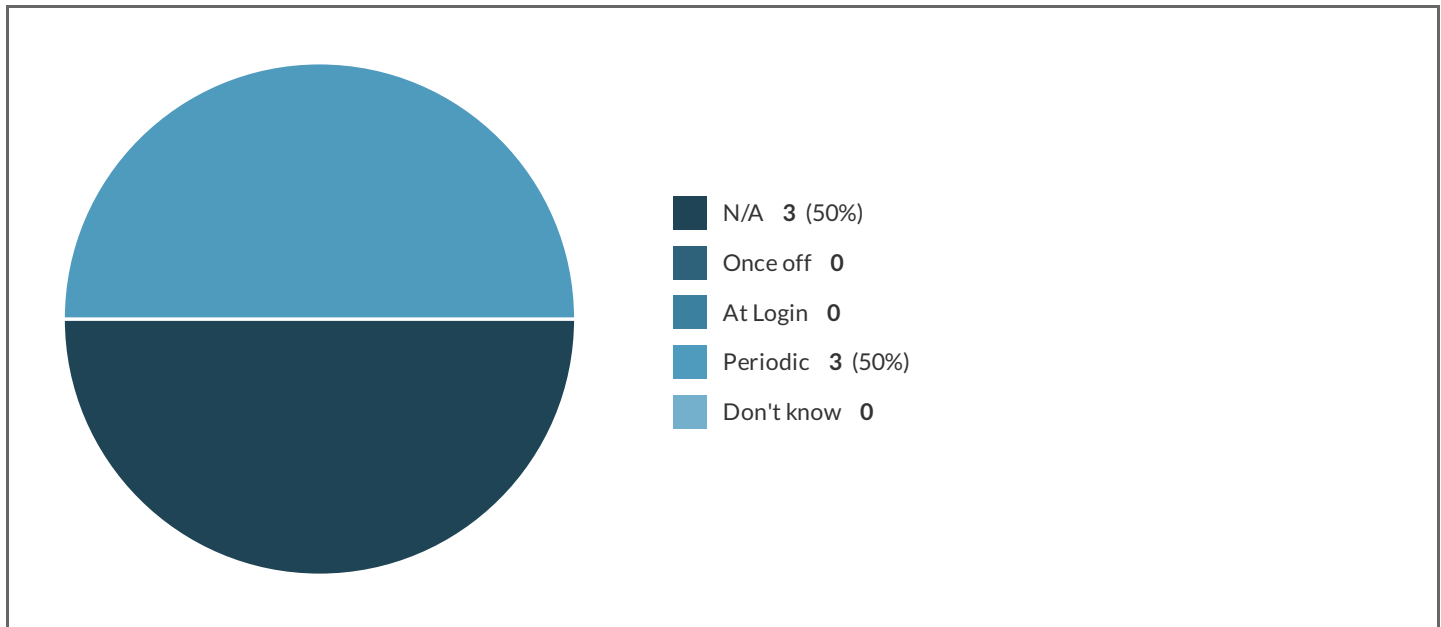| Showing 1 response	
Not sure how to implement this, users often ignore instructions	633780-633771-66633850

14 Users' phones should be password protected

14.1 Increased help desk/user support time

14.1.a Increased help desk/user support time - Severity of Cost

Doesn't apply **3** (50%)
Minor **2** (33.3%)
Major **1** (16.7%)
Positive **0**
Don't know **0**

14.1.b Increased help desk/user support time - Frequency Cost is Experienced

N/A **3** (50%)
Once off **0**
At Login **0**
Periodic **3** (50%)
Don't know **0**

14.2 User education required

14.2.a User education required - Severity of Cost

Doesn't apply **1** (16.7%)
Minor **3** (50%)
Major **1** (16.7%)
Positive **1** (16.7%)
Don't know **0**

14.2.b User education required - Frequency Cost is Experienced

- N/A **1** (16.7%)
- Once off **0**
- At Login **0**
- Periodic **5** (83.3%)
- Don't know **0**
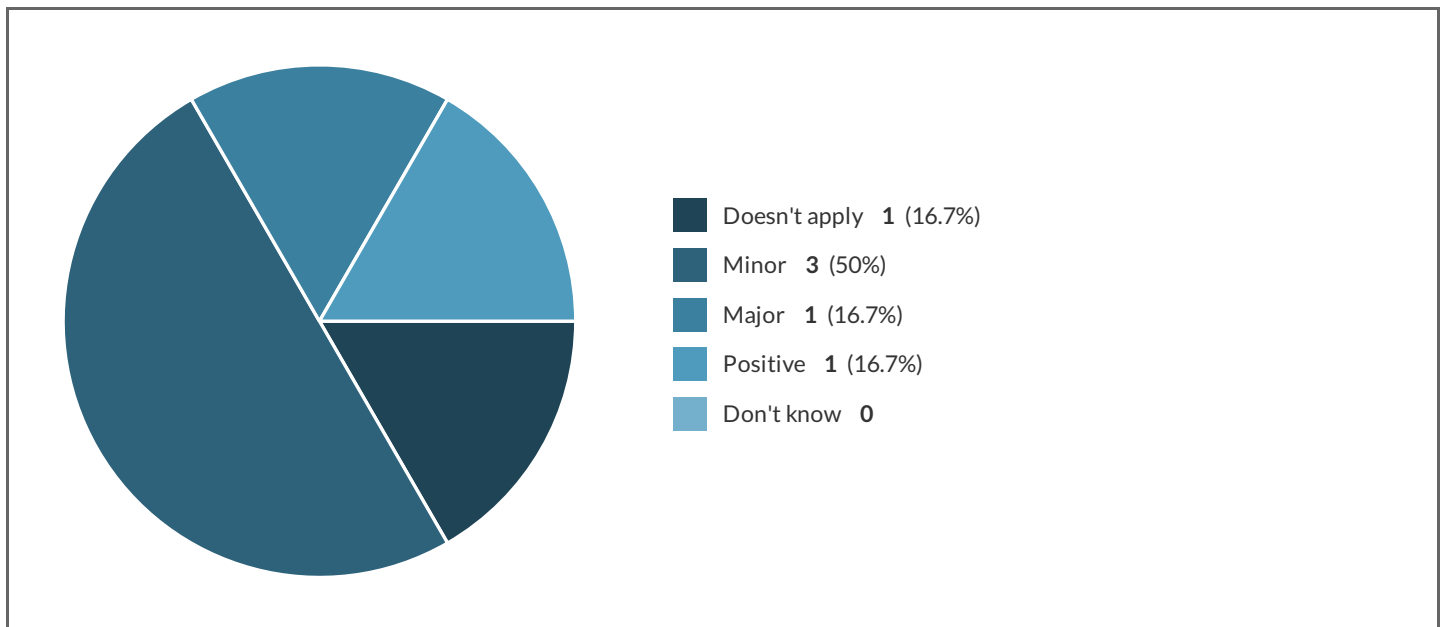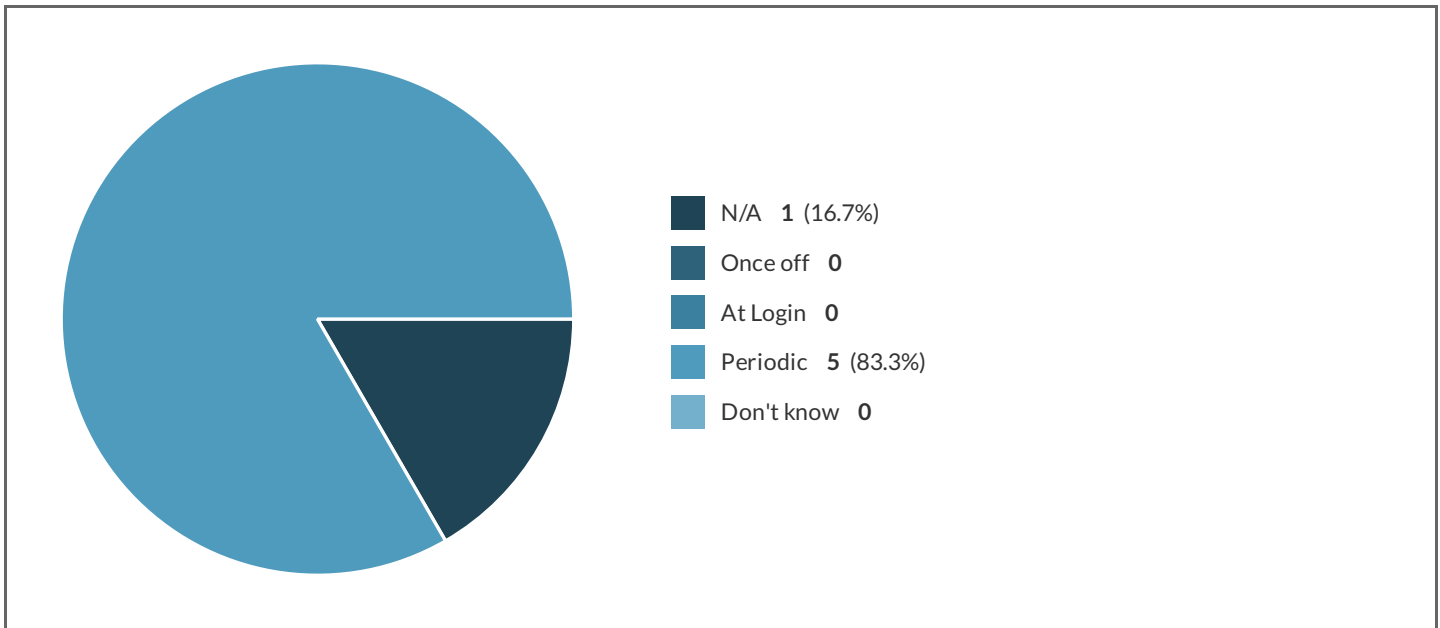
14.3   Organization needs extra resources

14.3.a   Organization needs extra resources - Severity of Cost
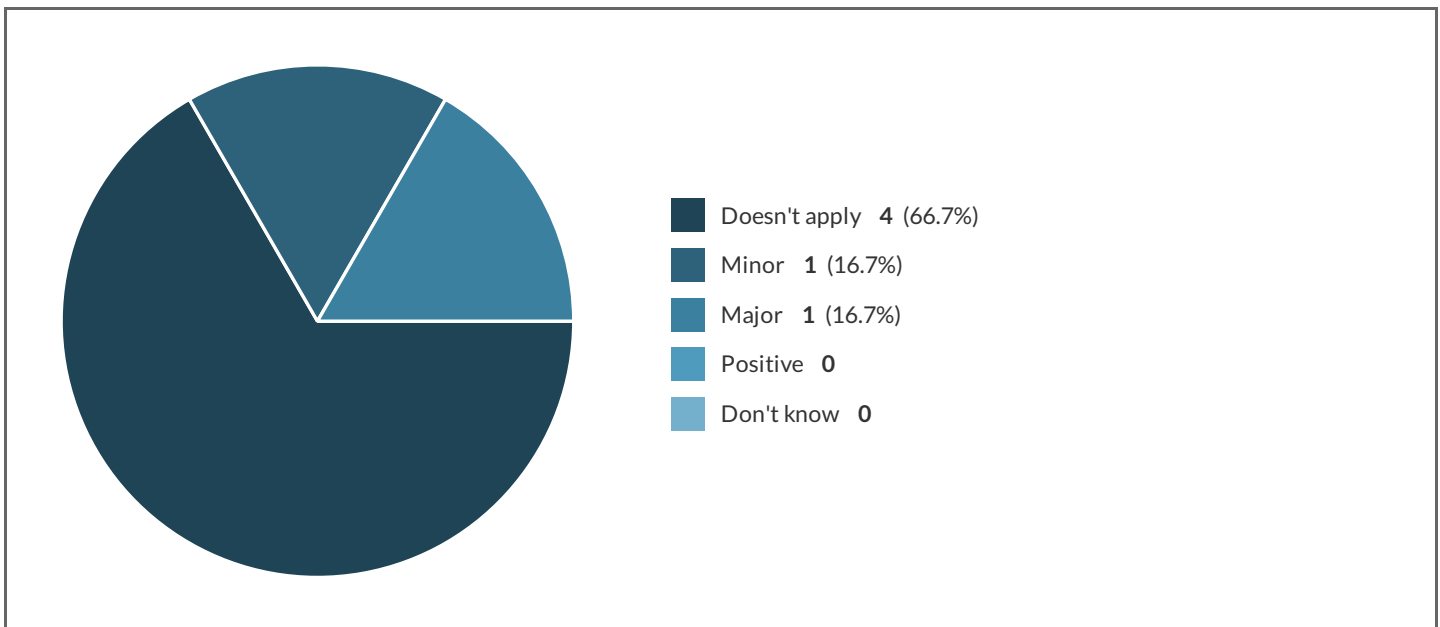
- Doesn't apply **4** (66.7%)
- Minor **1** (16.7%)
- Major **1** (16.7%)
- Positive **0**
- Don't know **0**

14.3.b   Organization needs extra resources - Frequency Cost is Experienced

Legend:
- ■ N/A **4** (66.7%)
- ■ Once off **1** (16.7%)
- ■ At Login **0**
- ■ Periodic **1** (16.7%)
- ■ Don't know **0**
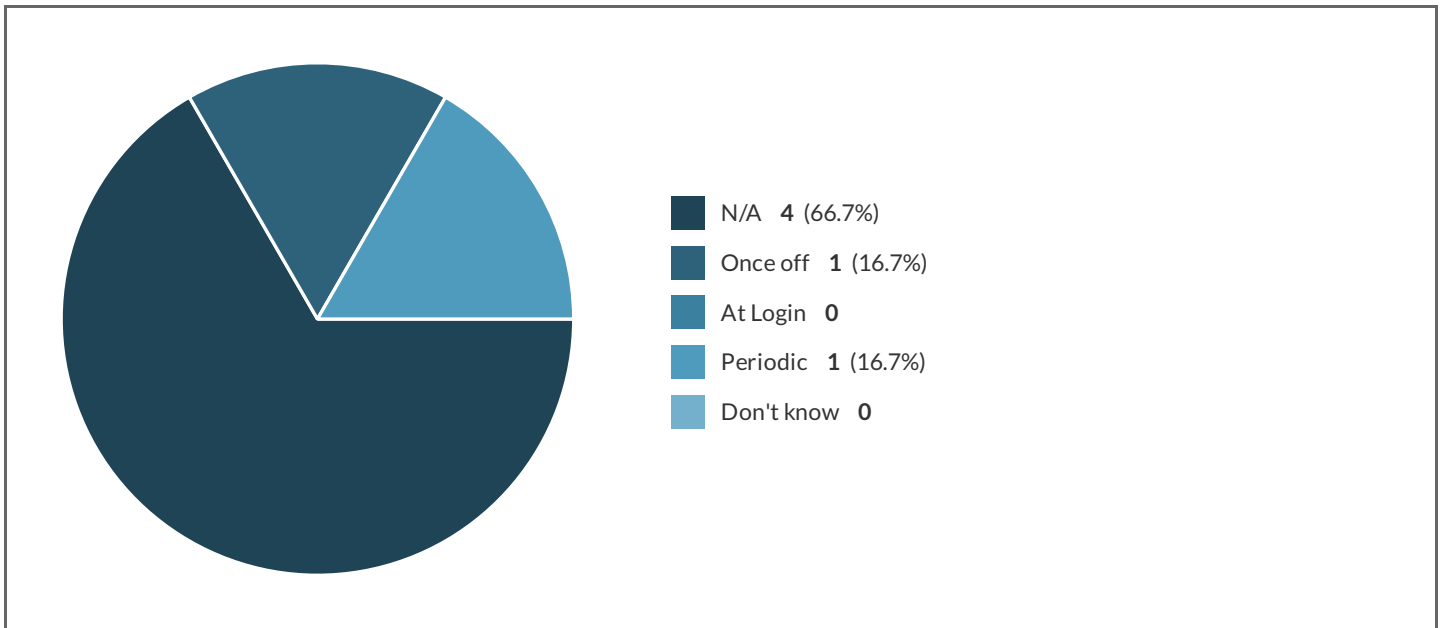
14.4   Takes organization time to implement

