

Study of Administrator password policy costs Survey 4

Showing 5 of 5 responses

Showing **all** responses

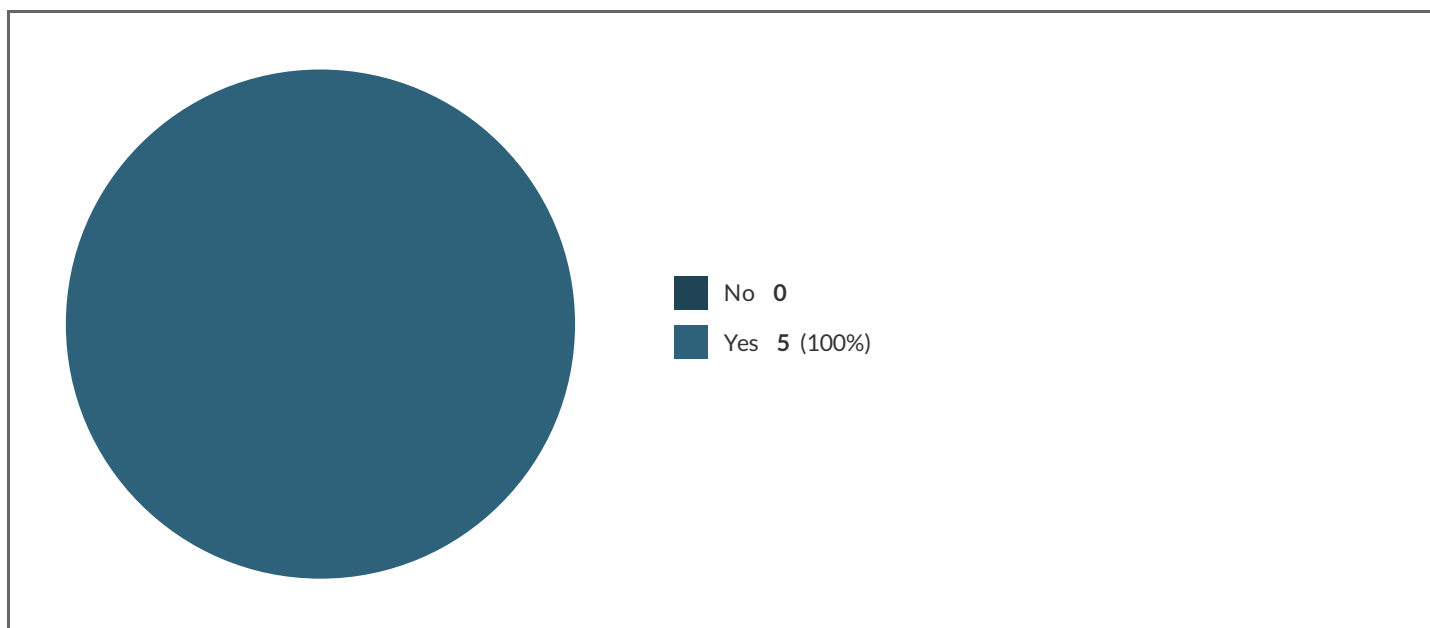
Showing **all** questions

Response rate: 5%

1 Informed consent

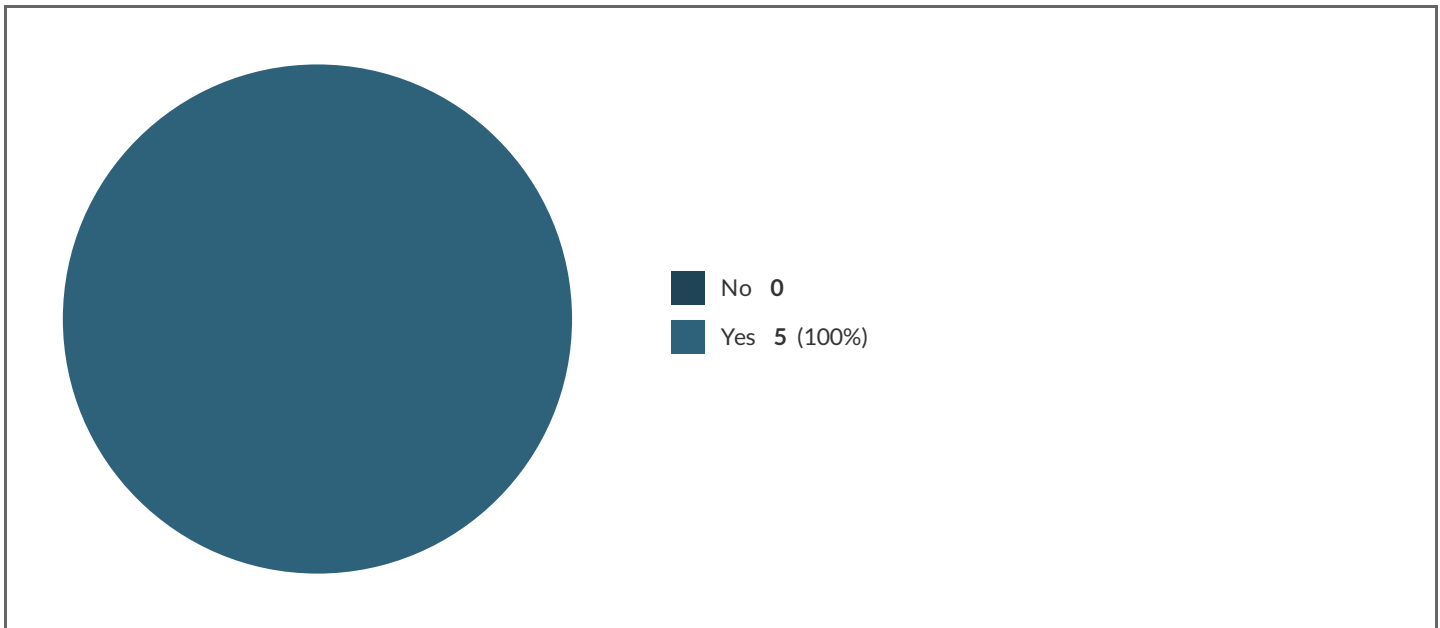
1.1 The purpose and nature of this study has been explained to me.

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



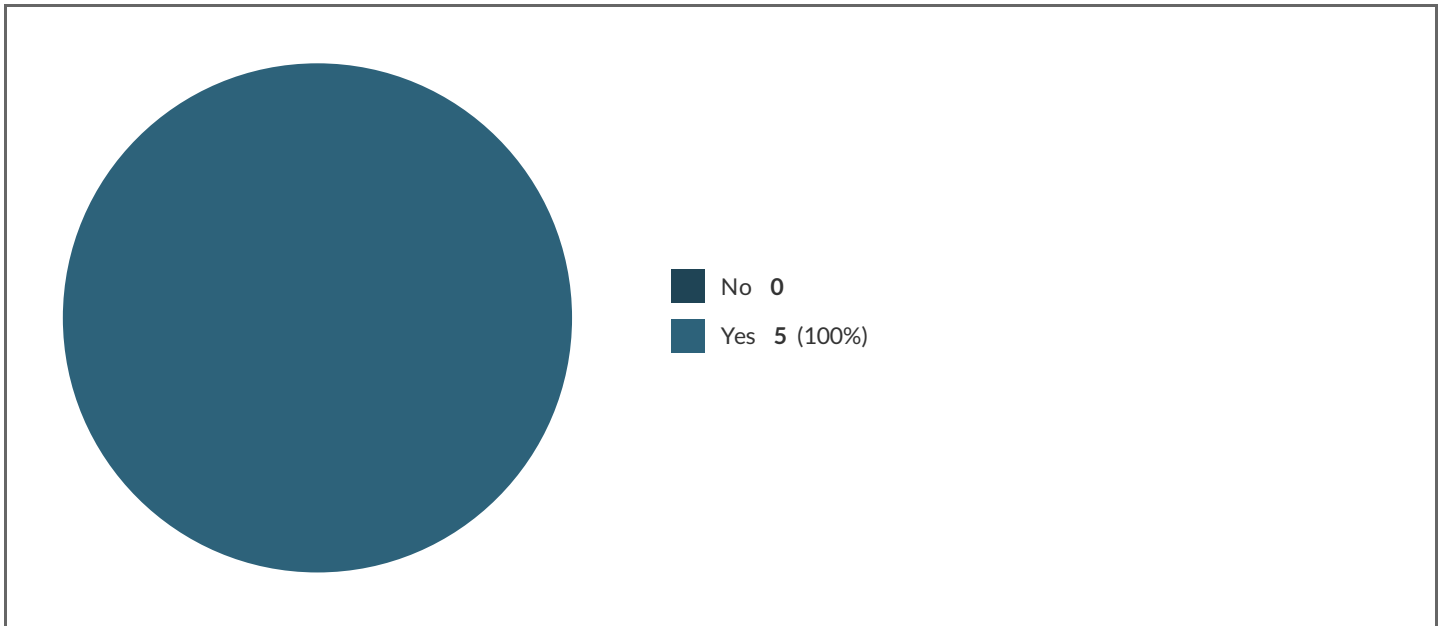
1.2 I am participating voluntarily.

1.2.a I am participating voluntarily.