14.4.a   Takes organization time to implement - Severity of Cost
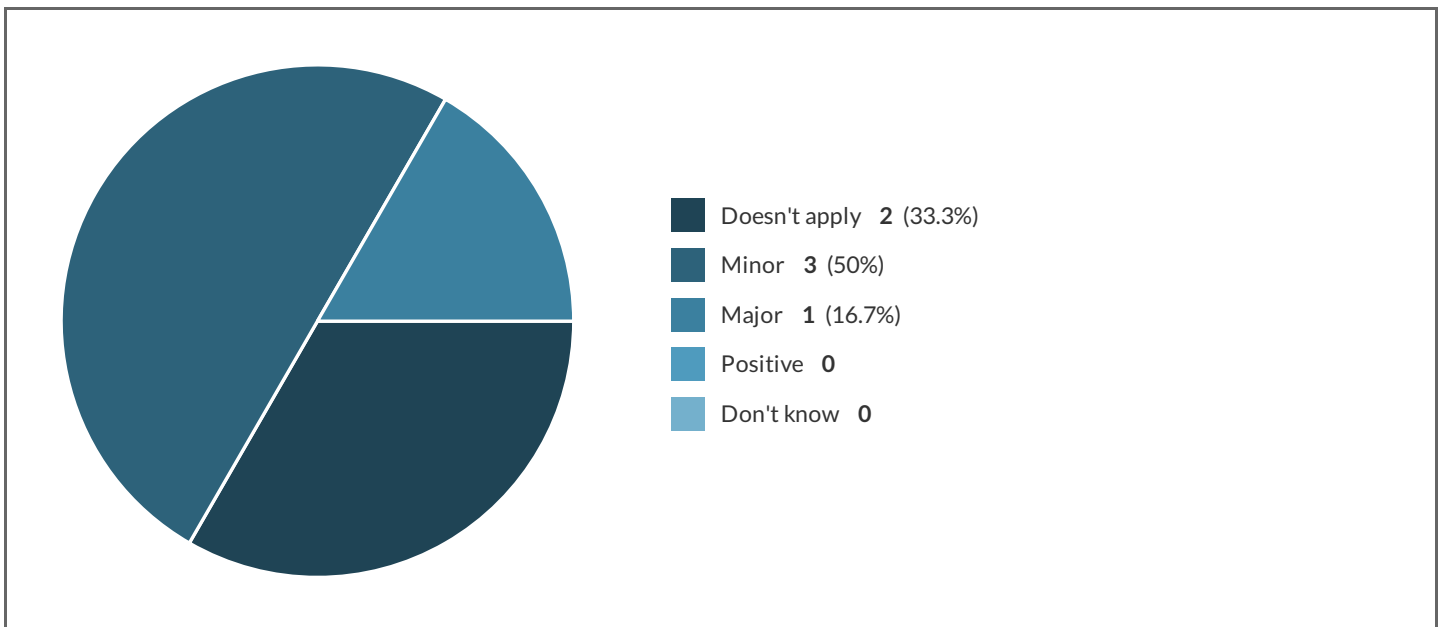
Legend:
- ■ Doesn't apply **2** (33.3%)
- ■ Minor **3** (50%)
- ■ Major **1** (16.7%)
- ■ Positive **0**
- ■ Don't know **0**

14.4.b   Takes organization time to implement - Frequency Cost is Experienced

Legend:
- N/A **2** (33.3%)
- Once off **3** (50%)
- At Login **0**
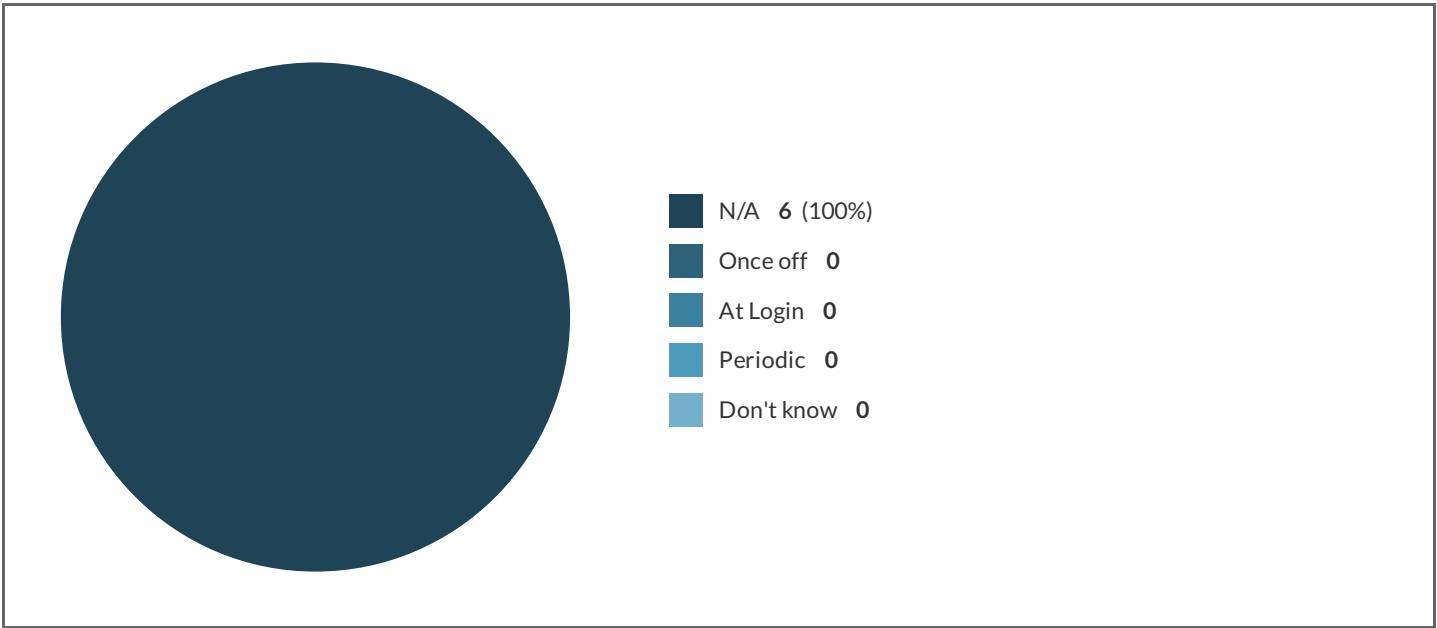- Periodic **1** (16.7%)
- Don't know **0**
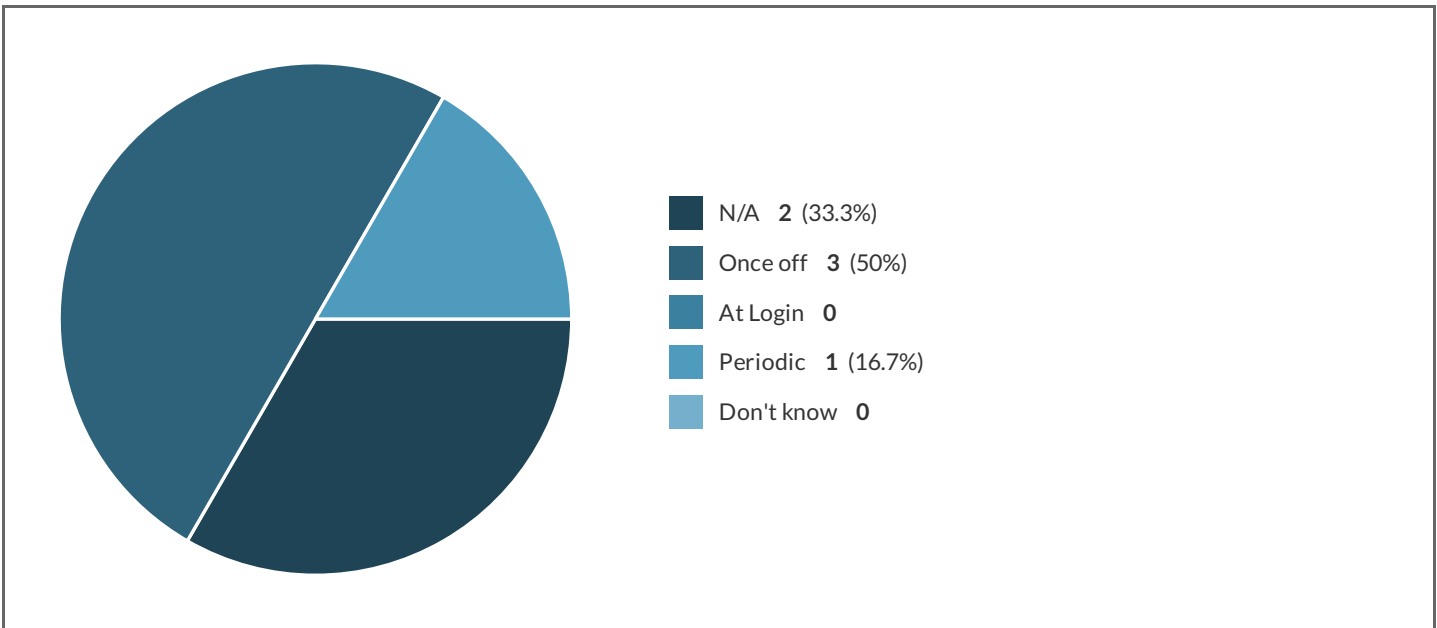
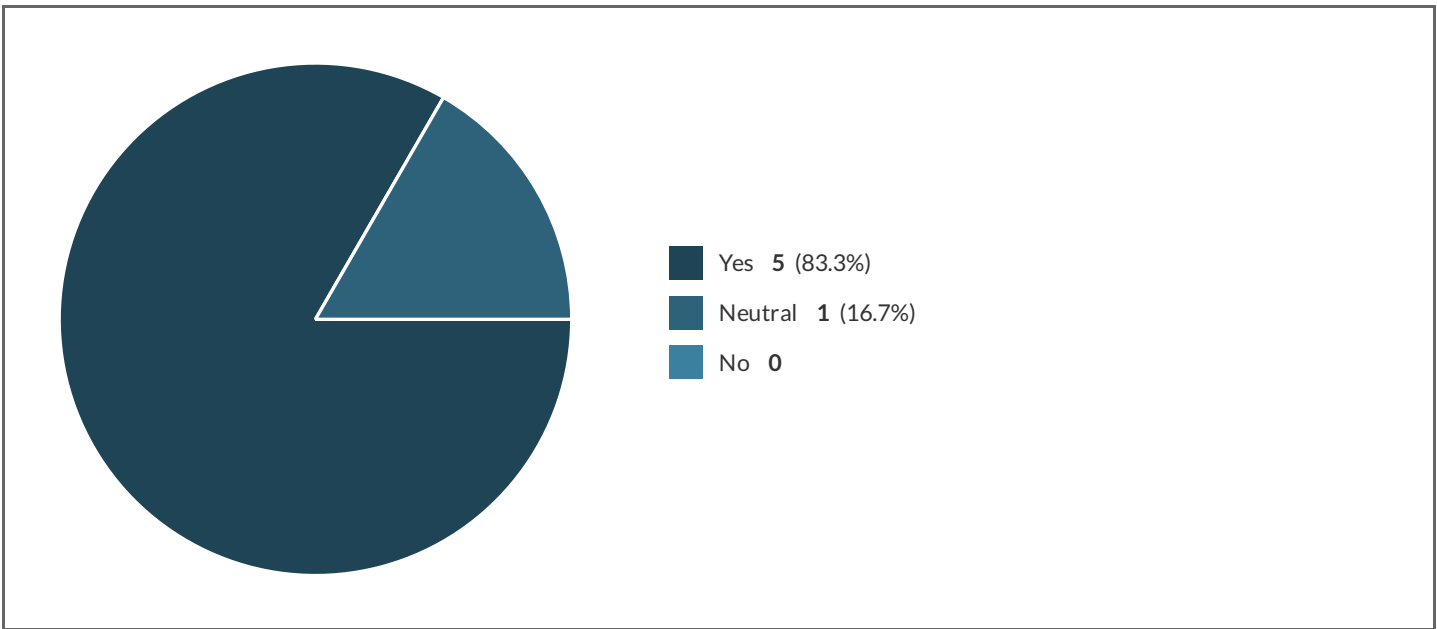**14.5** Increases the organization's computing power needed

14.5.a Increases the organization's computing power needed - Severity of Cost
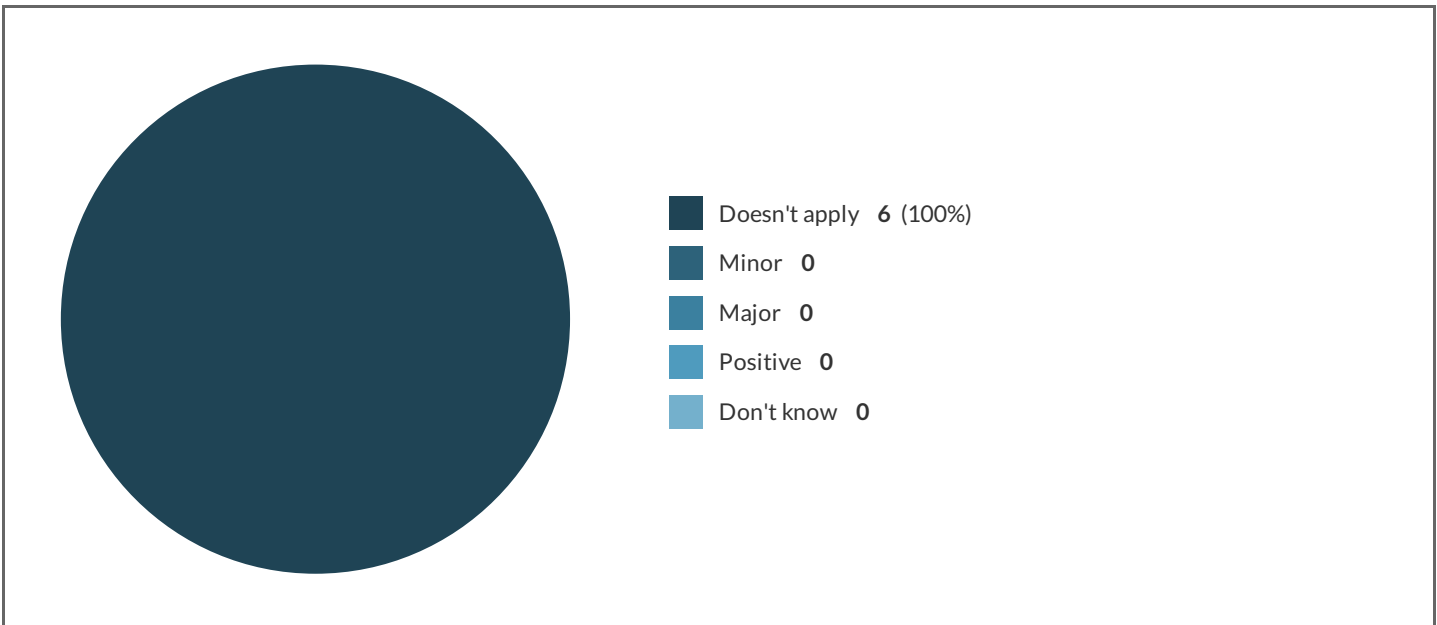
Legend:
- Doesn't apply **6** (100%)
- Minor **0**
- Major **0**
- Positive **0**
- Don't know **0**

14.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A **6** (100%)

Once off **0**

At Login **0**

Periodic **0**

Don't know **0**

14.a Do you approve of this advice?

Yes **5** (83.3%)

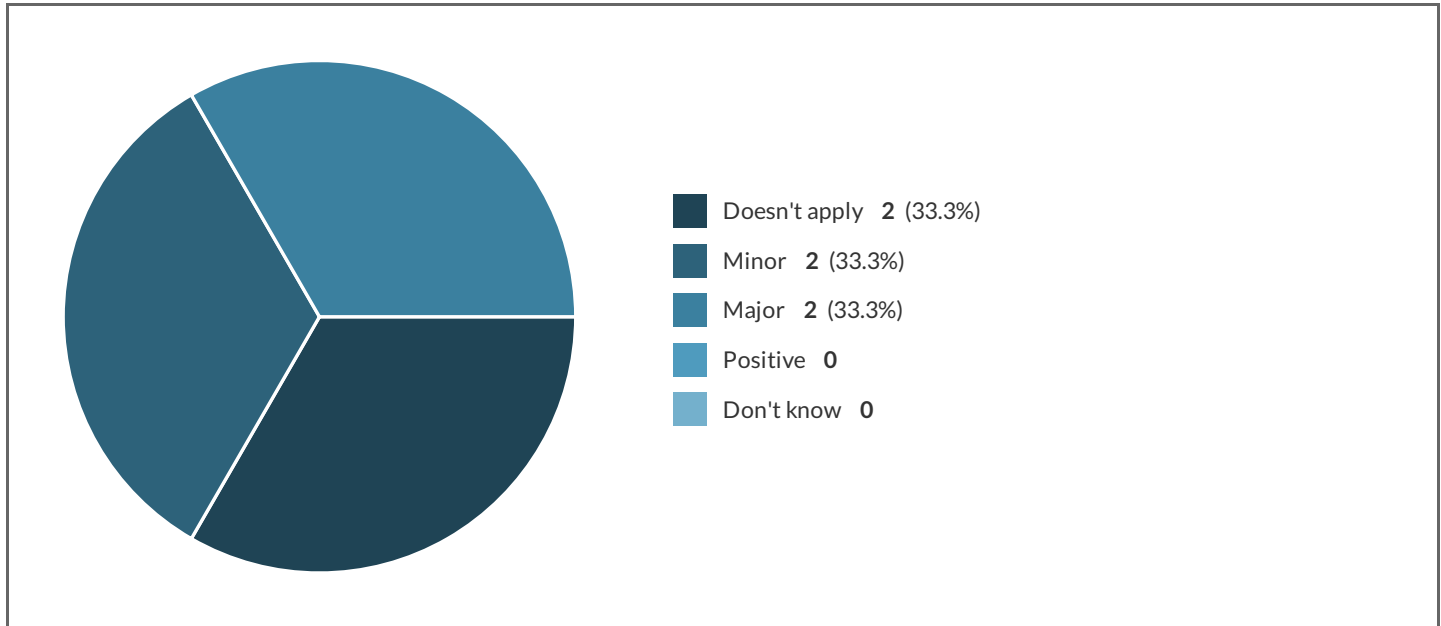Neutral **1** (16.7%)

No **0**

14.b Comments

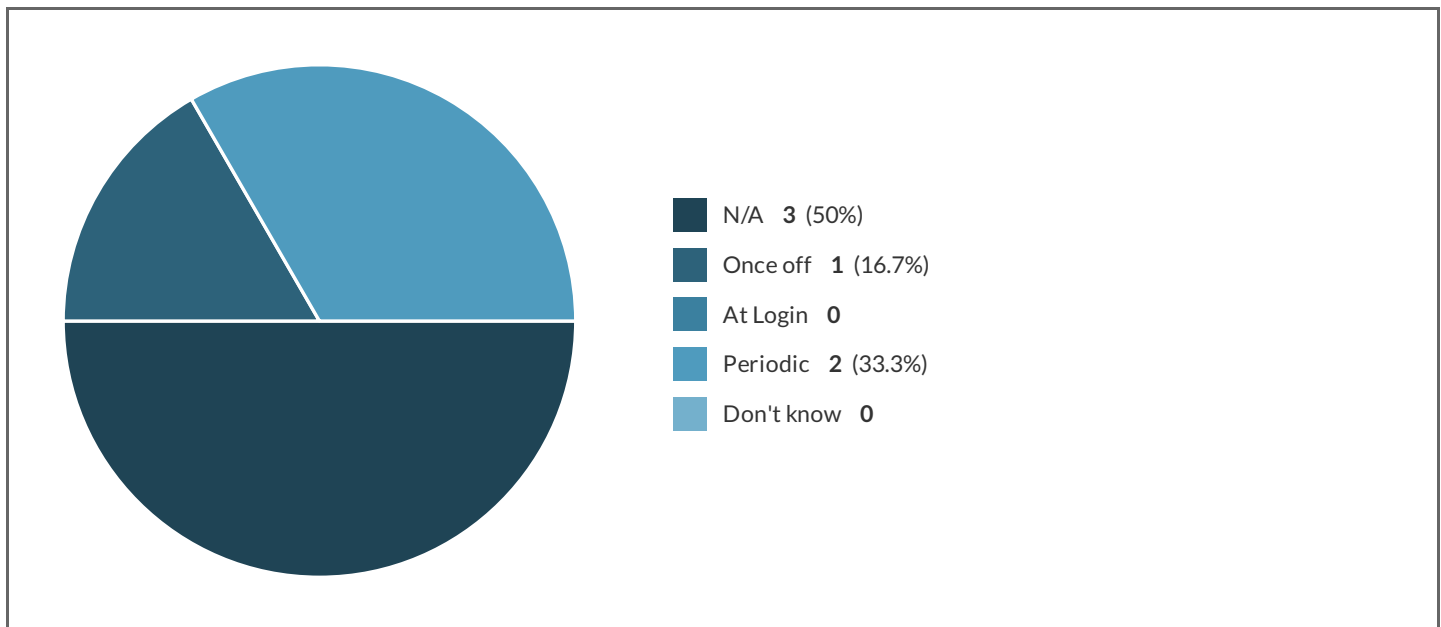| Showing 1 response	
Default on modern phones	633780-633771-66107168

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

Increased help desk/user support time

15.1.a Increased help desk/user support time - Severity of Cost

Legend		
Doesn't apply	**2**	(33.3%)
Minor	**2**	(33.3%)
Major	**2**	(33.3%)
Positive	**0**	
Don't know	**0**	

15.1.b Increased help desk/user support time - Frequency Cost is Experienced

Legend		
N/A	**3**	(50%)
Once off	**1**	(16.7%)
At Login	**0**	
Periodic	**2**	(33.3%)
Don't know	**0**	

15.2 User education required

15.2.a User education required - Severity of Cost

Legend:
- Doesn't apply **0**
- Minor **2** (33.3%)
- Major **4** (66.7%)
- Positive **0**
- Don't know **0**

15.2.b User education required - Frequency Cost is Experienced

Legend:
- N/A **1** (16.7%)
- Once off **0**
- At Login **0**
- Periodic **5** (83.3%)
- Don't know **0**
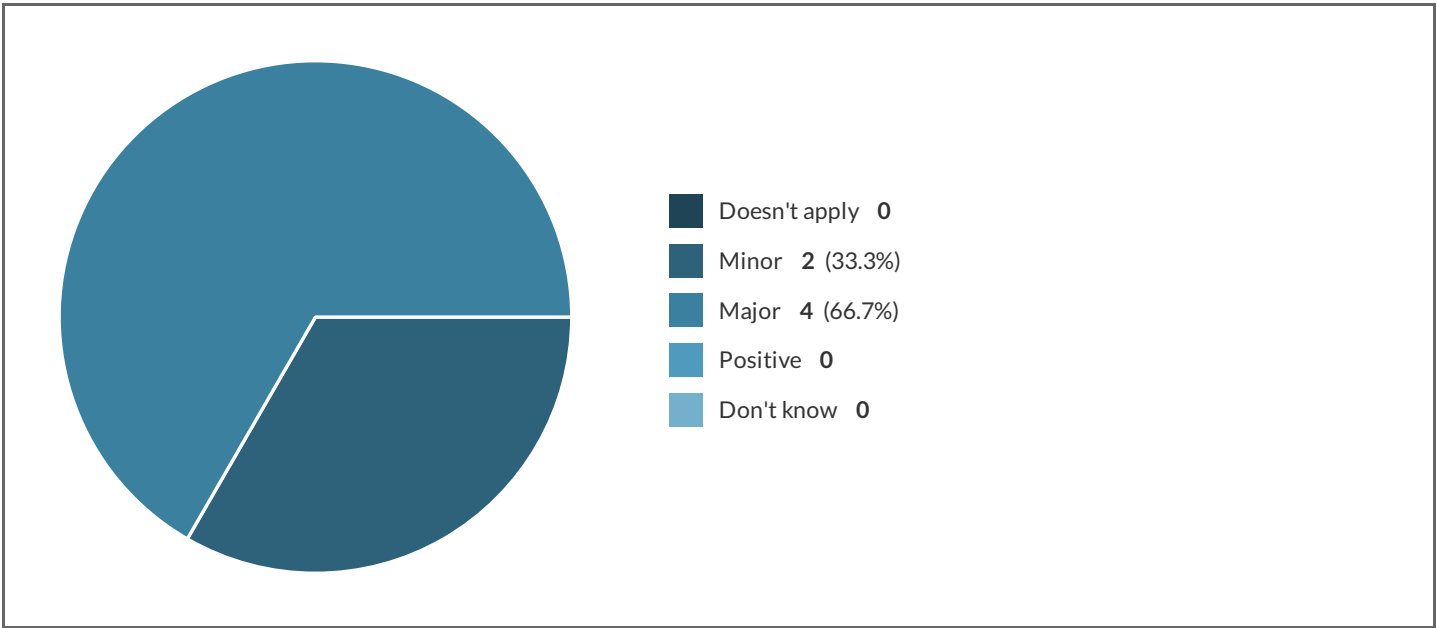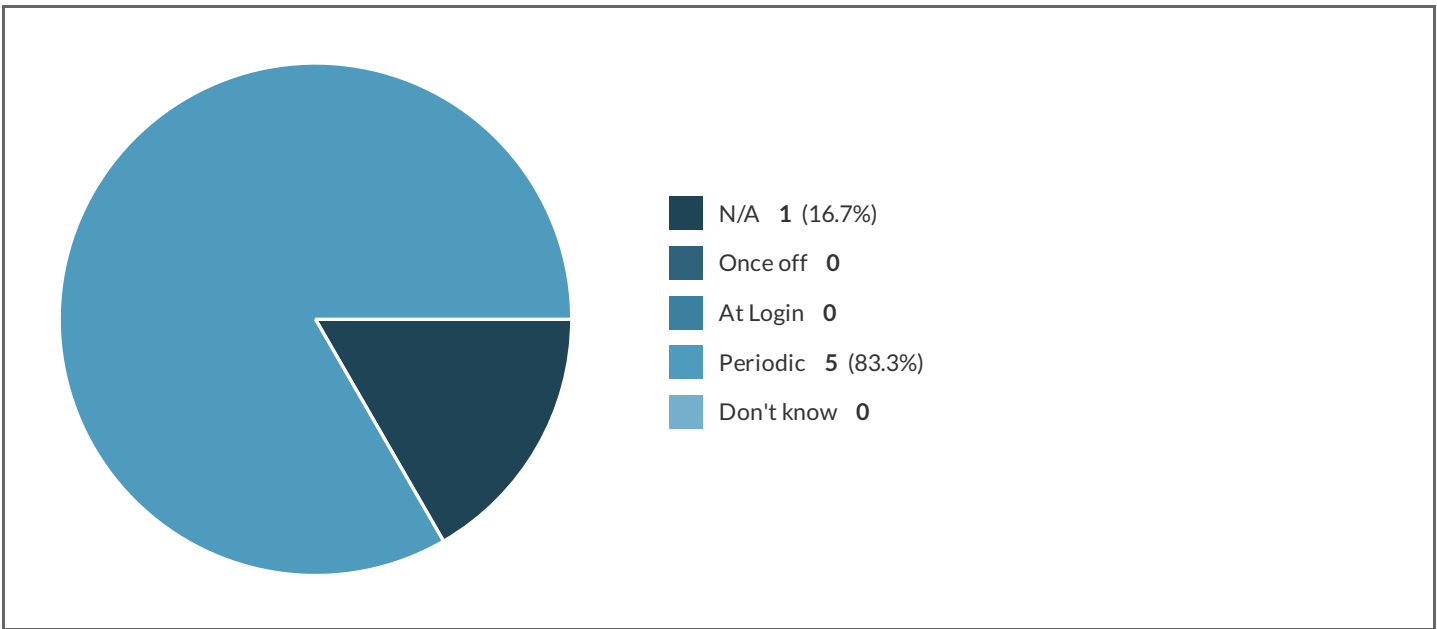
15.3 Organization needs extra resources

15.3.a Organization needs extra resources - Severity of Cost
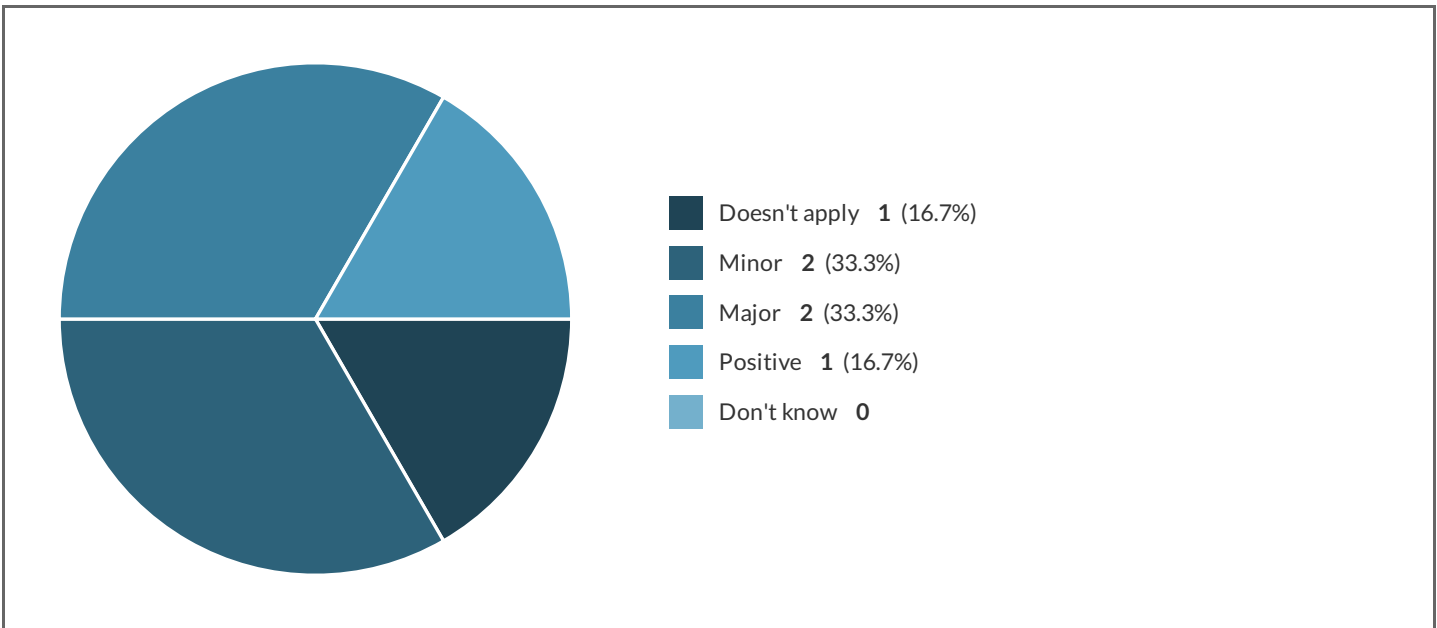
Doesn't apply **1** (16.7%)

Minor **2** (33.3%)

Major **2** (33.3%)

Positive **1** (16.7%)

Don't know **0**

15.3.b Organization needs extra resources - Frequency Cost is Experienced

N/A **2** (33.3%)

Once off **2** (33.3%)

At Login **0**

Periodic **2** (33.3%)

Don't know **0**
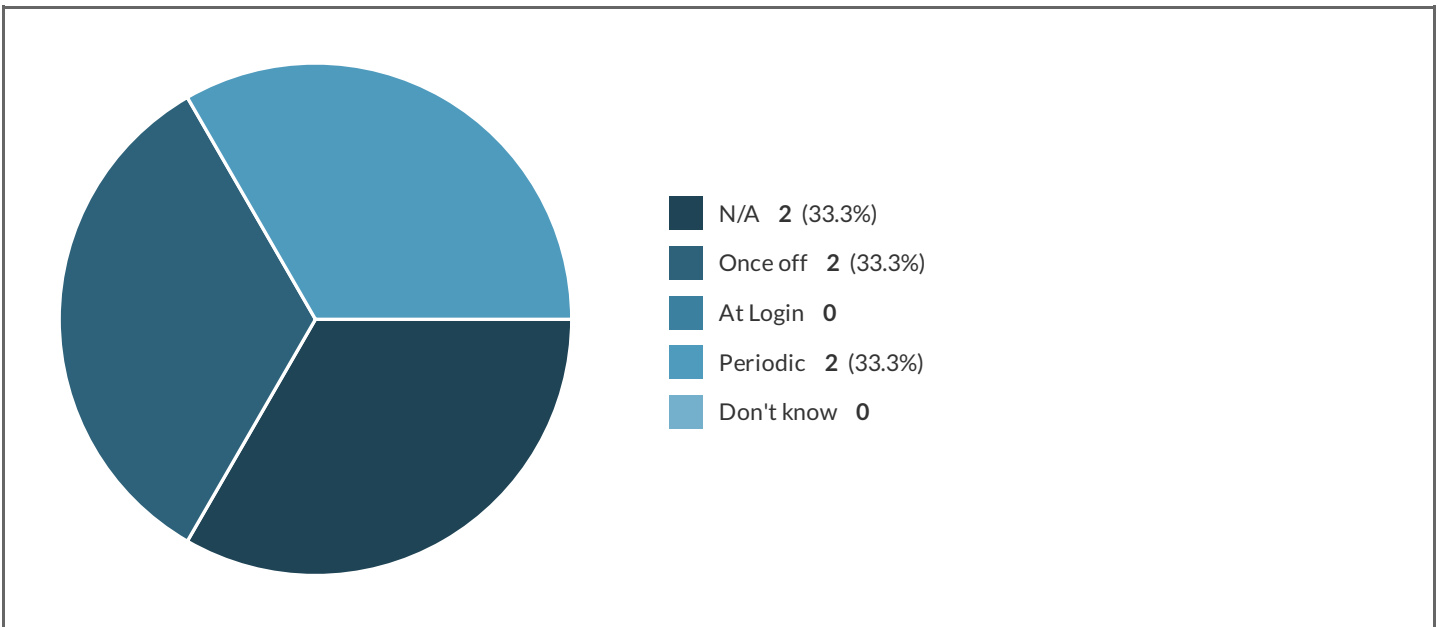
15.4 Takes organization time to implement