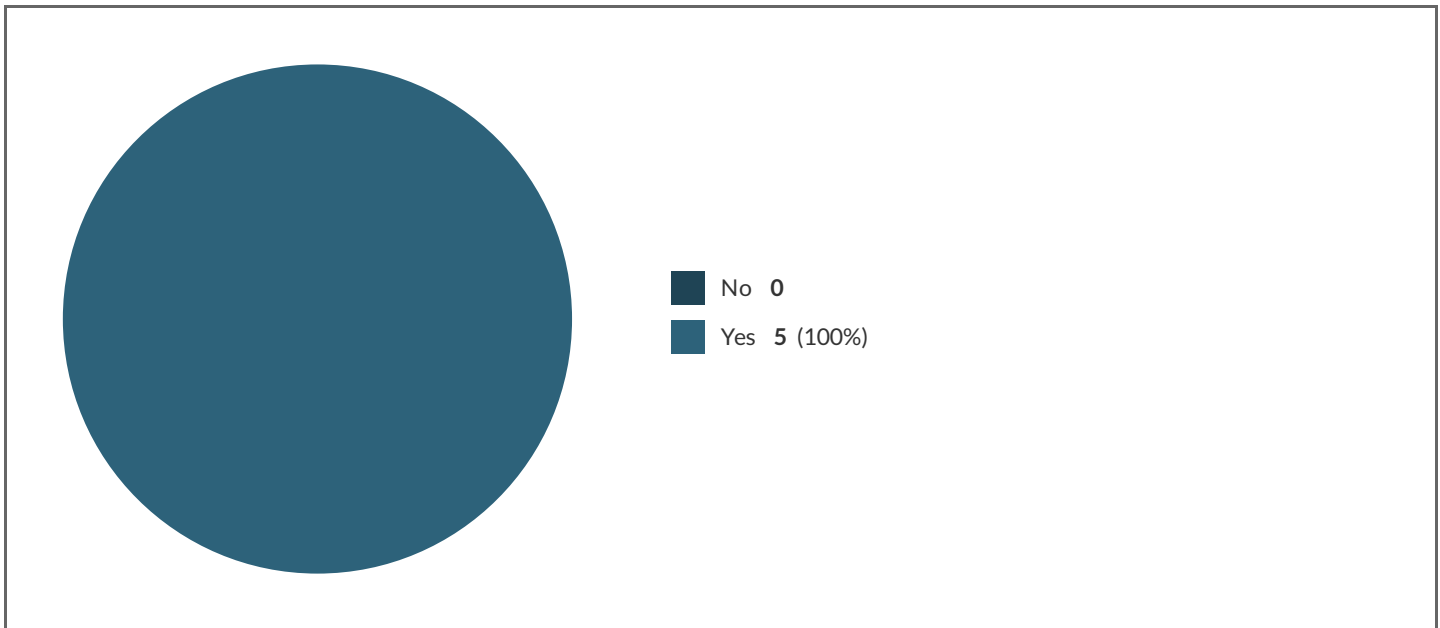
1.3 I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.

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.



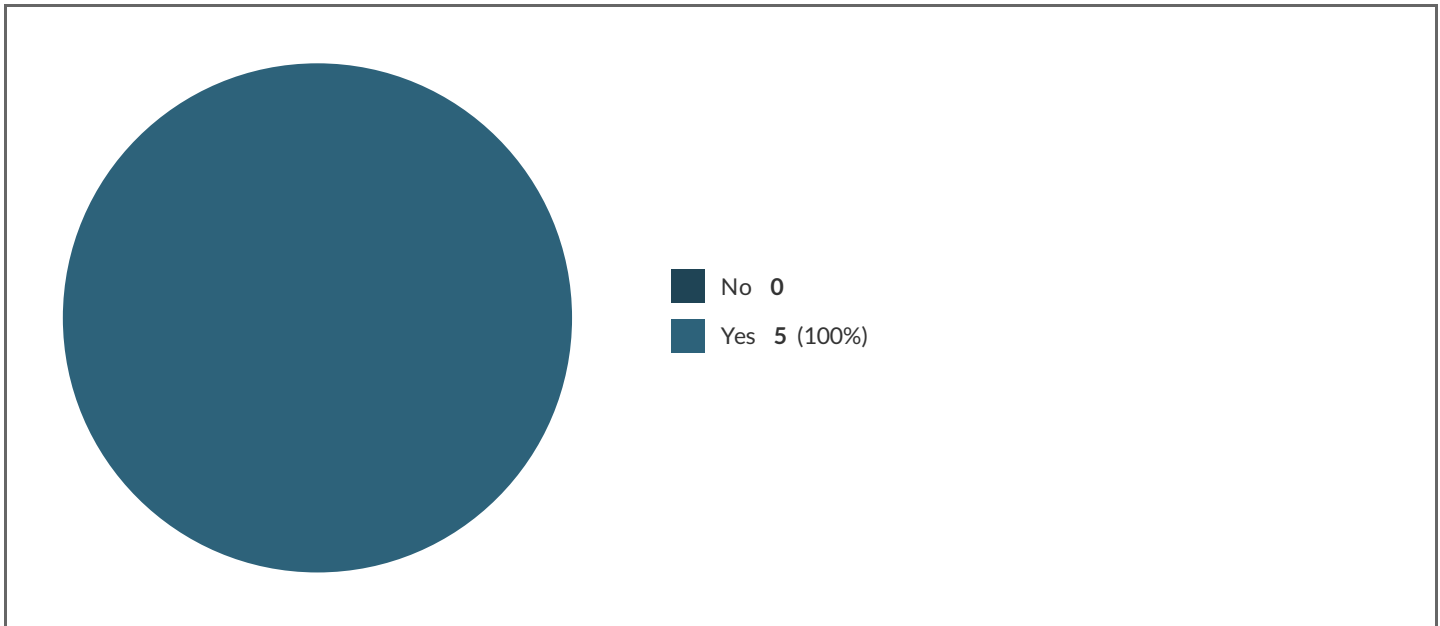
1.4 I understand the limits of confidentiality as described in the information sheet.

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

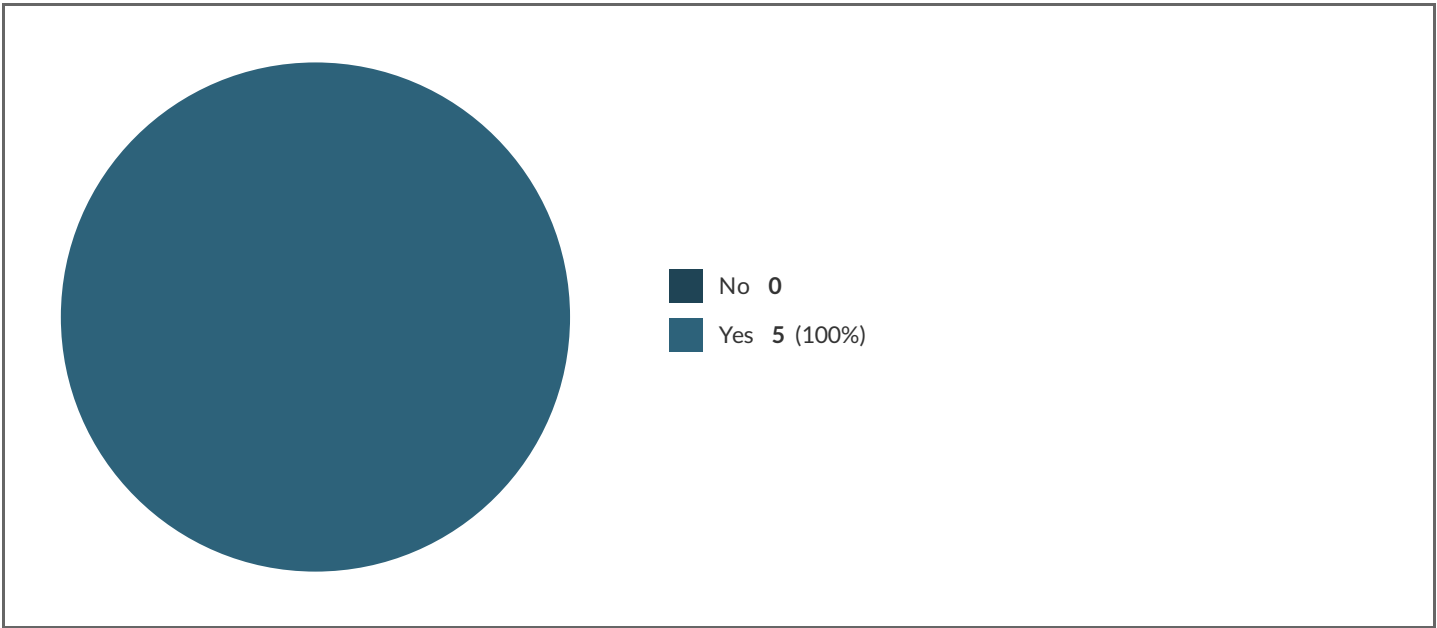


1.5 I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:

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:



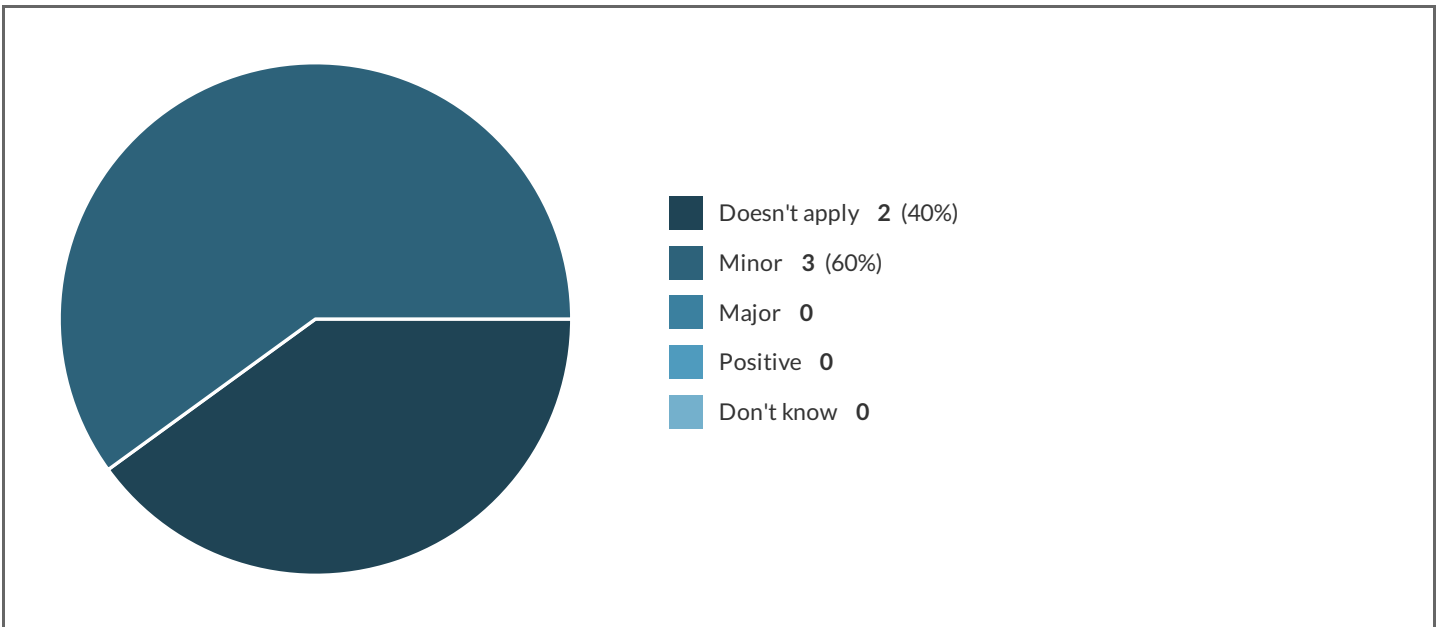
2 I consent to participate in this survey:



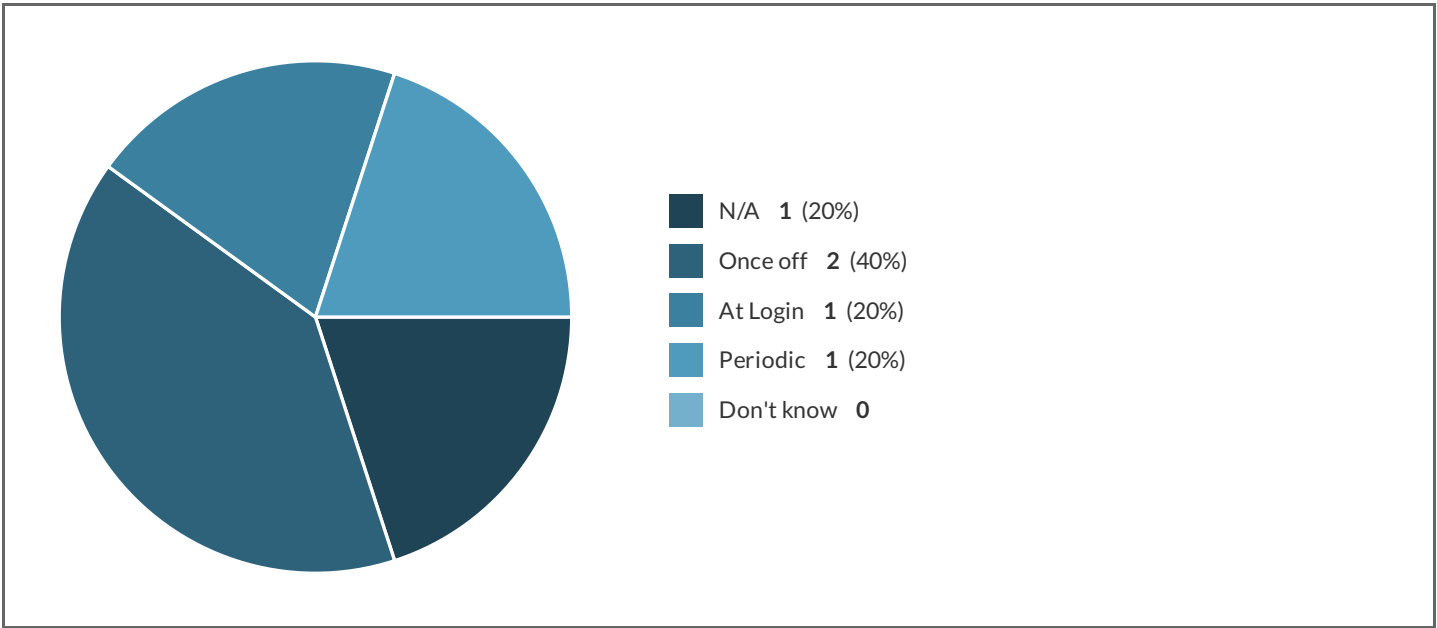
3 Passwords should not be hard coded

3.1 Increased help desk/user support time

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

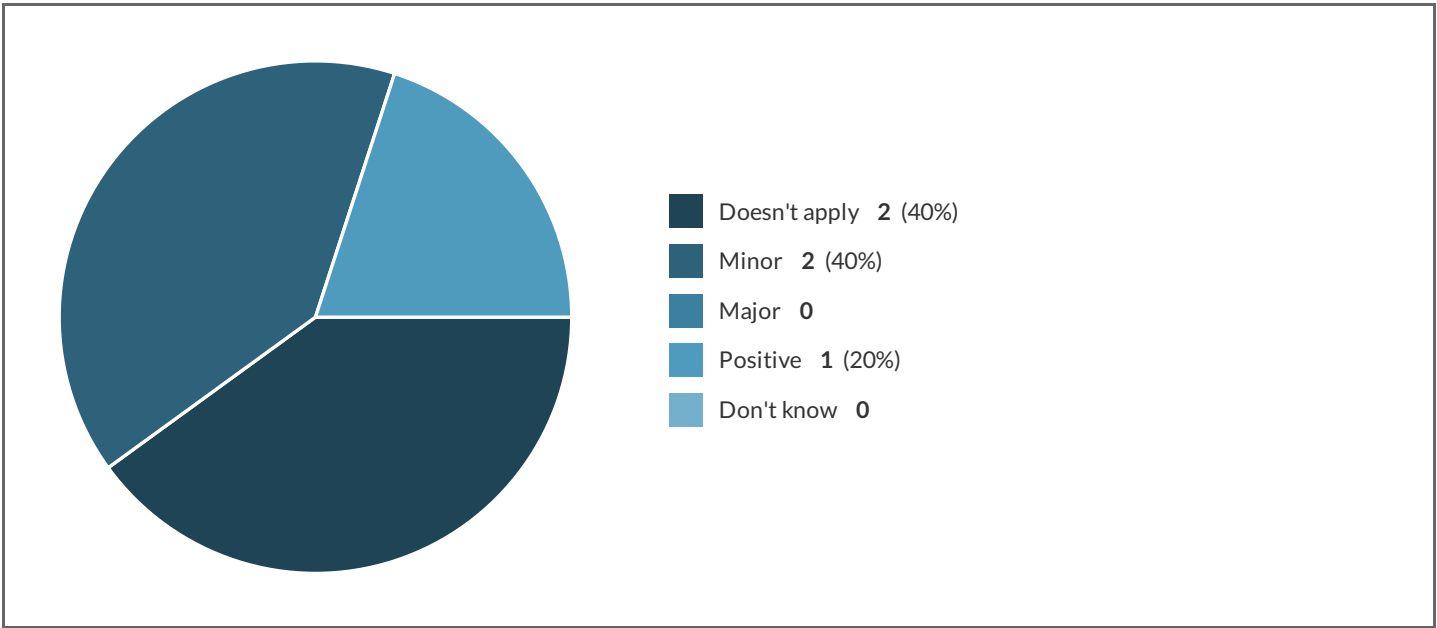


3.1.b Increased help desk/user support time - Frequency Cost is Experienced

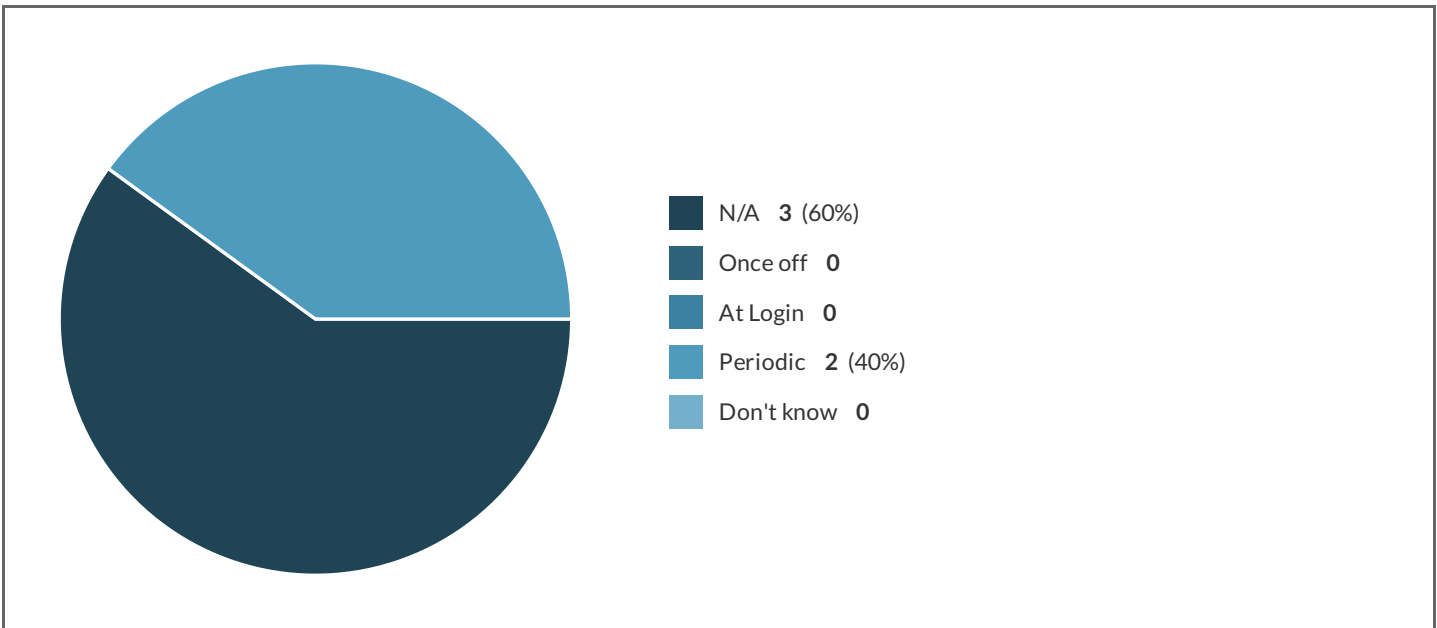


3.2 User education required

3.2.a User education required - Severity of Cost

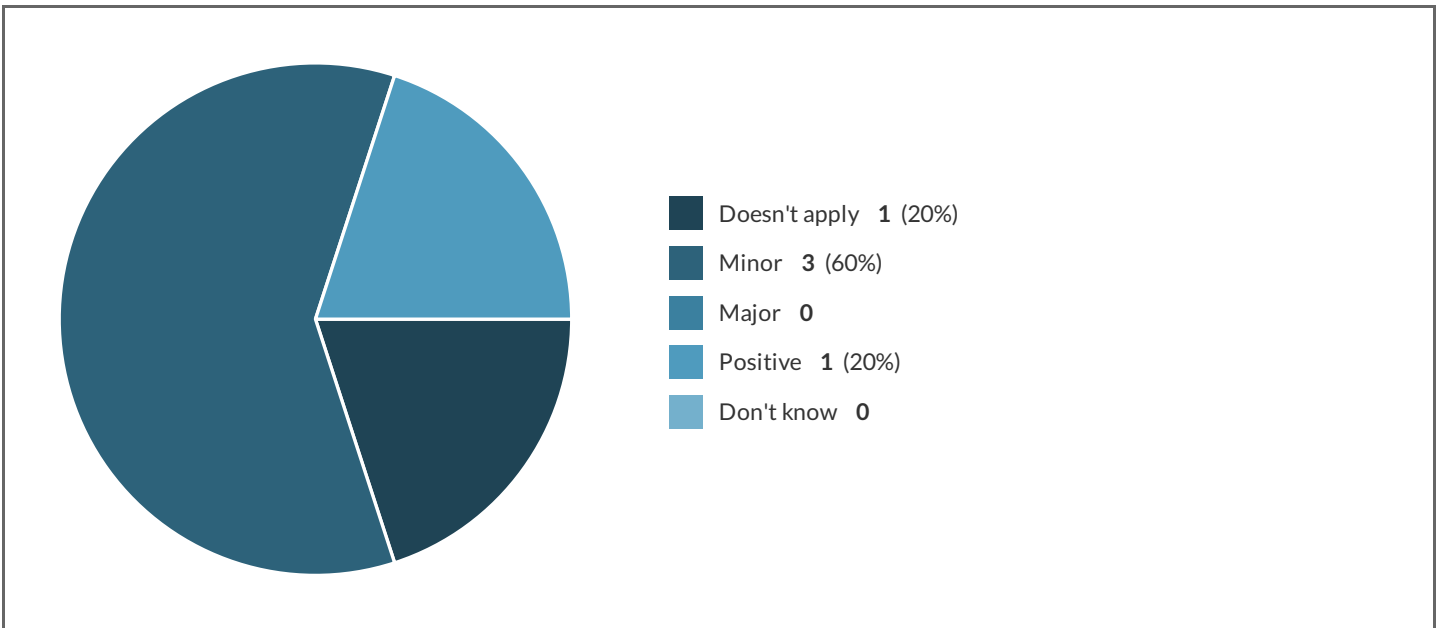


3.2.b User education required - Frequency Cost is Experienced

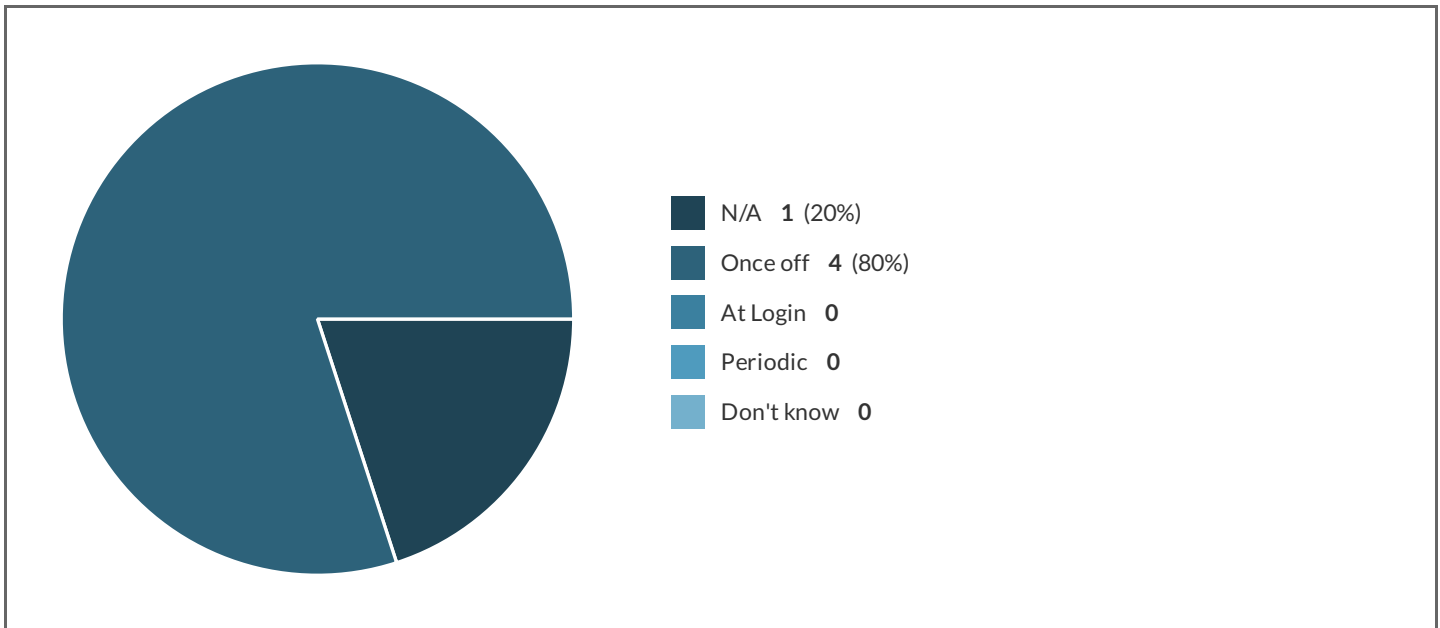


3.3 Organization needs extra resources

3.3.a Organization needs extra resources - Severity of Cost

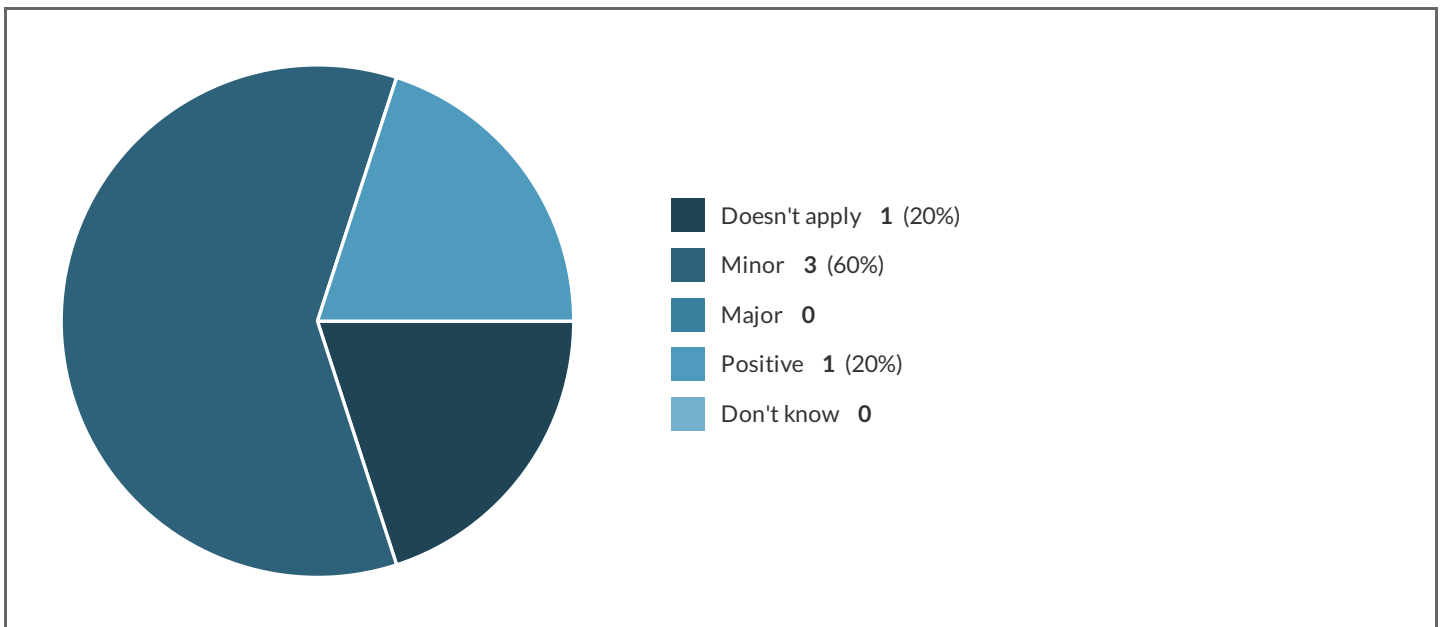


3.3.b Organization needs extra resources - Frequency Cost is Experienced

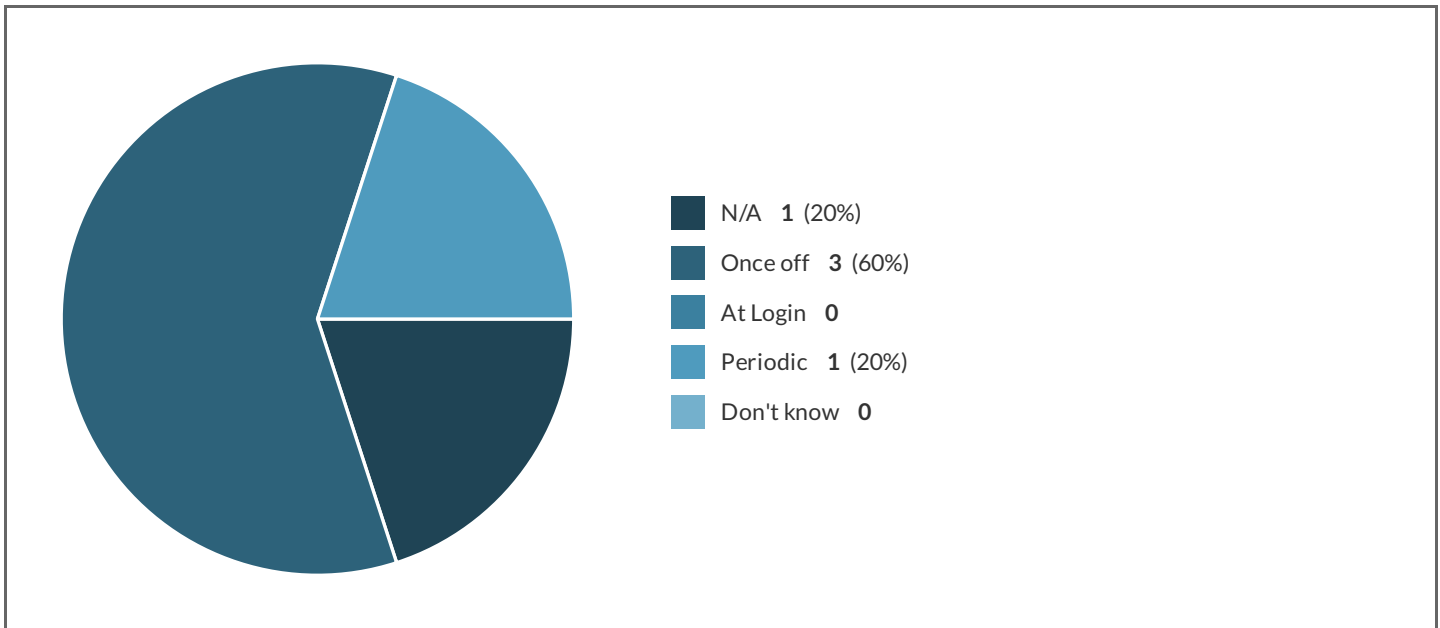


3.4 Takes organization time to implement

3.4.a Takes organization time to implement - Severity of Cost