15.4.a Takes organization time to implement - Severity of Cost
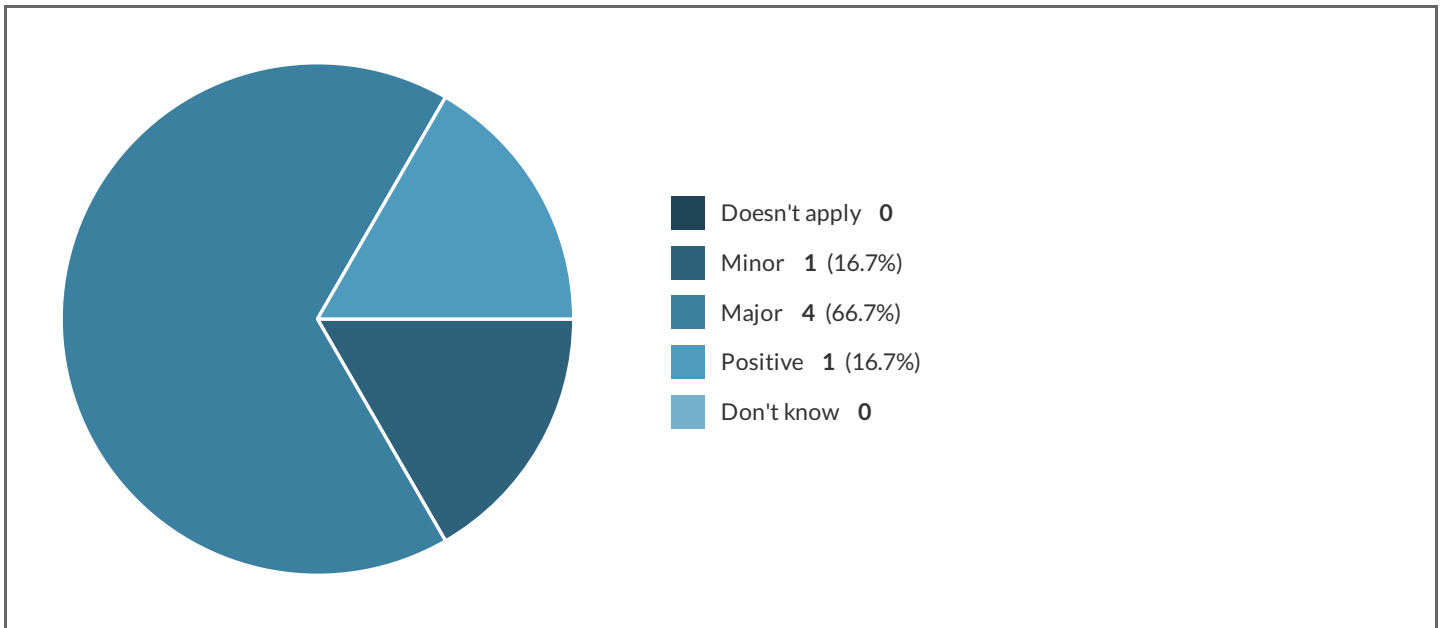
Legend:
- Doesn't apply **0**
- Minor **1** (16.7%)
- Major **4** (66.7%)
- Positive **1** (16.7%)
- Don't know **0**

15.4.b Takes organization time to implement - Frequency Cost is Experienced

Legend:
- N/A **1** (16.7%)
- Once off **3** (50%)
- At Login **0**
- Periodic **2** (33.3%)
- Don't know **0**
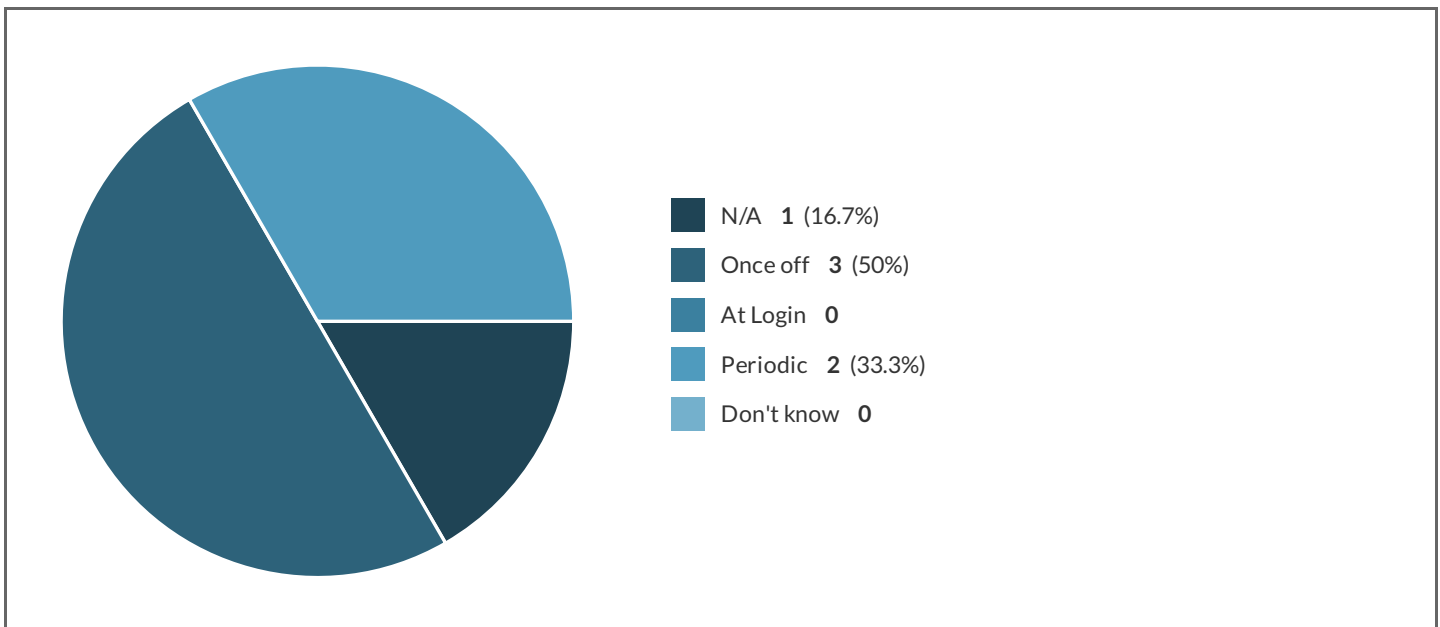
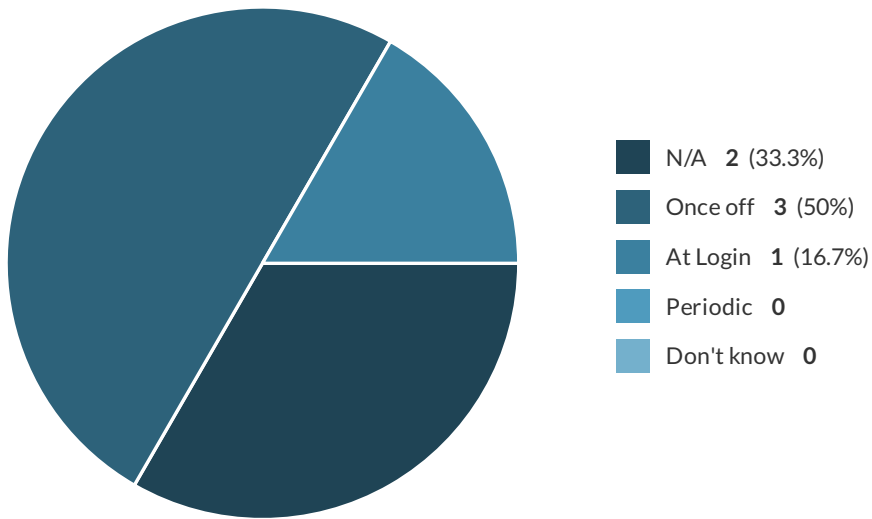**15.5** Increases the organization's computing power needed

15.5.a Increases the organization's computing power needed - Severity of Cost
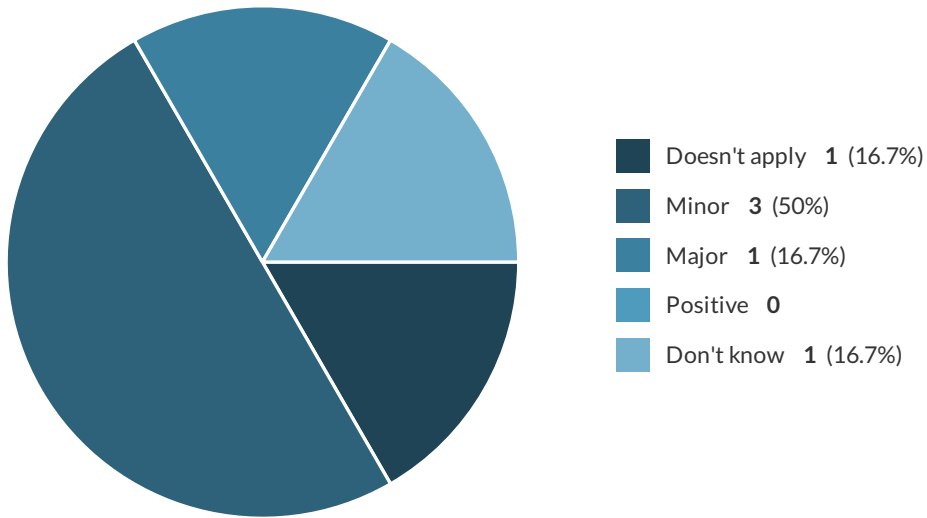
■ Doesn't apply	**1** (16.7%)
■ Minor	**3** (50%)
■ Major	**1** (16.7%)
■ Positive	**0**
■ Don't know	**1** (16.7%)

15.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

■ N/A	**2** (33.3%)
■ Once off	**3** (50%)
■ At Login	**1** (16.7%)
■ Periodic	**0**
■ Don't know	**0**

15.a Do you approve of this advice?

Yes **3** (50%)

Neutral **3** (50%)

No **0**
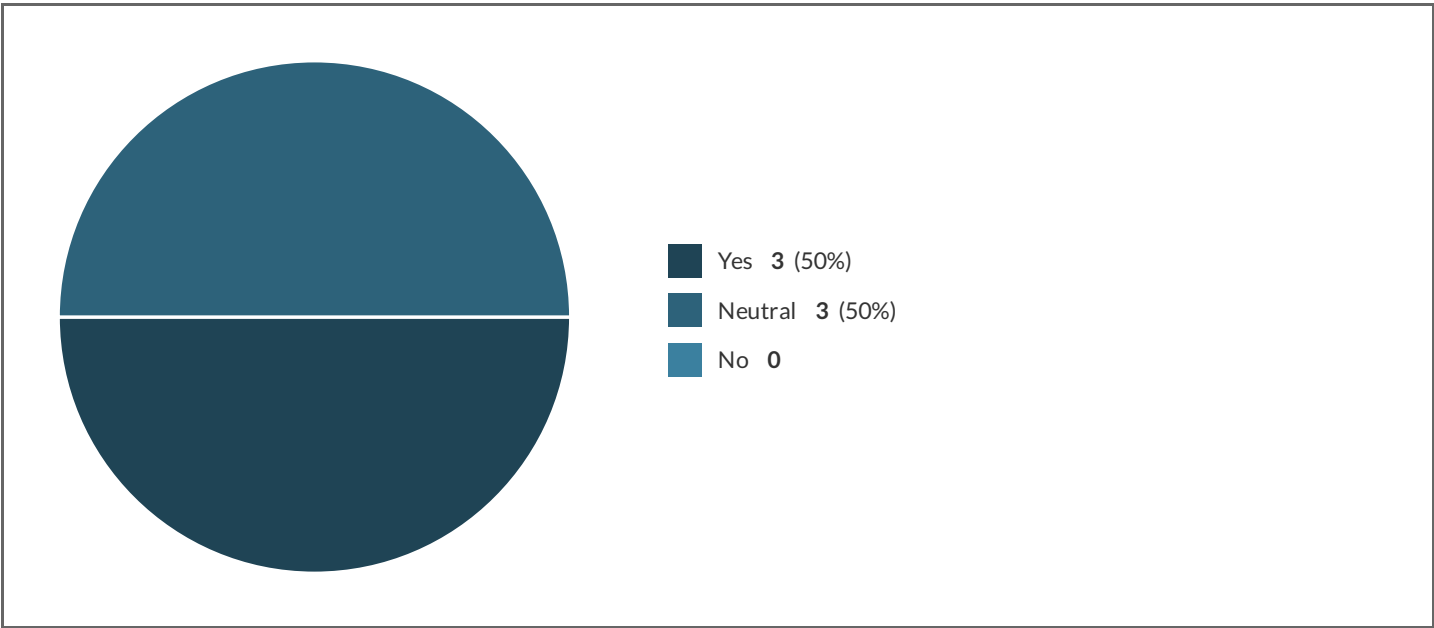
15.b Comments

| Showing all 2 responses	
SMS 2FA is known to be weak, but requires a targeted attack	633780-633771-66107168
Very important!	633780-633771-66741708

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16 Generated passwords should be created using a random generator

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16.1 Increased help desk/user support time

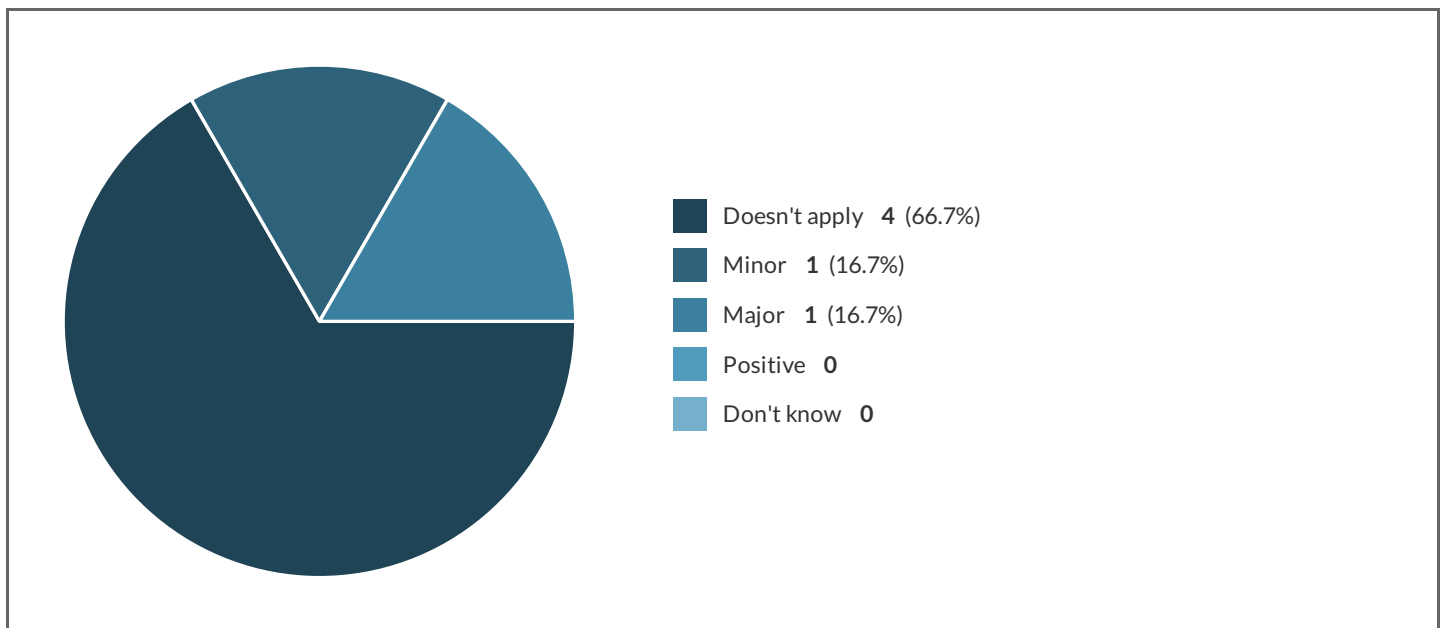**16.1.a** Increased help desk/user support time - Severity of Cost
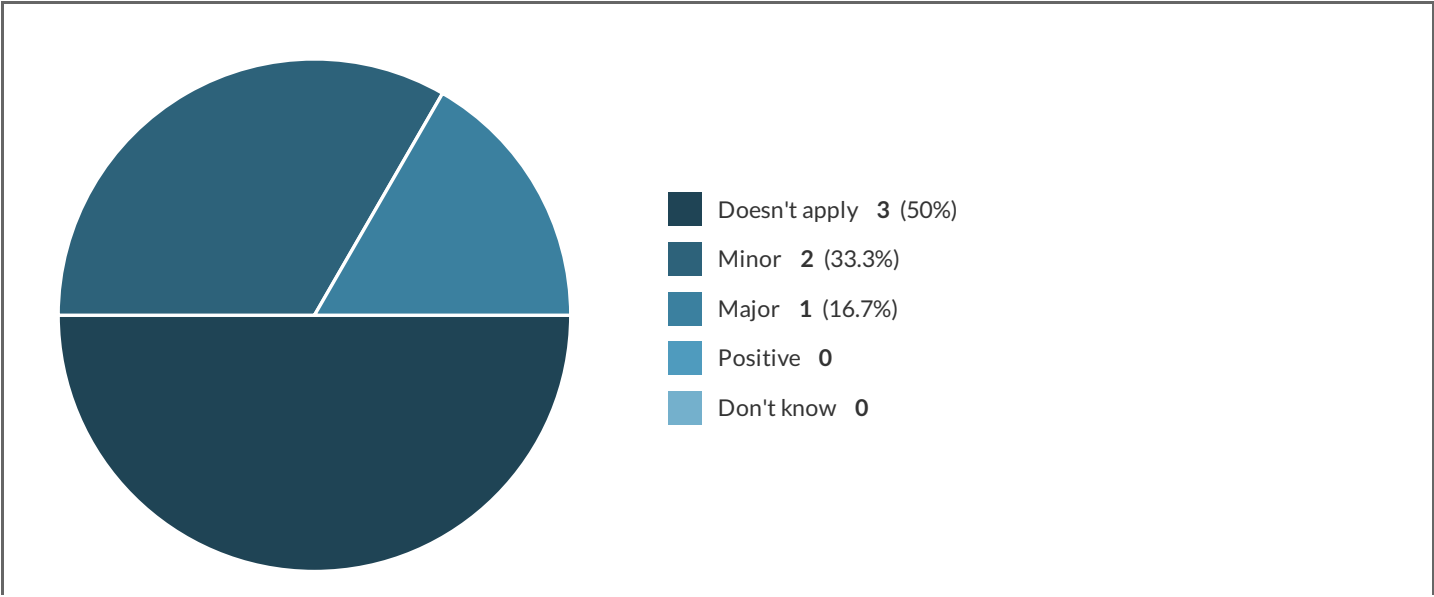
Doesn't apply **3** (50%)