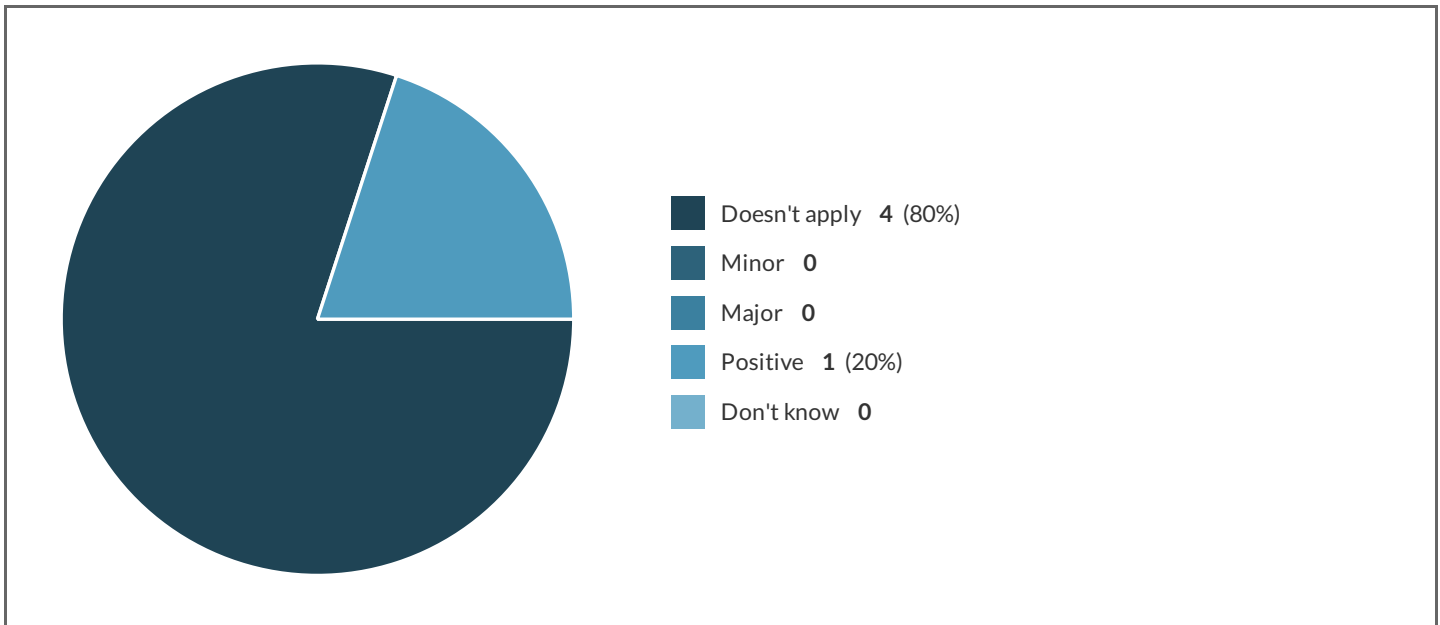


3.4.b Takes organization time to implement - Frequency Cost is Experienced

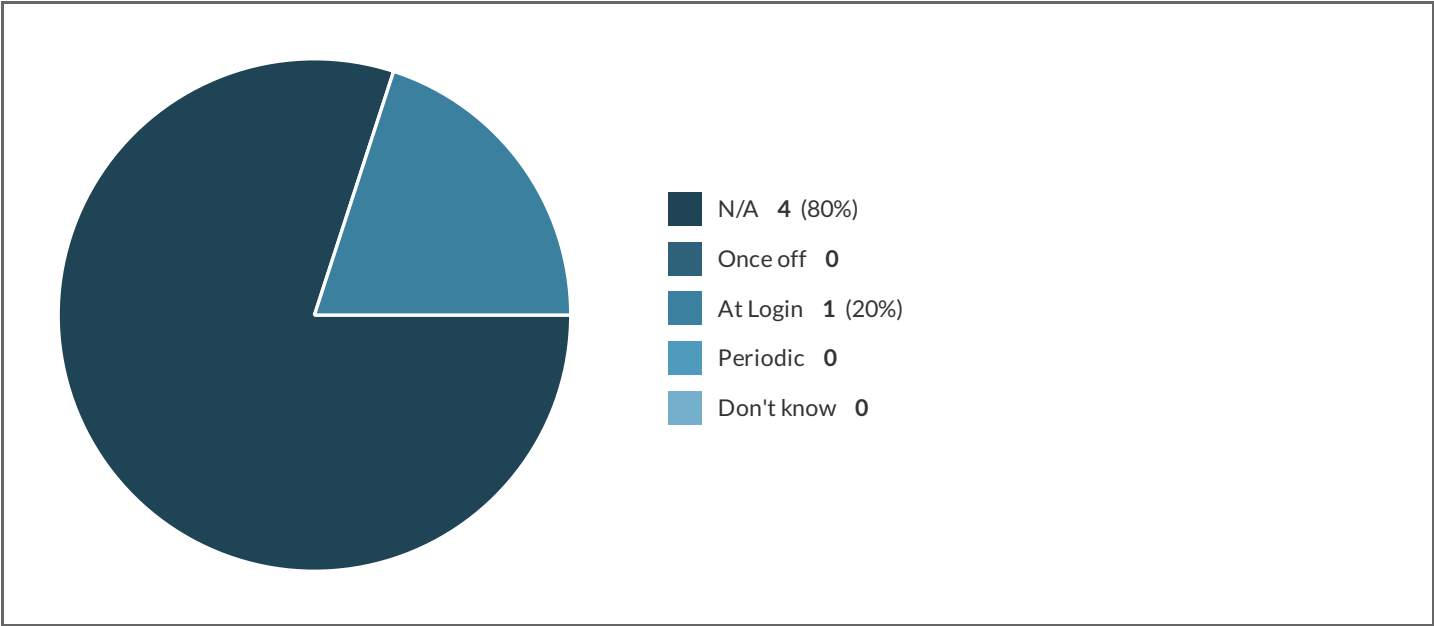


3.5 Increases the organization's computing power needed

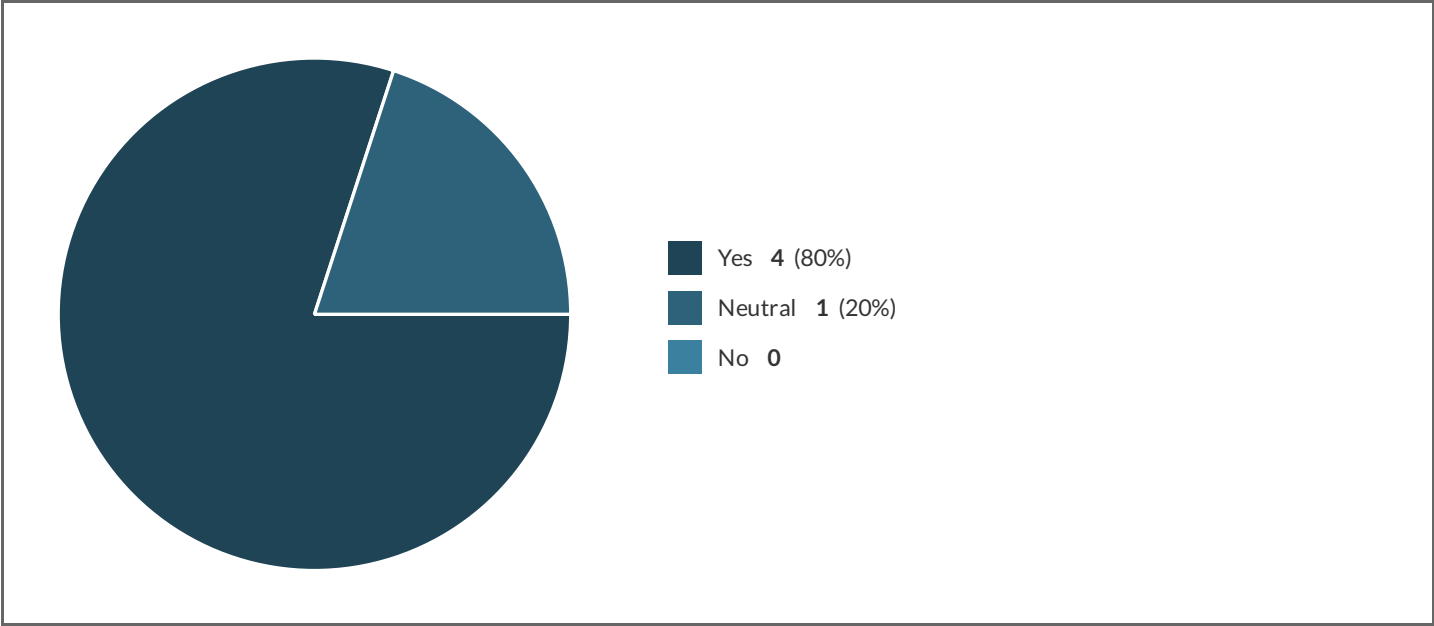
3.5.a Increases the organization's computing power needed - Severity of Cost



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



3.a Do you approve of this advice?



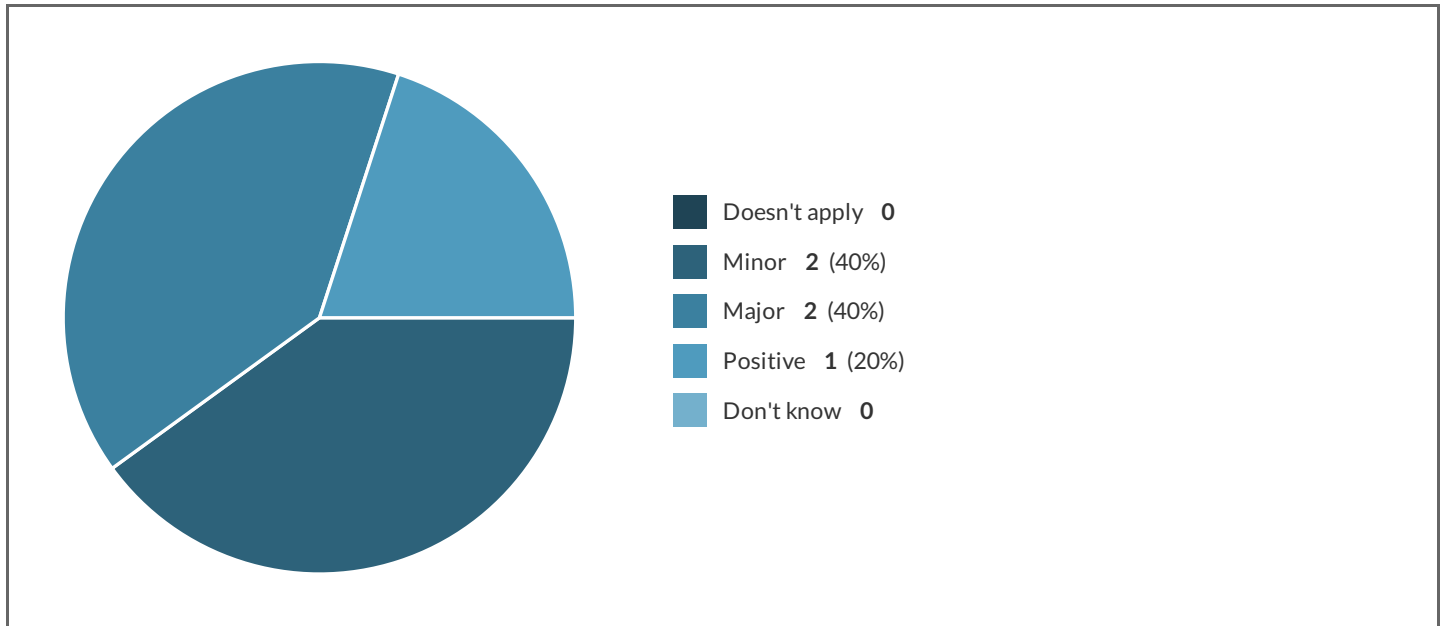
3.b Comments

Showing all 2 responses	
Users should be allowed set their own password. Orgs should not keep lists of unencrypted passwords that have been hardcoded.	634104-634095-66146336
I don't understand the question. DO you mean use certs instead of passwords. Or MFA only?	634104-634095-66909943

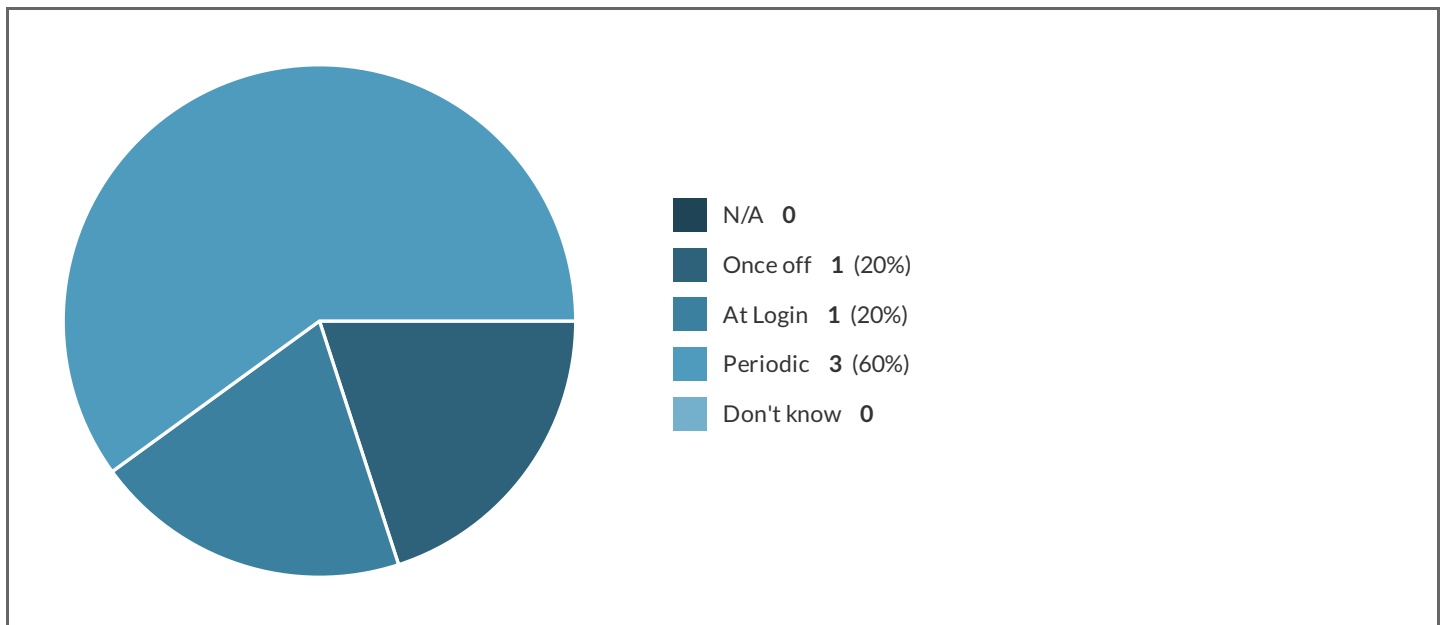
4 Passwords should expire regularly and be changed (e.g. every six months)