Minor **2** (33.3%)

Major **1** (16.7%)

Positive **0**

Don't know **0**

16.1.b Increased help desk/user support time - Frequency Cost is Experienced

■ N/A **5** (83.3%)

■ Once off **0**

■ At Login **0**

■ Periodic **1** (16.7%)

■ Don't know **0**
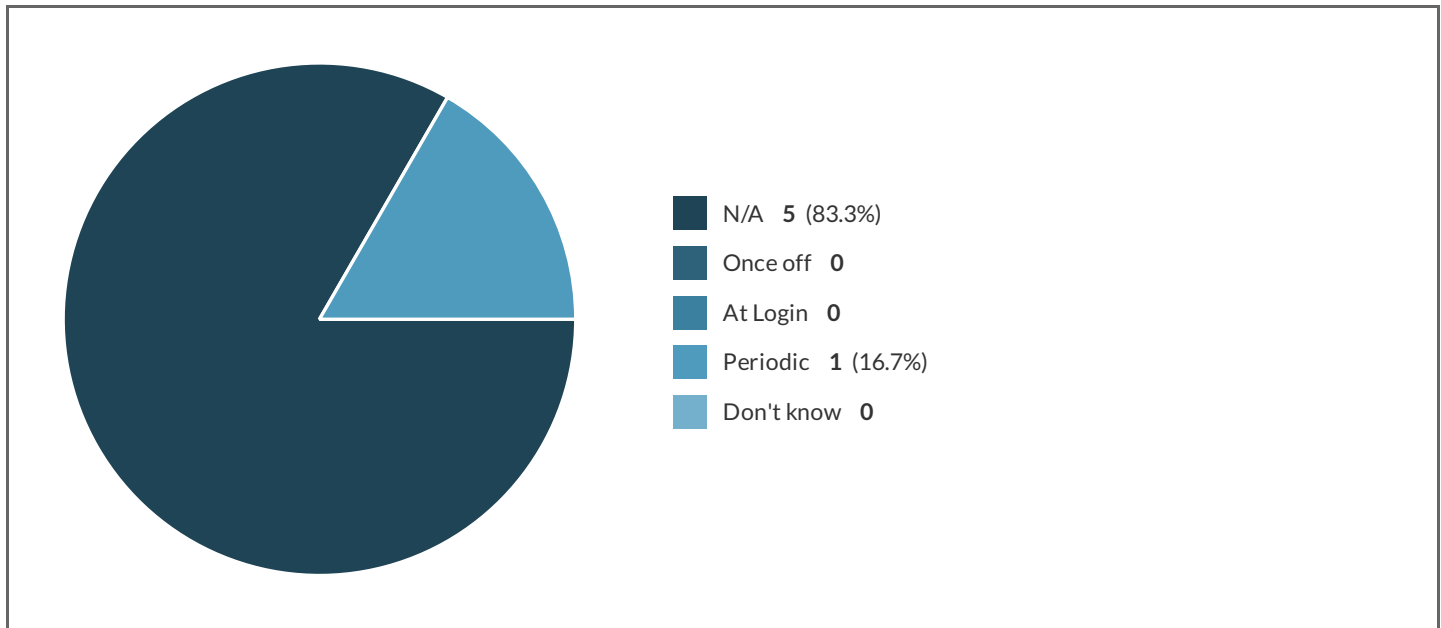
16.2 User education required

16.2.a User education required - Severity of Cost

■ Doesn't apply **4** (66.7%)

■ Minor **1** (16.7%)

■ Major **1** (16.7%)

■ Positive **0**

■ Don't know **0**

16.2.b User education required - Frequency Cost is Experienced

Legend:
- N/A **6** (100%)
- Once off **0**
- At Login **0**
- Periodic **0**
- Don't know **0**

16.3 Organization needs extra resources

16.3.a Organization needs extra resources - Severity of Cost
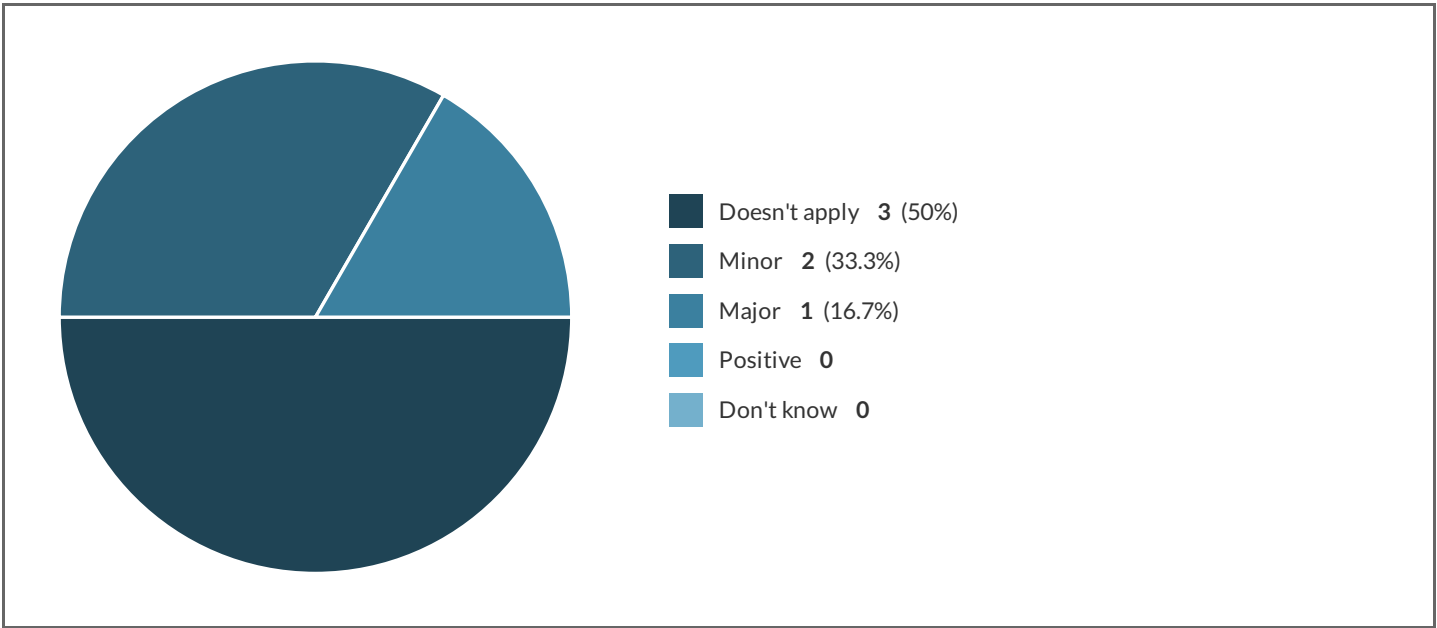
Legend:
- Doesn't apply **3** (50%)
- Minor **2** (33.3%)
- Major **1** (16.7%)
- Positive **0**
- Don't know **0**

16.3.b Organization needs extra resources - Frequency Cost is Experienced

N/A **5** (83.3%)
Once off **1** (16.7%)
At Login **0**
Periodic **0**
Don't know **0**
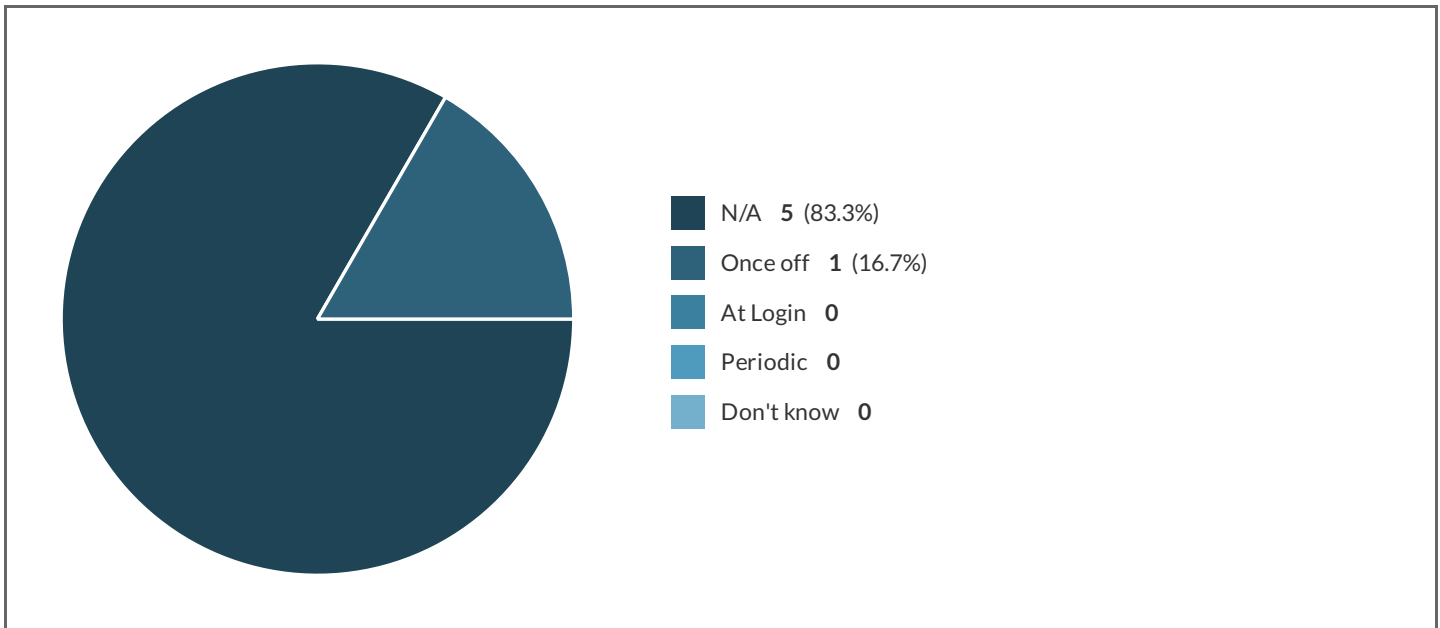
16.4 Takes organization time to implement

16.4.a Takes organization time to implement - Severity of Cost
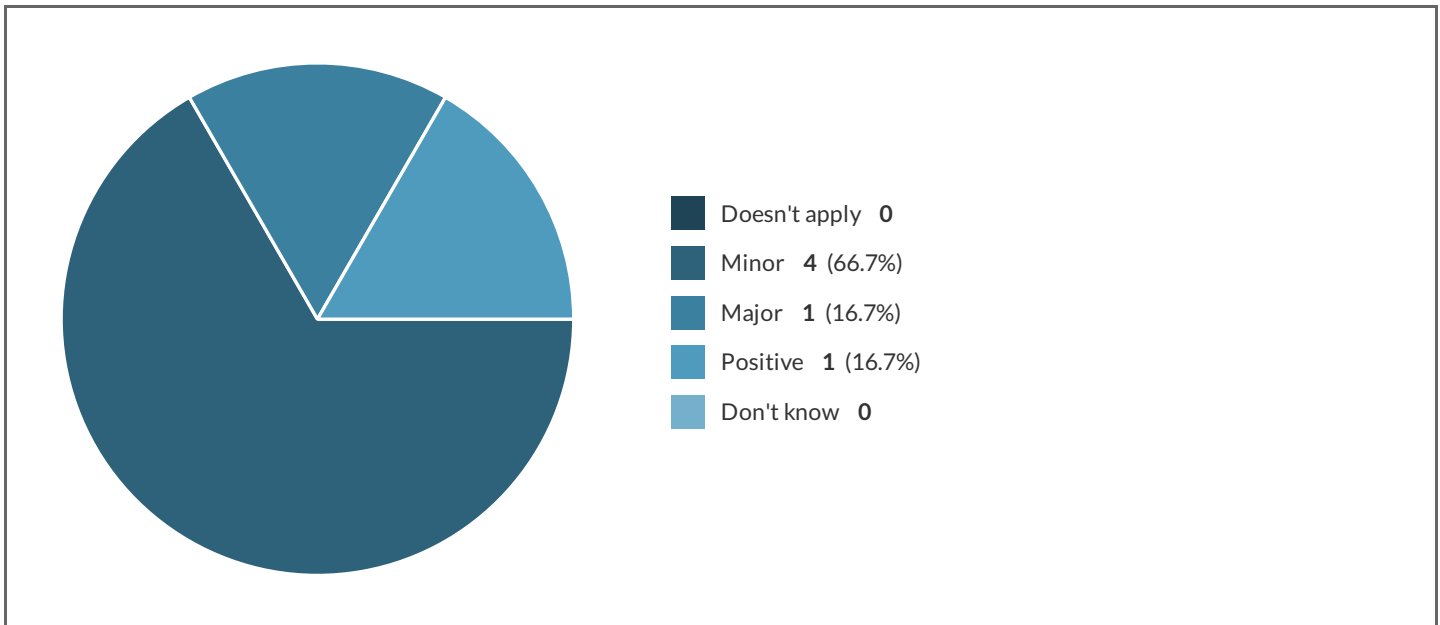
Doesn't apply **0**
Minor **4** (66.7%)
Major **1** (16.7%)
Positive **1** (16.7%)
Don't know **0**

16.4.b Takes organization time to implement - Frequency Cost is Experienced

■	N/A **3** (50%)
■	Once off **3** (50%)
■	At Login **0**
■	Periodic **0**
■	Don't know **0**
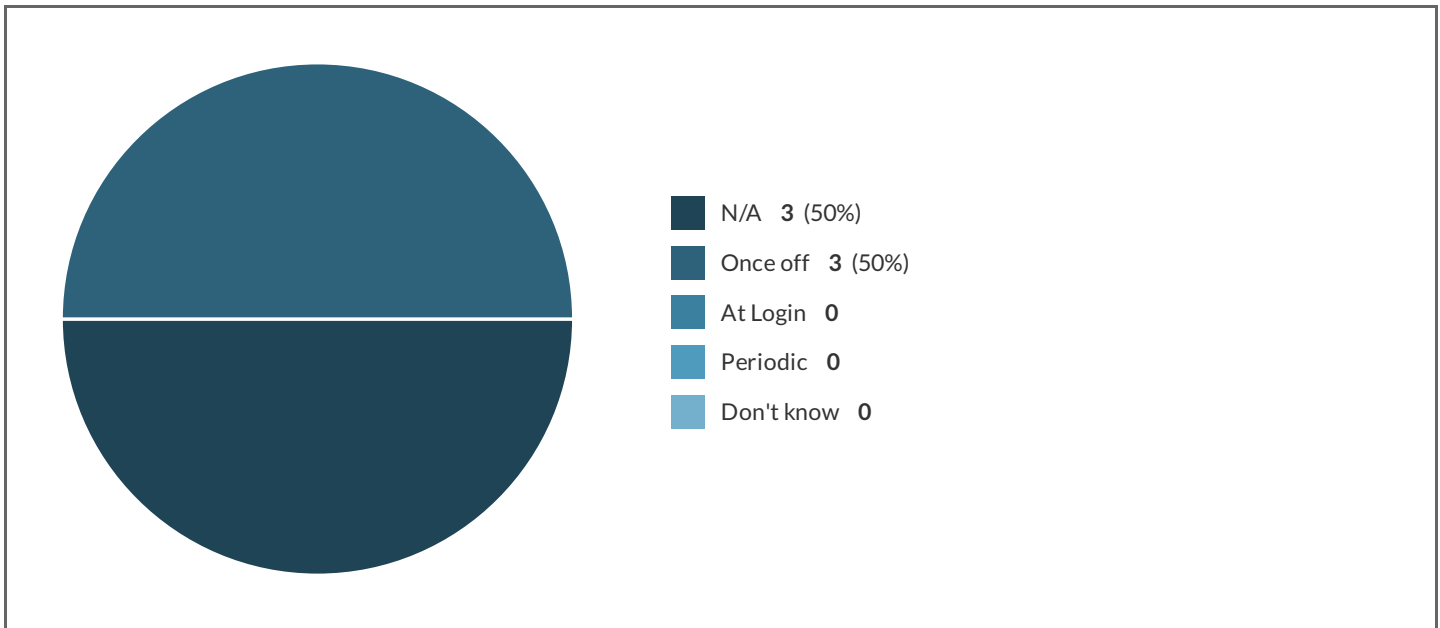
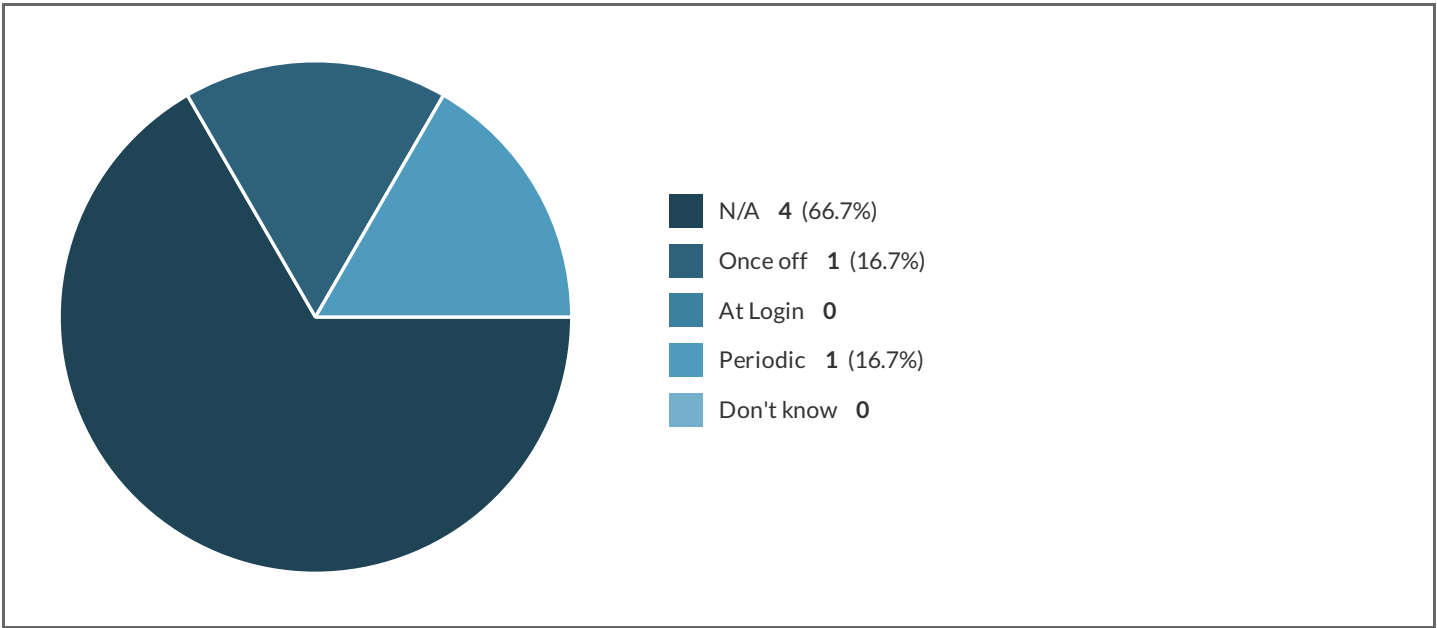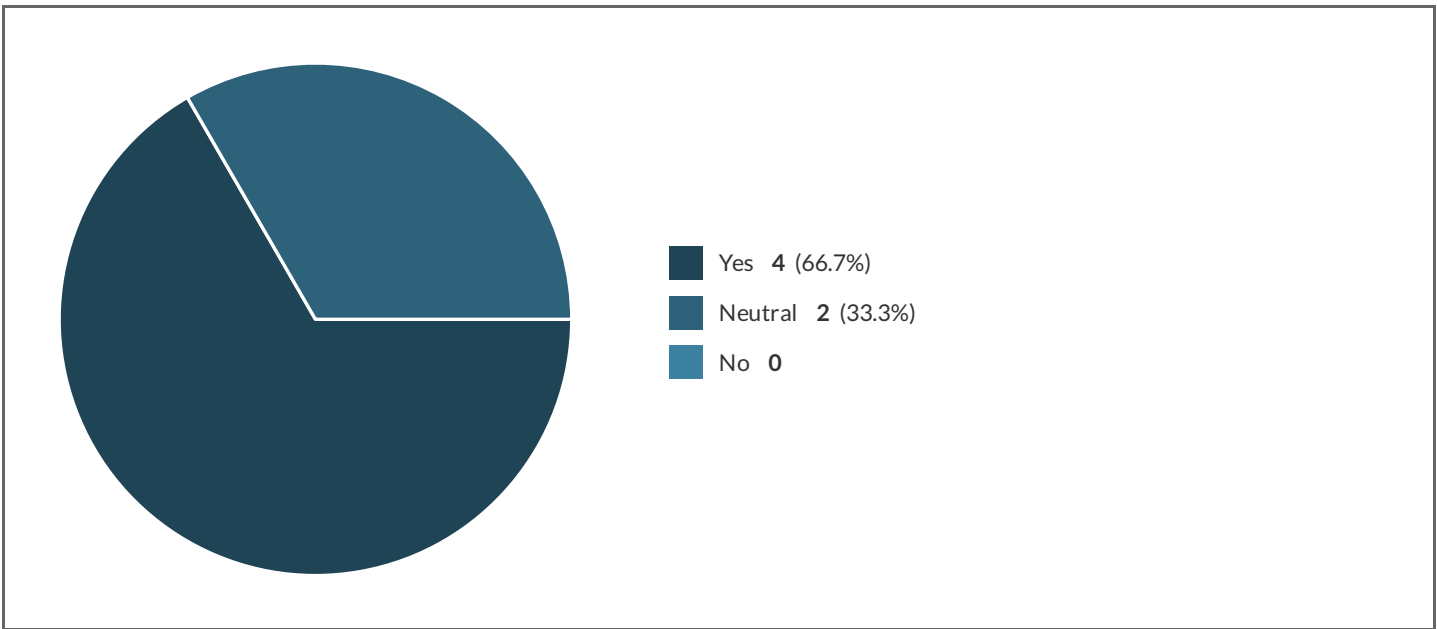**16.5** Increases the organization's computing power needed

16.5.a Increases the organization's computing power needed - Severity of Cost
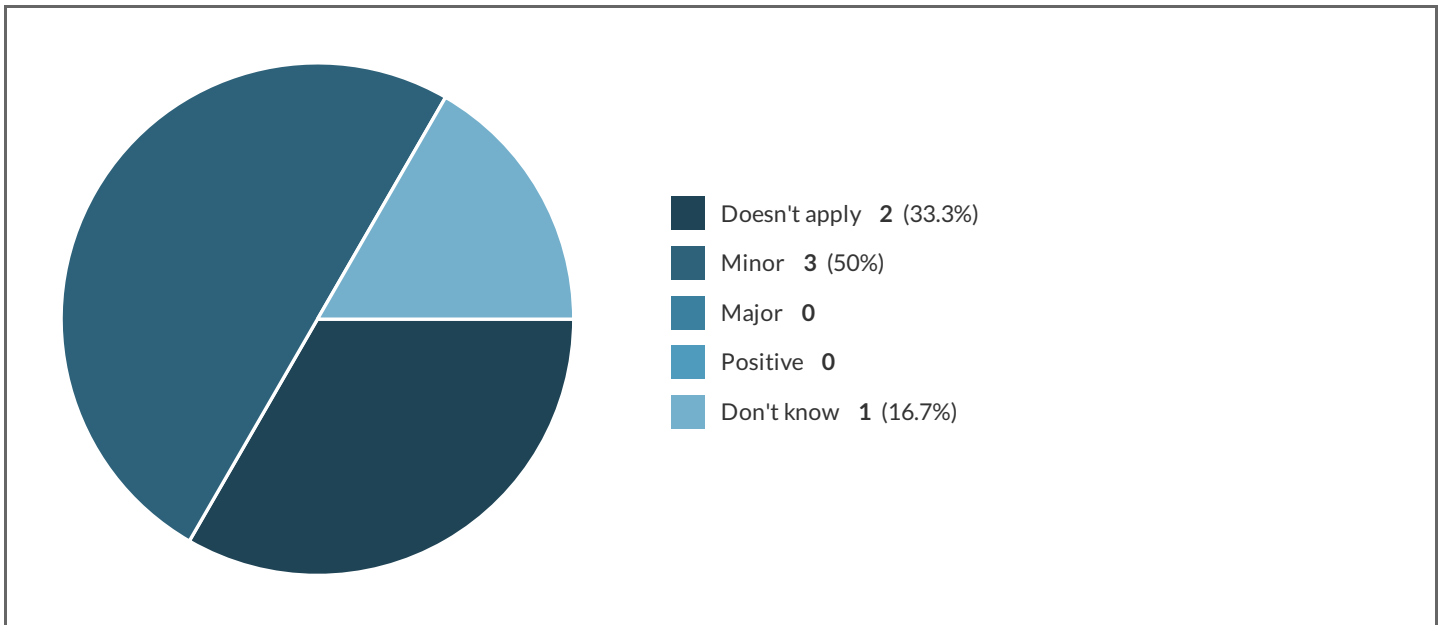
■	Doesn't apply **2** (33.3%)
■	Minor **3** (50%)
■	Major **0**
■	Positive **0**
■	Don't know **1** (16.7%)

16.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

■ N/A	**4** (66.7%)
■ Once off	**1** (16.7%)
■ At Login	**0**
■ Periodic	**1** (16.7%)
■ Don't know	**0**

16.a Do you approve of this advice?

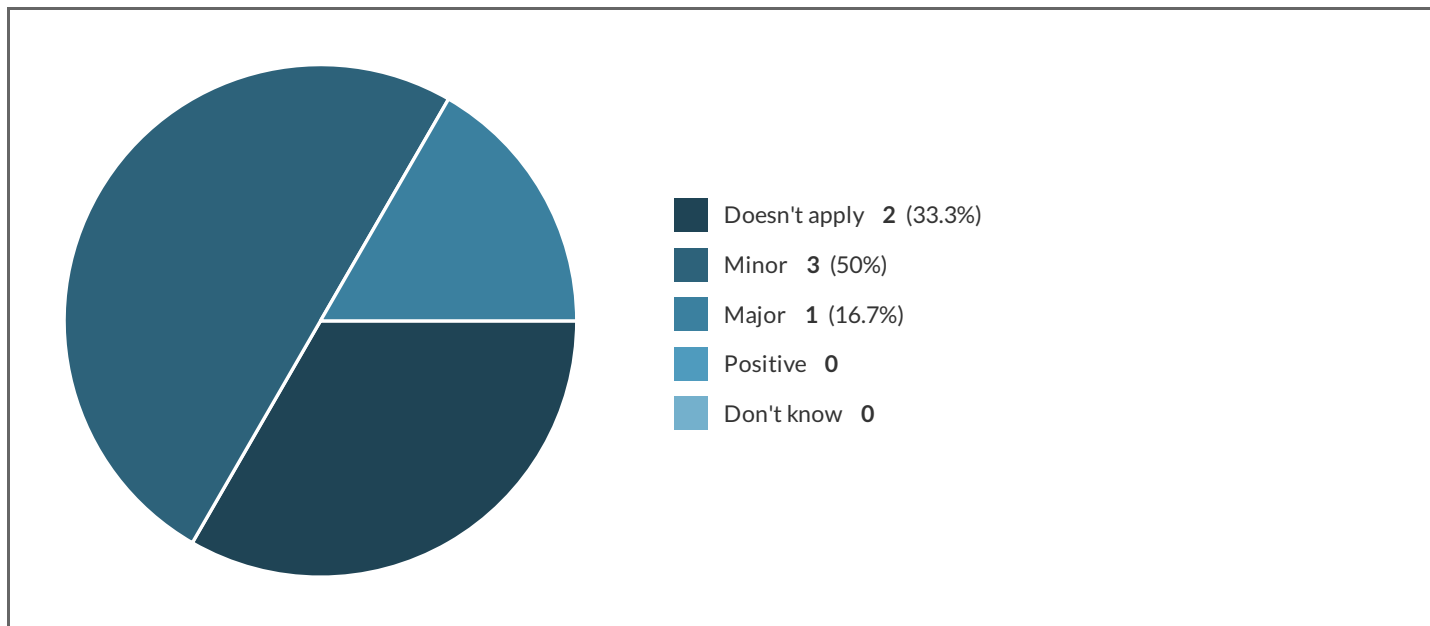|	
■ Yes	**4** (66.7%)
■ Neutral	**2** (33.3%)
■ No	**0**

16.b Comments

| **Showing 1 response**	
Good advice, hard to implement for large numbers, how do you communicate the passwords to users when off-site?	633780-633771-66633850

17 Every user in an organisation should have their own account

17.1 Increased help desk/user support time

17.1.a Increased help desk/user support time - Severity of Cost

- Doesn't apply **2** (33.3%)
- Minor **3** (50%)
- Major **1** (16.7%)
- Positive **0**
- Don't know **0**