4.1 Increased help desk/user support time

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

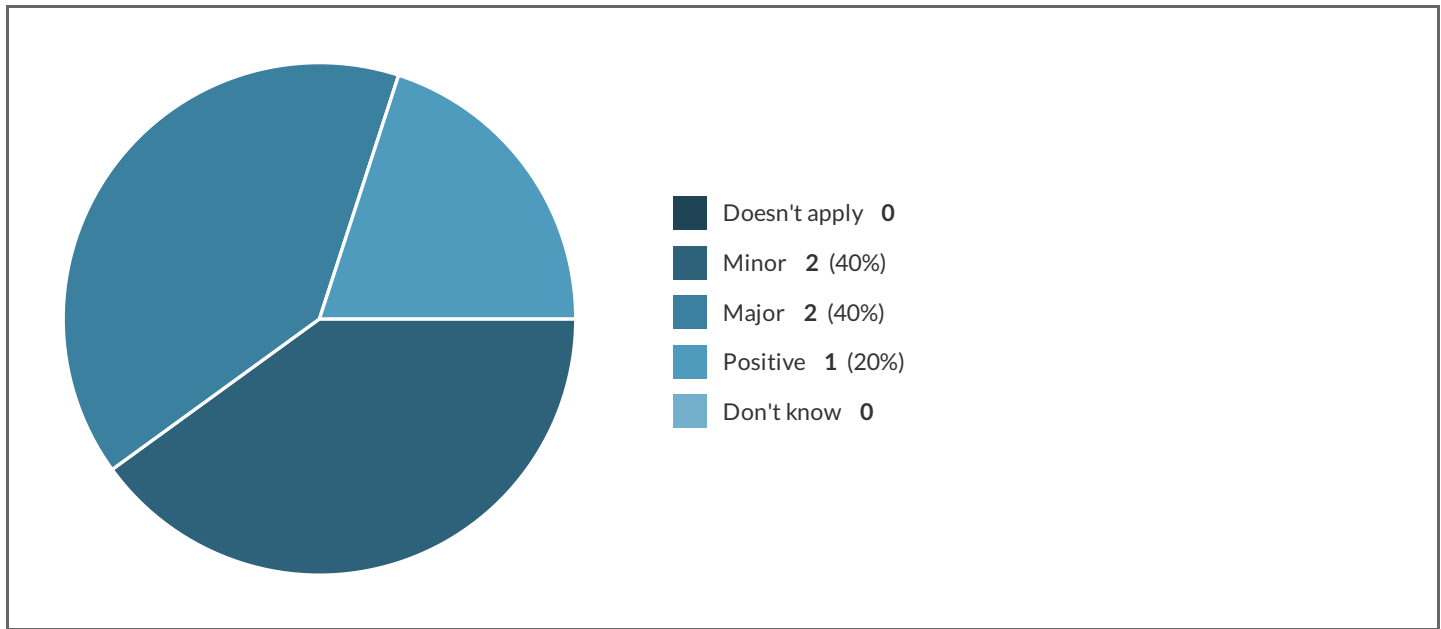


4.1.b Increased help desk/user support time - Frequency Cost is Experienced

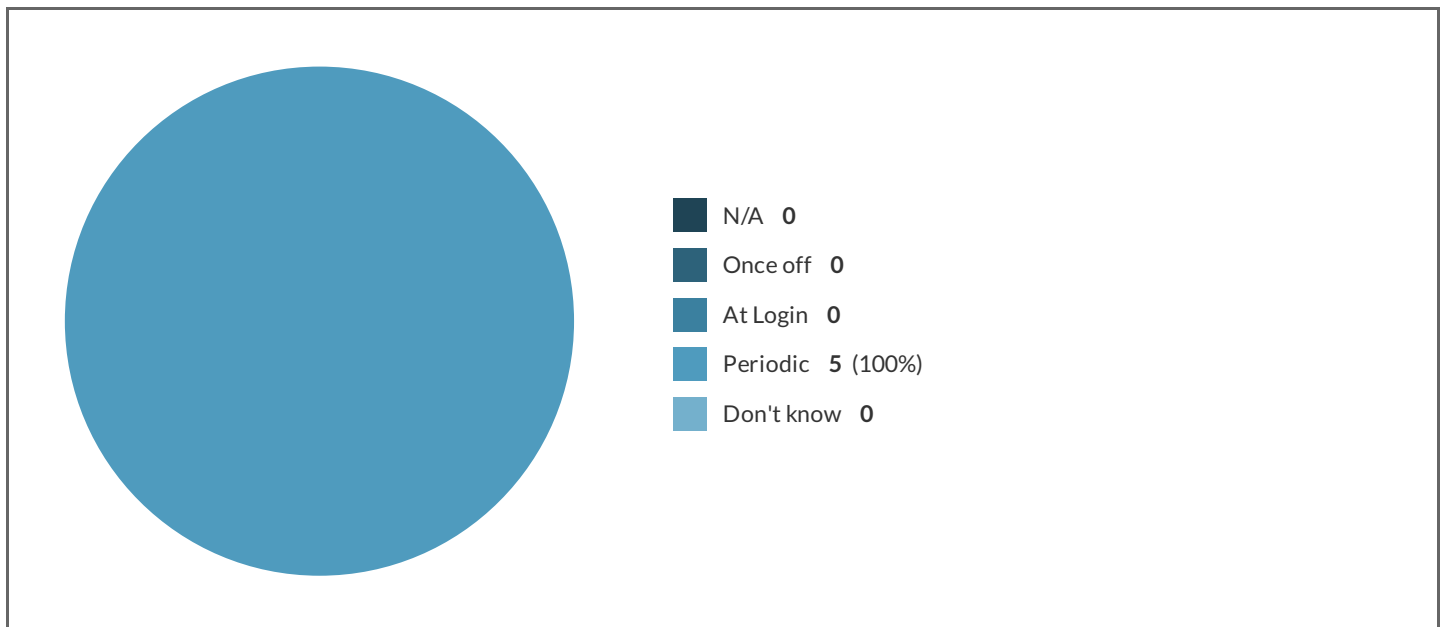


4.2 User education required

4.2.a User education required - Severity of Cost

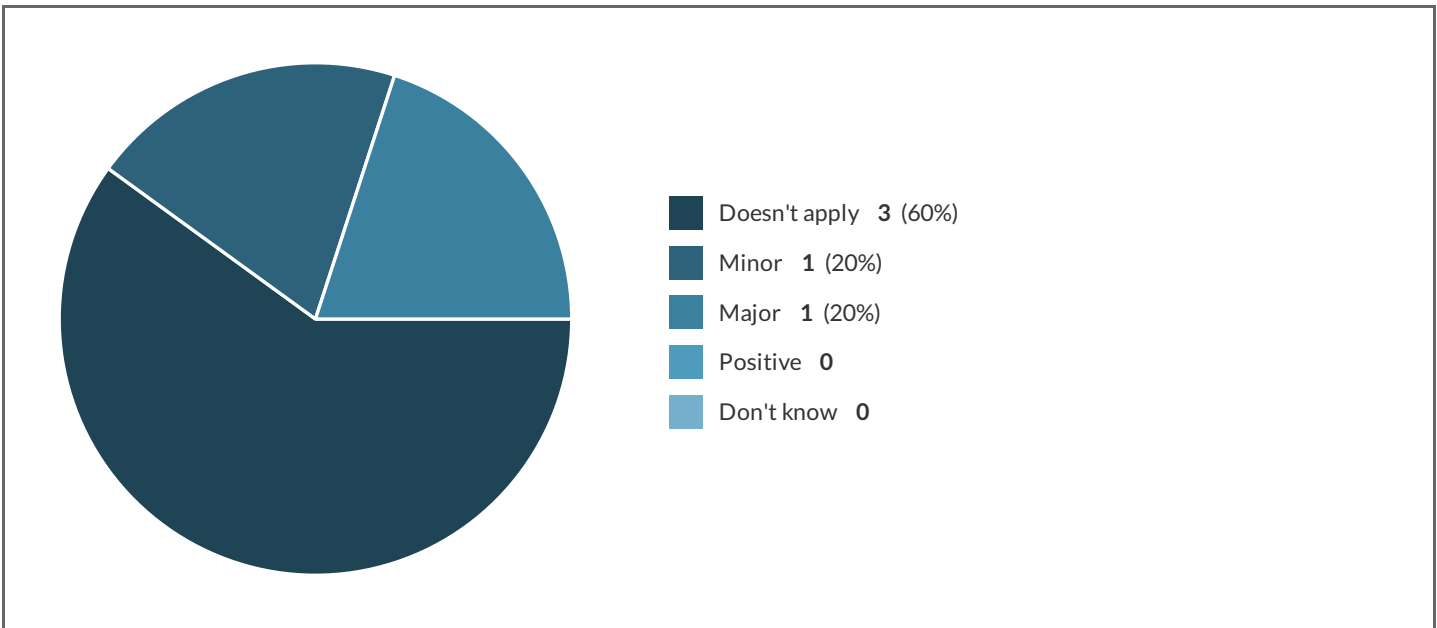


4.2.b User education required - Frequency Cost is Experienced

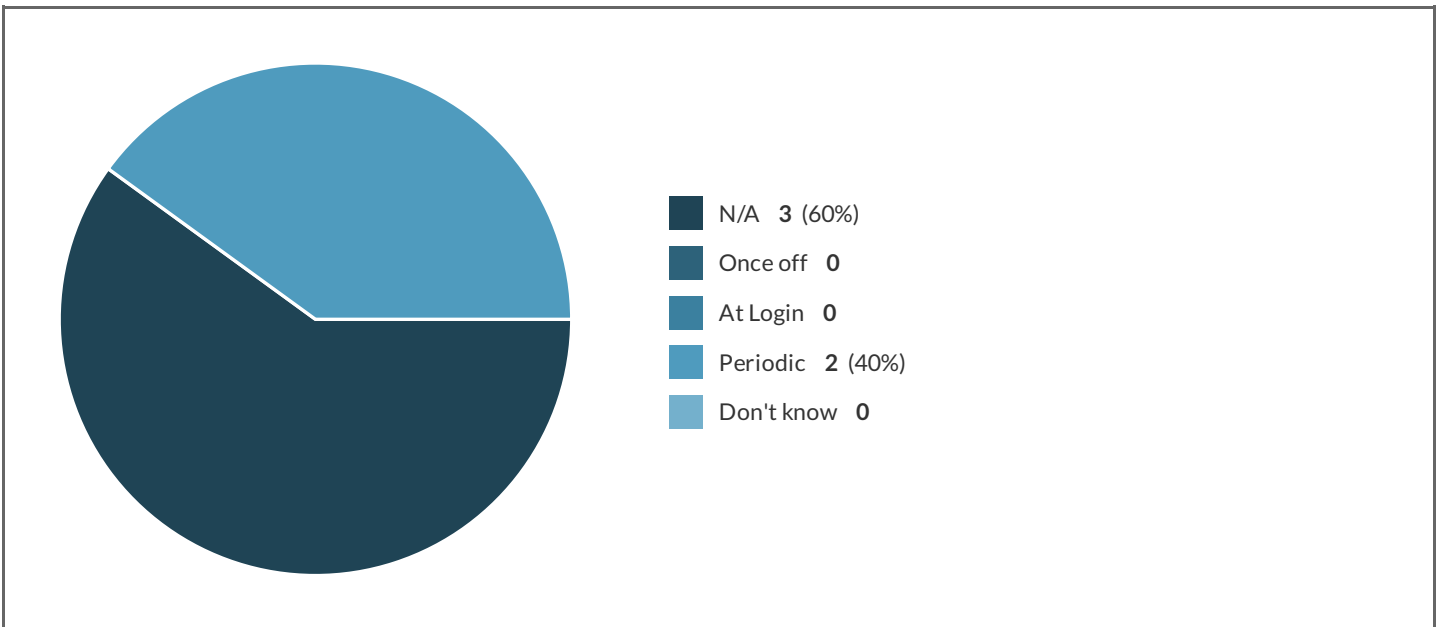