17.1.b Increased help desk/user support time - Frequency Cost is Experienced

- N/A **3** (50%)
- Once off **1** (16.7%)
- At Login **0**
- Periodic **2** (33.3%)
- Don't know **0**
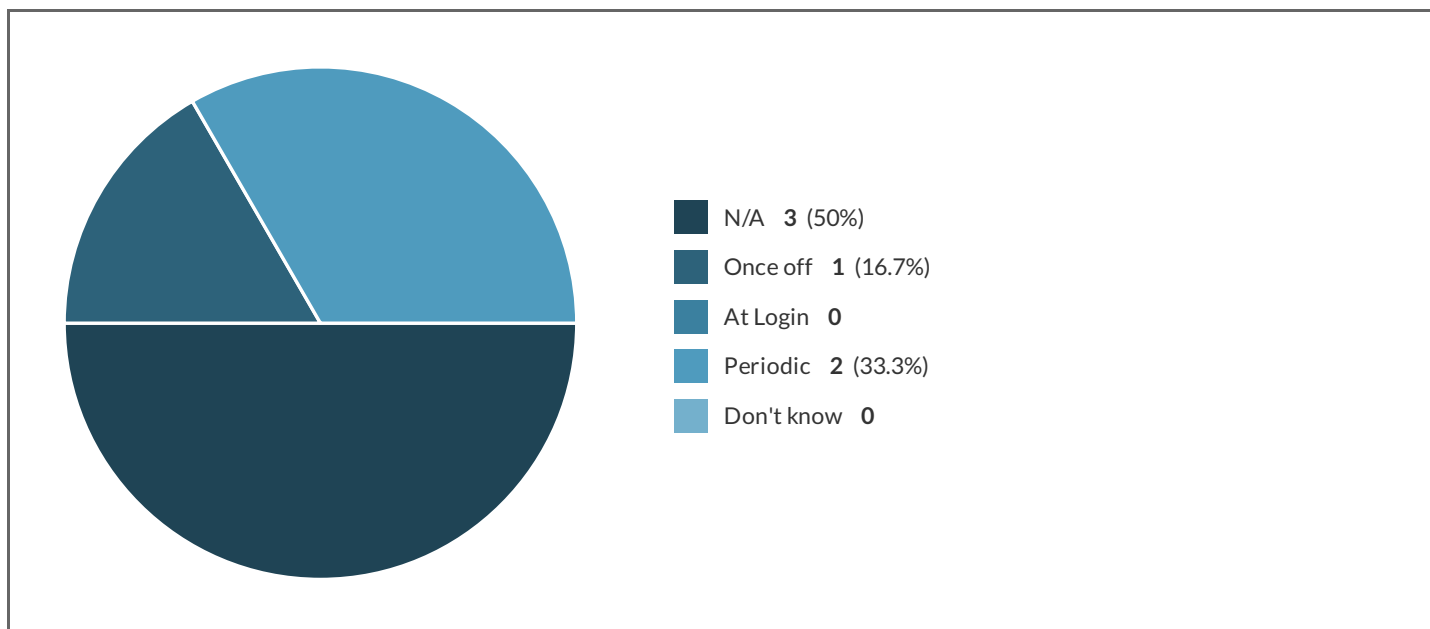
17.2 User education required

17.2.a User education required - Severity of Cost

- Doesn't apply **2** (33.3%)
- Minor **3** (50%)
- Major **1** (16.7%)
- Positive **0**
- Don't know **0**

17.2.b User education required - Frequency Cost is Experienced

- N/A **3** (50%)
- Once off **1** (16.7%)
- At Login **0**
- Periodic **2** (33.3%)
- Don't know **0**
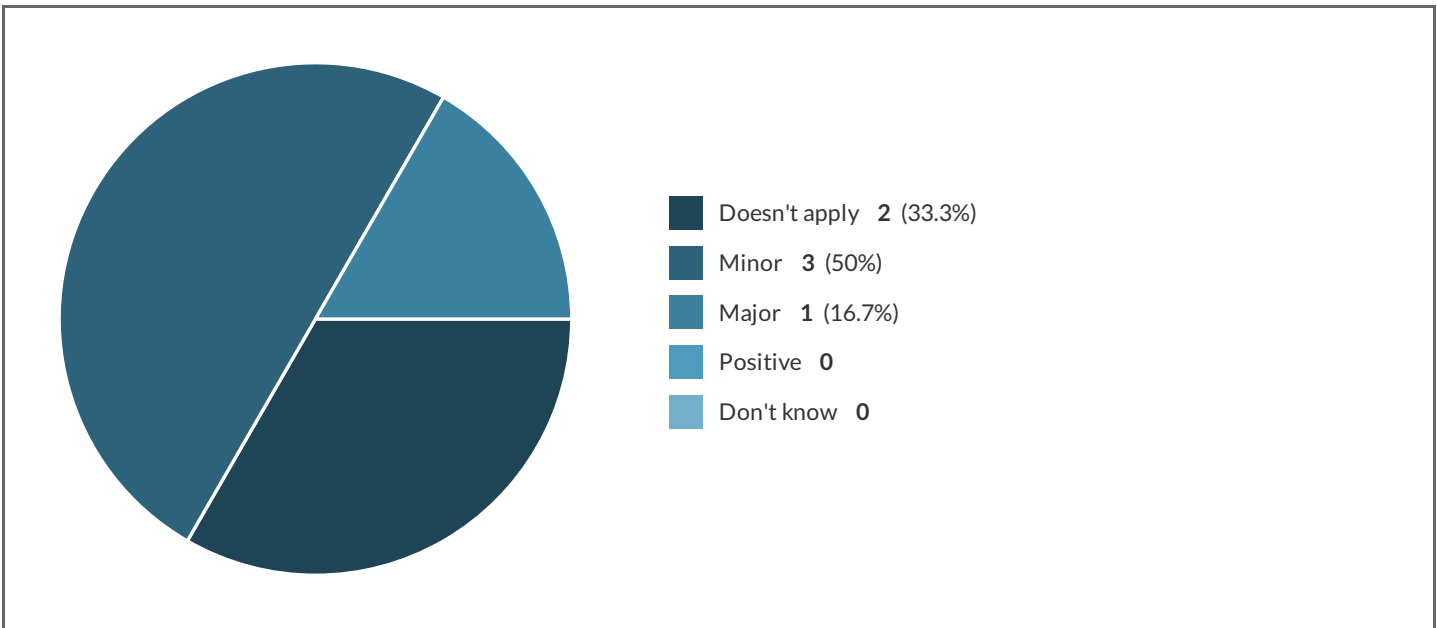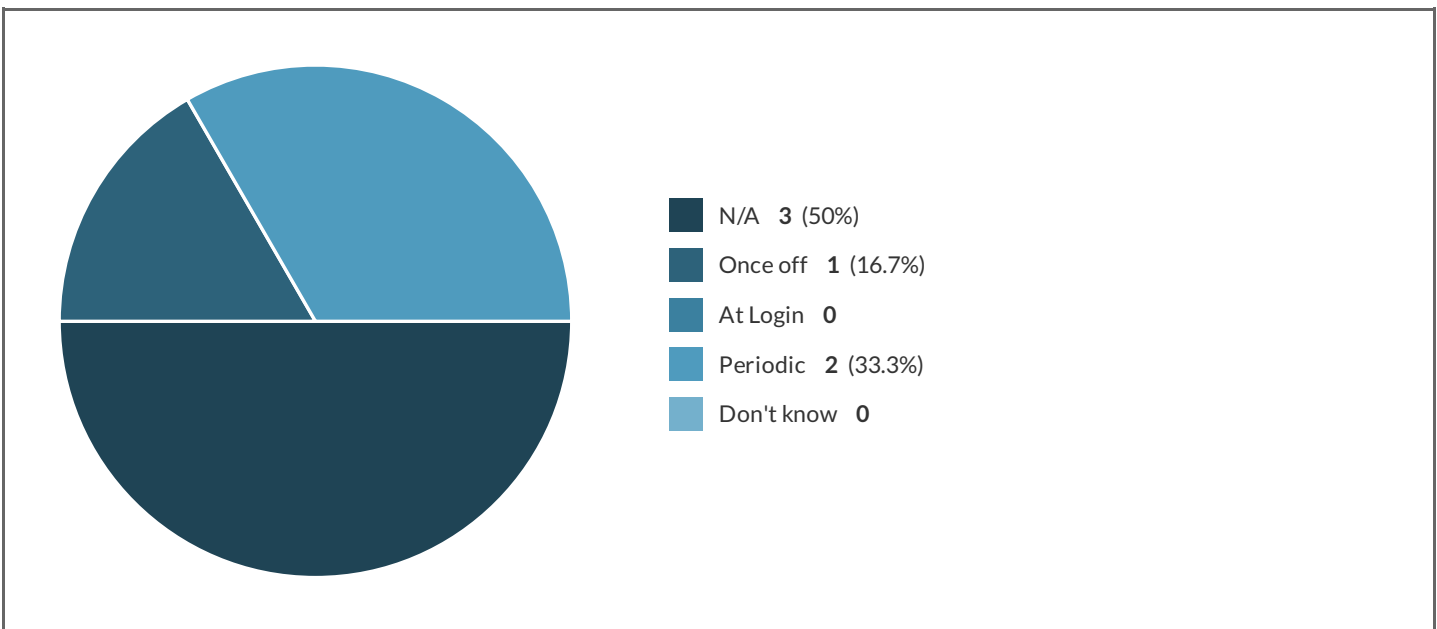
17.3 Organization needs extra resources

17.3.a Organization needs extra resources - Severity of Cost
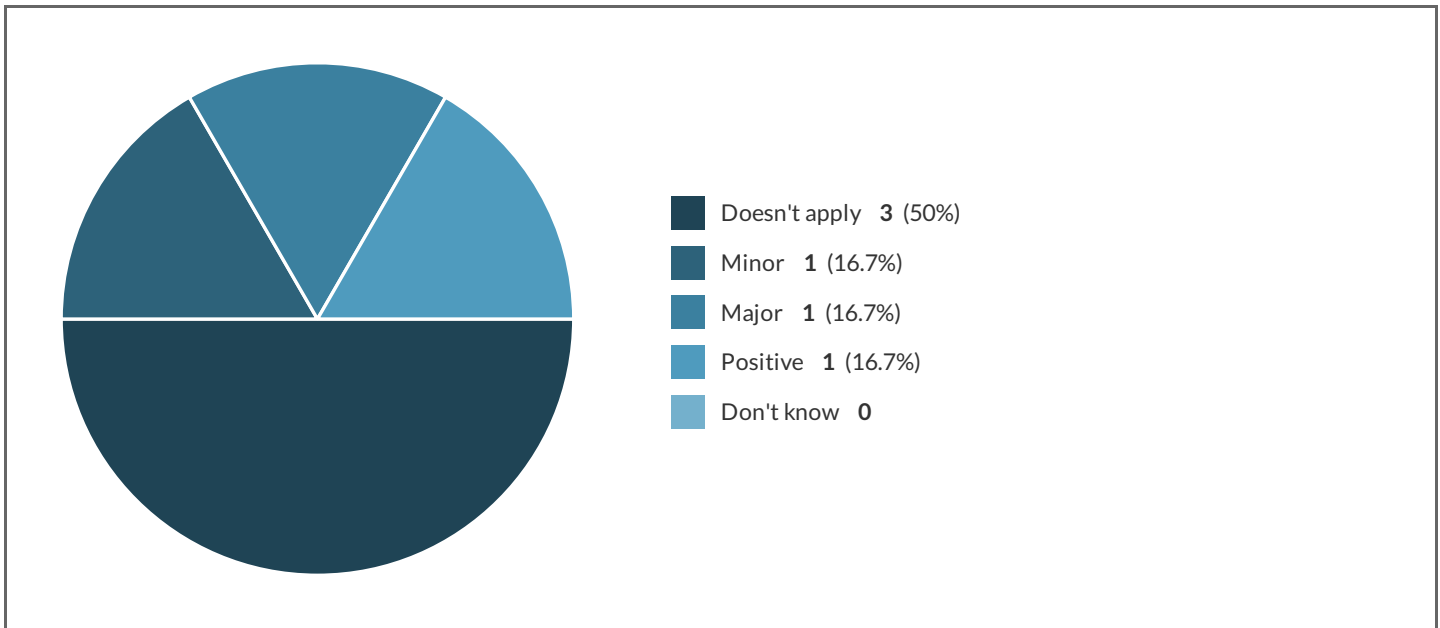
Legend:
- Doesn't apply **3** (50%)
- Minor **1** (16.7%)
- Major **1** (16.7%)
- Positive **1** (16.7%)
- Don't know **0**

17.3.b Organization needs extra resources - Frequency Cost is Experienced

Legend:
- N/A **3** (50%)
- Once off **1** (16.7%)
- At Login **0**
- Periodic **1** (16.7%)
- Don't know **1** (16.7%)
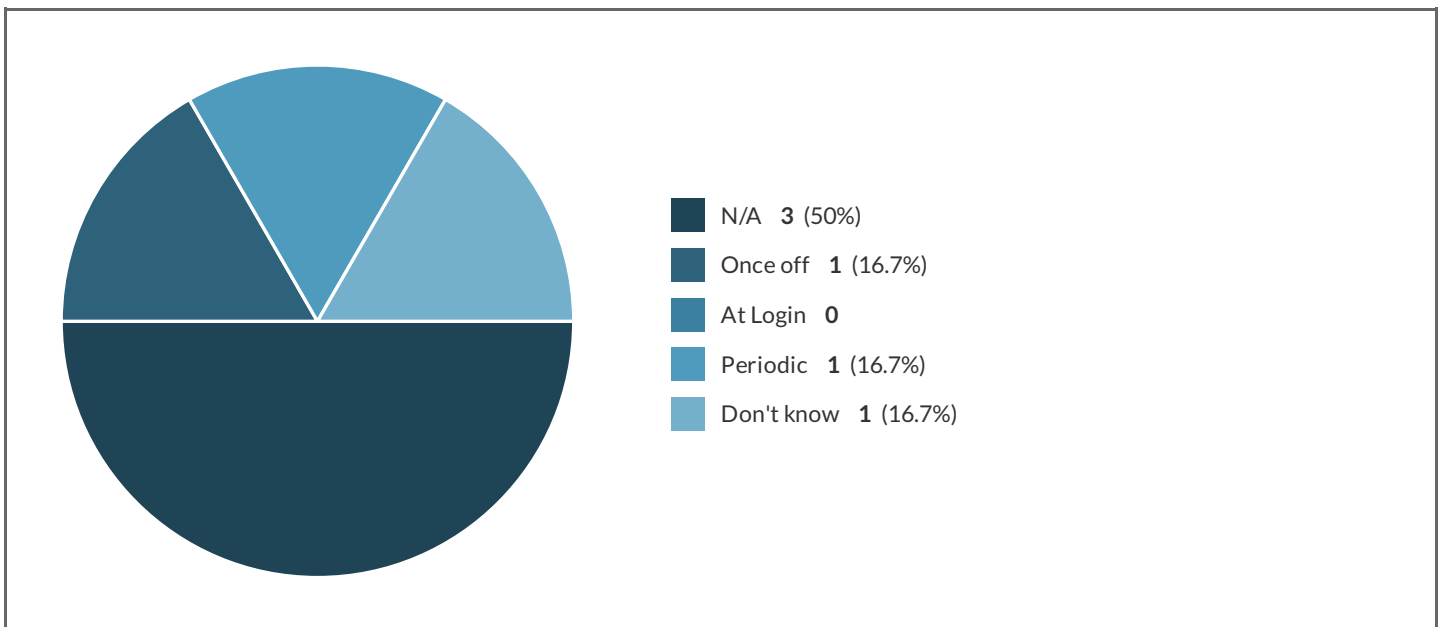
17.4 Takes organization time to implement

17.4.a Takes organization time to implement - Severity of Cost
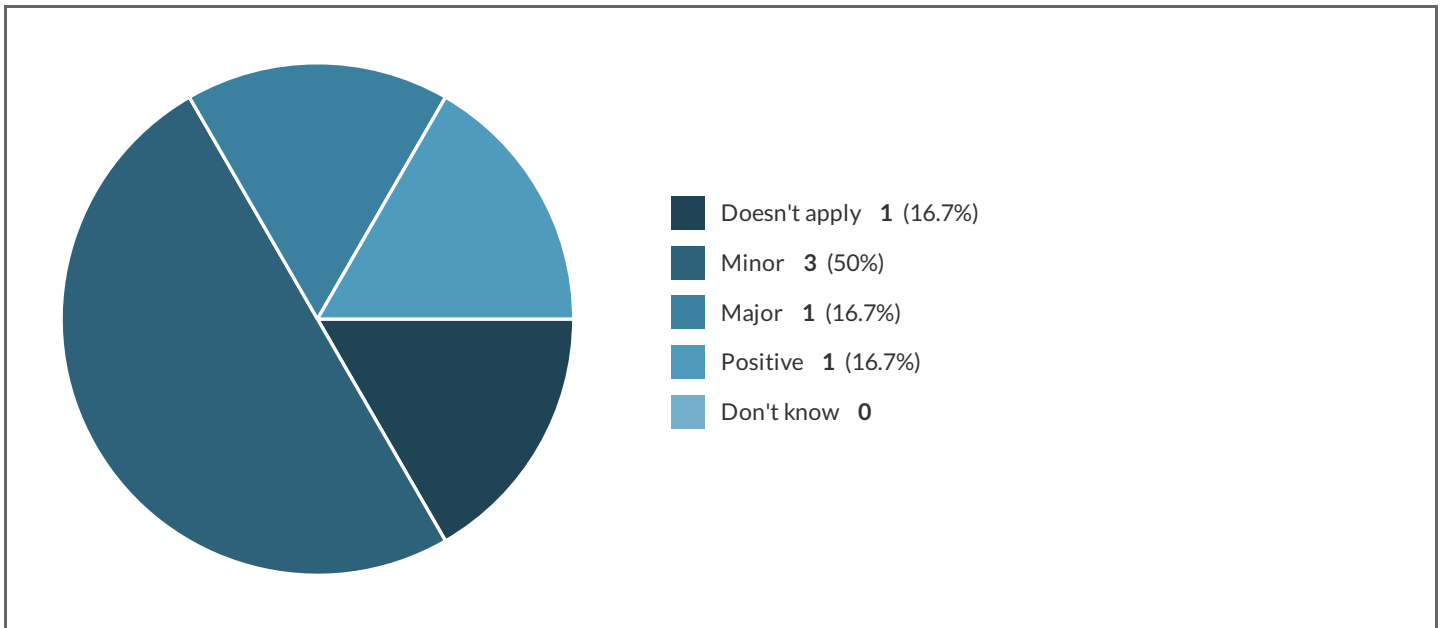
Legend for first pie chart:
- Doesn't apply **1** (16.7%)
- Minor **3** (50%)
- Major **1** (16.7%)
- Positive **1** (16.7%)
- Don't know **0**

17.4.b Takes organization time to implement - Frequency Cost is Experienced

Legend for second pie chart:
- N/A **1** (16.7%)
- Once off **2** (33.3%)
- At Login **0**
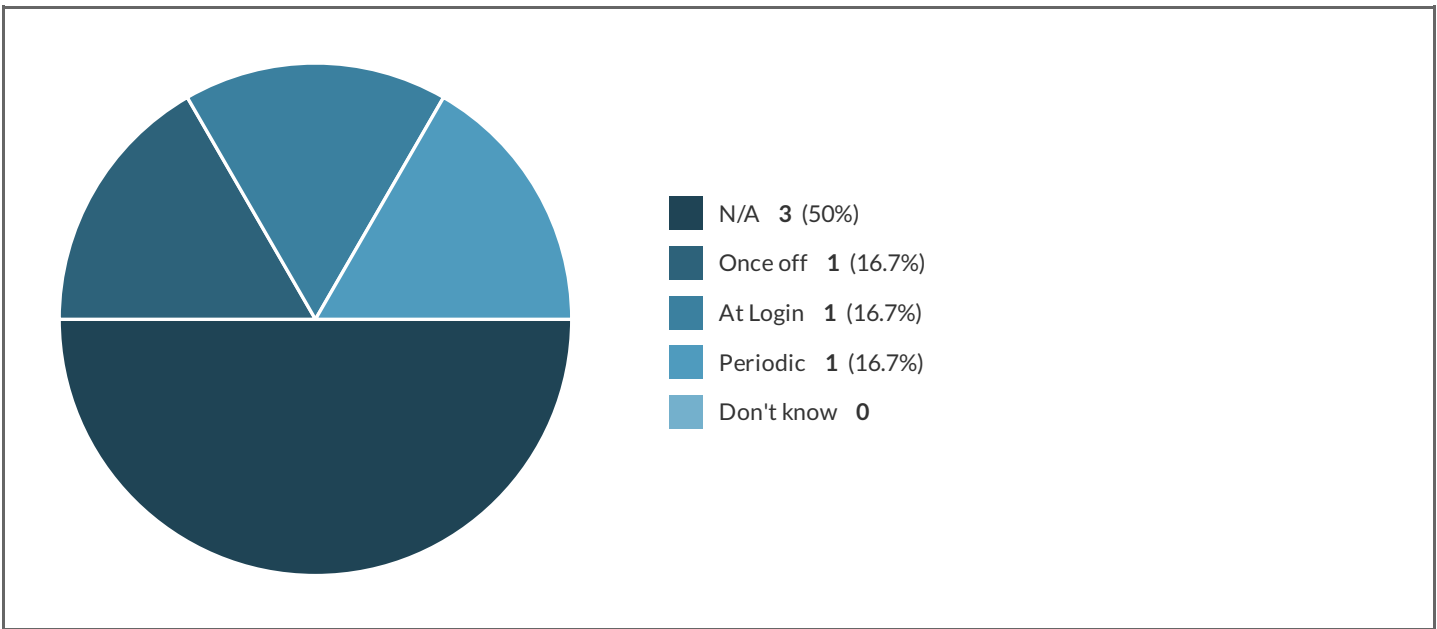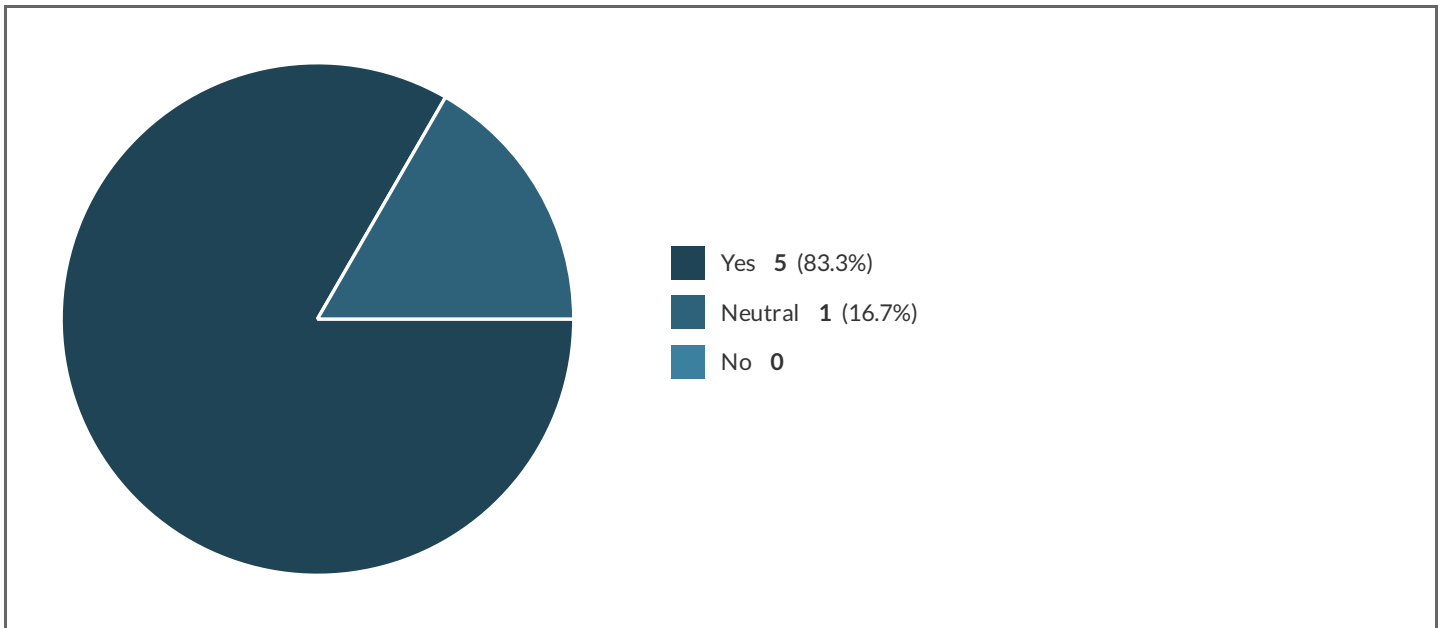- Periodic **2** (33.3%)
- Don't know **1** (16.7%)
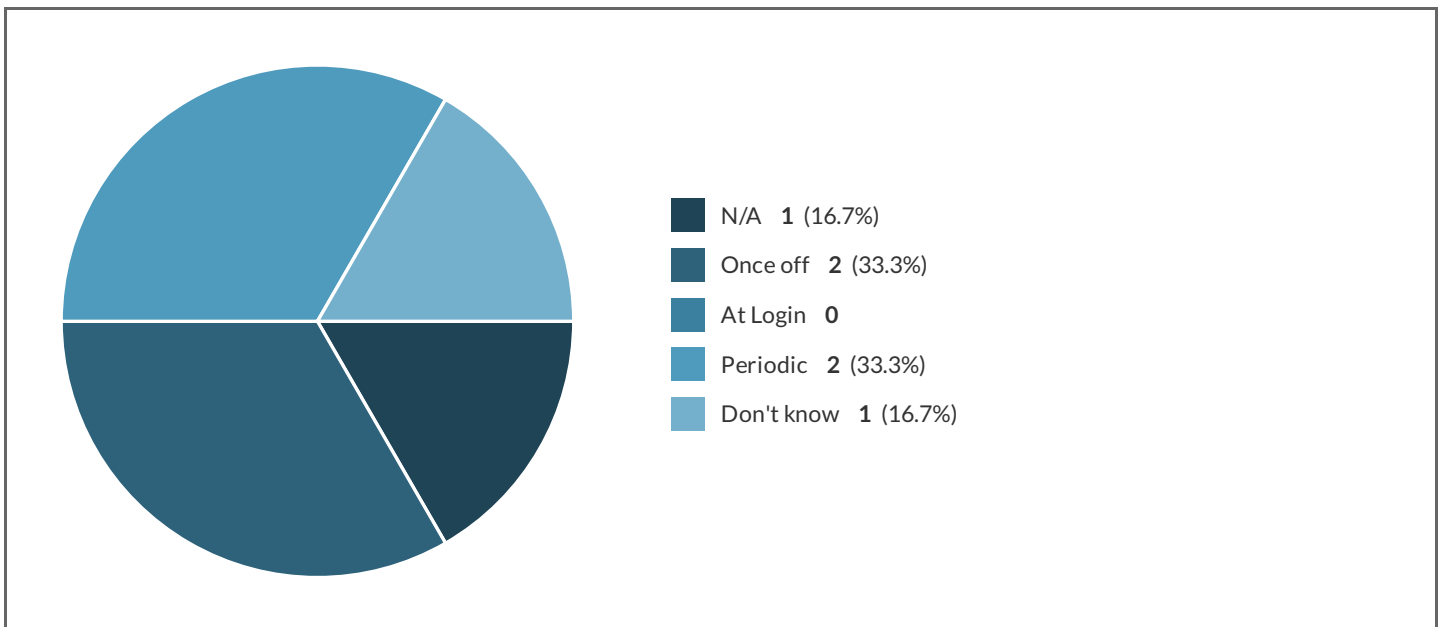
17.5 Increases the organization's computing power needed

17.5.a Increases the organization's computing power needed - Severity of Cost
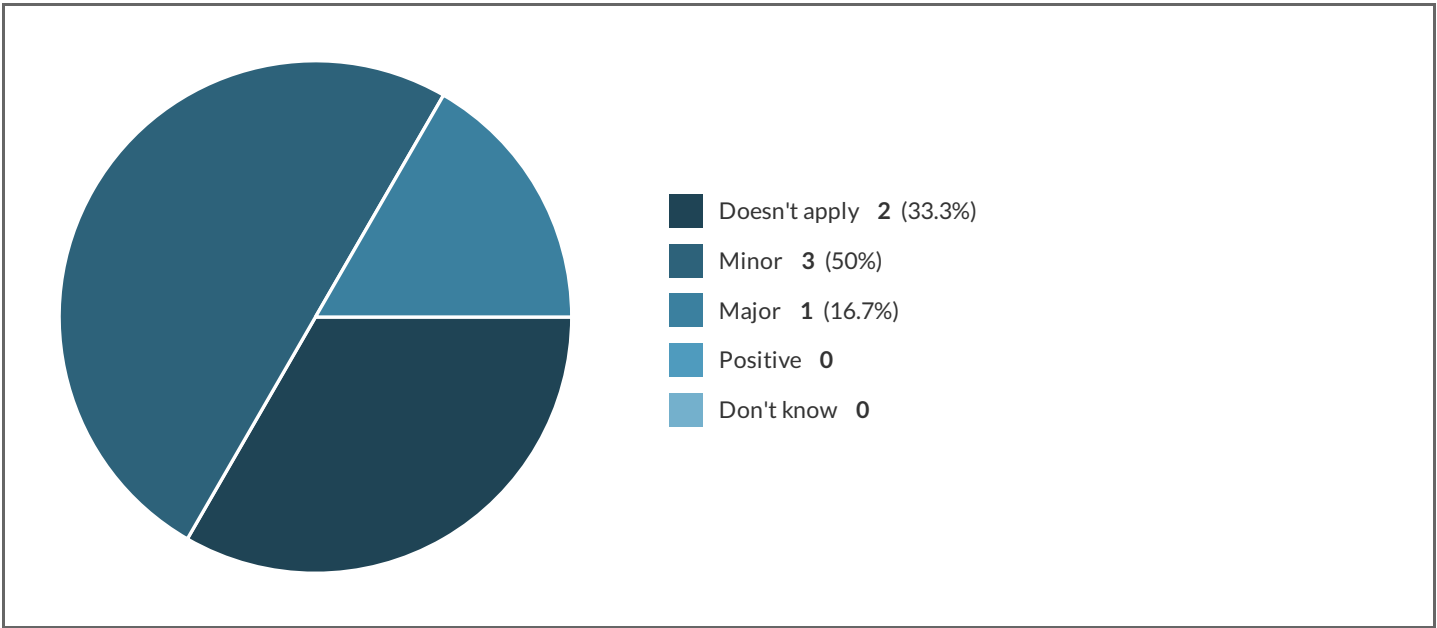
Doesn't apply **2** (33.3%)

Minor **3** (50%)

Major **1** (16.7%)

Positive **0**

Don't know **0**

17.5.b Increases the organization's computing power needed - Frequency Cost is Experienced

N/A **3** (50%)

Once off **1** (16.7%)

At Login **1** (16.7%)

Periodic **1** (16.7%)

Don't know **0**

17.a Do you approve of this advice?

Yes **5** (83.3%)
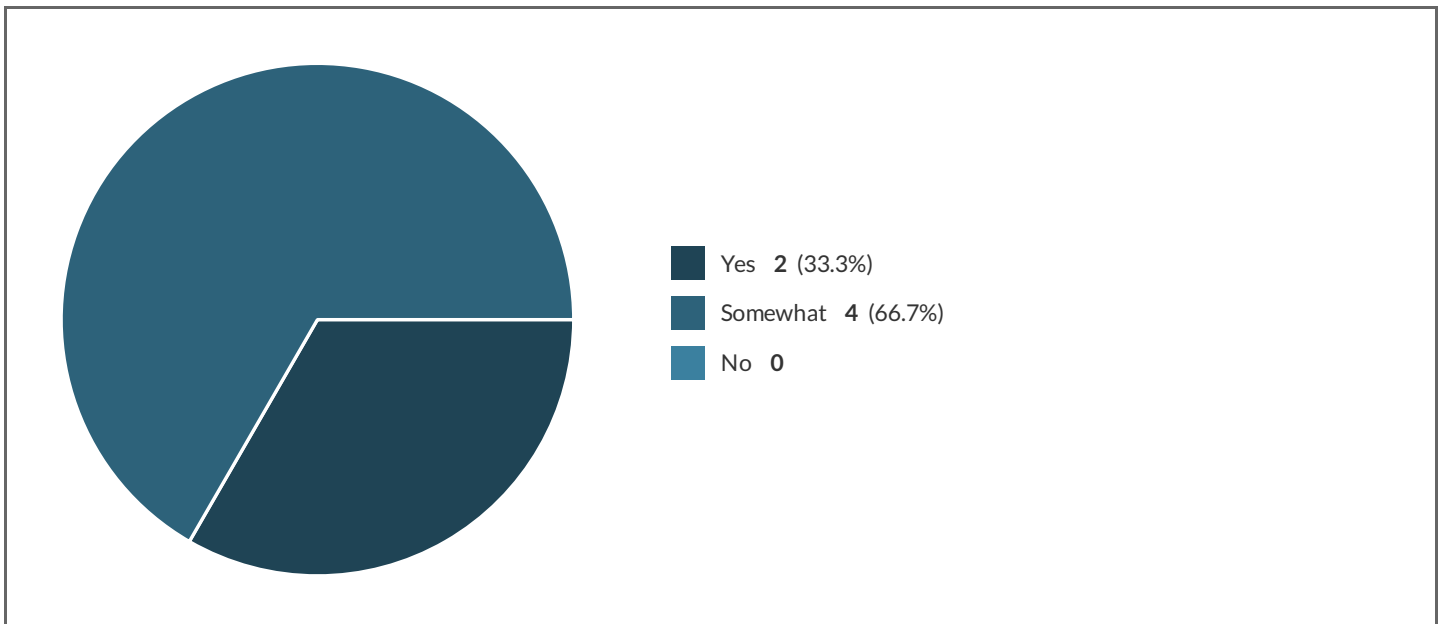Neutral **1** (16.7%)
No **0**

17.b Comments

No responses

Final Comments

18 Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?

Yes **2** (33.3%)
Somewhat **4** (66.7%)
No **0**

18.a Are there any cost categories that you think should be added or removed?

Showing all 2 responses	
As well as periodic, there should be a "constant" option. User education costs not captured	633780-633771-66107168
Maybe cost for preventing "workarounds"?	633780-633771-66741708

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19 This is the end of the survey do you have any final comments?

Showing 1 response	
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!	633780-633771-66741708