4.3 Organization needs extra resources

4.3.a Organization needs extra resources - Severity of Cost

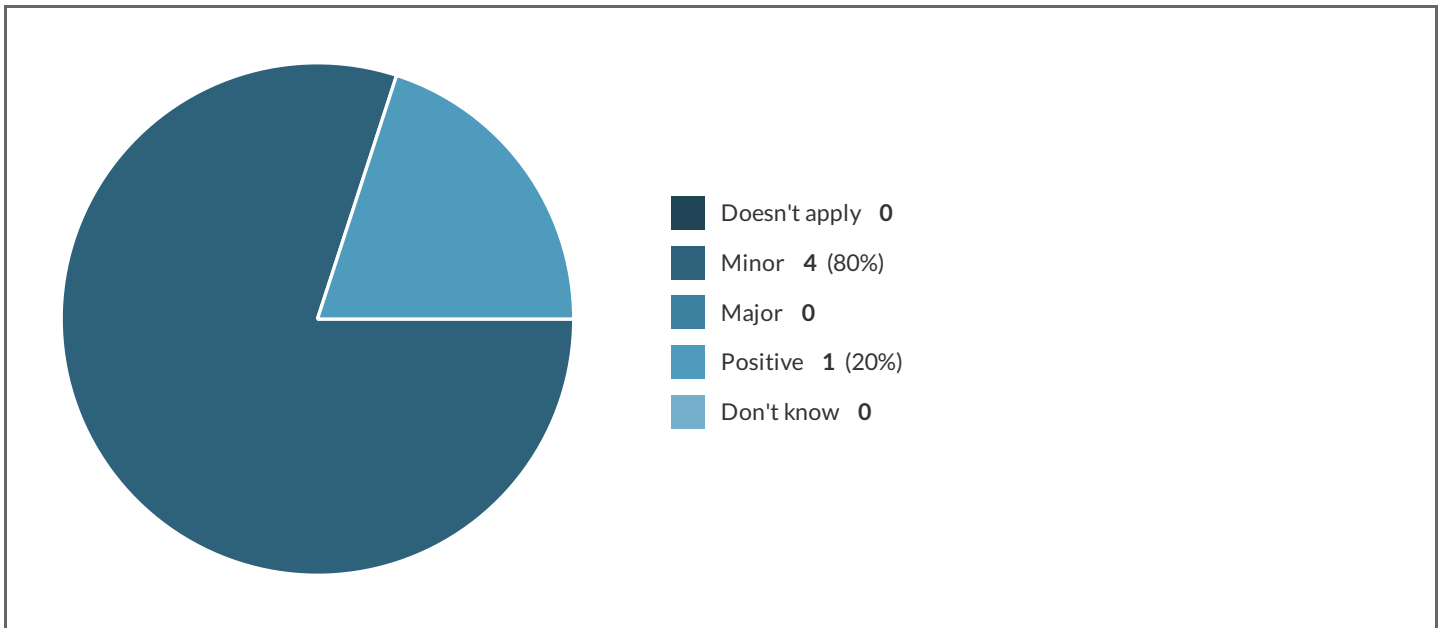


4.3.b Organization needs extra resources - Frequency Cost is Experienced

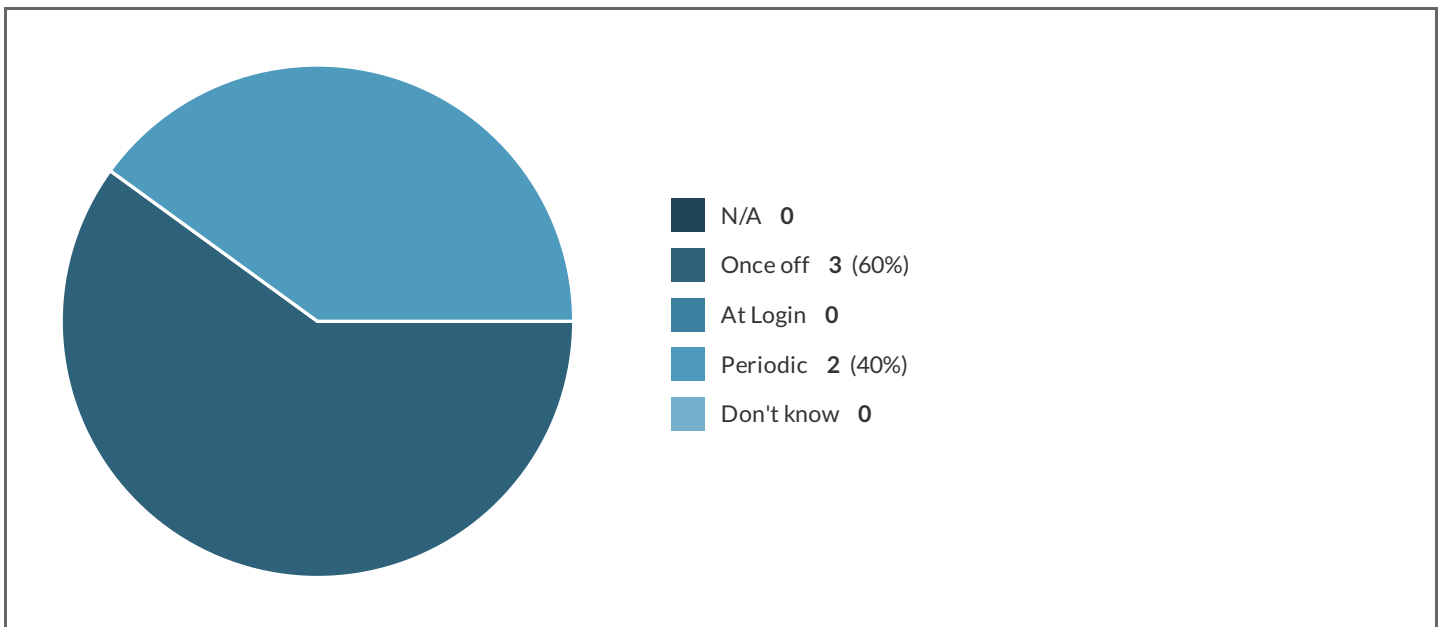


4.4 Takes organization time to implement

4.4.a Takes organization time to implement - Severity of Cost

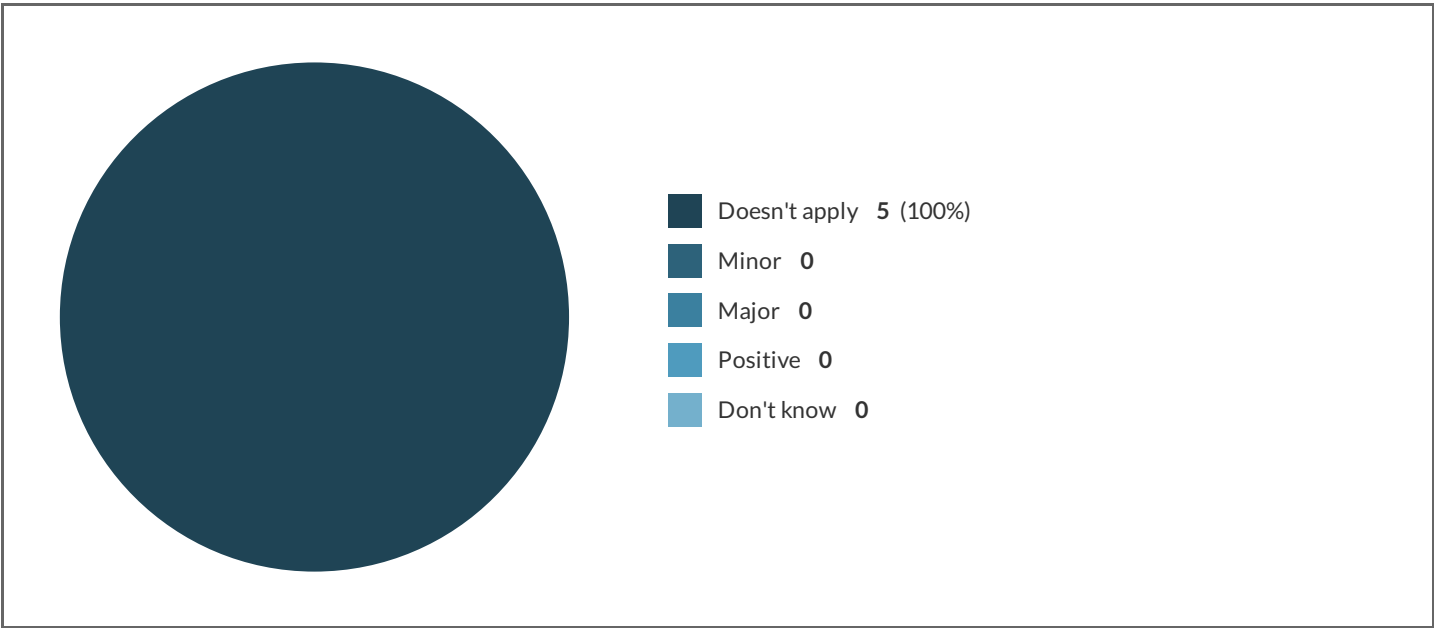


4.4.b Takes organization time to implement - Frequency Cost is Experienced

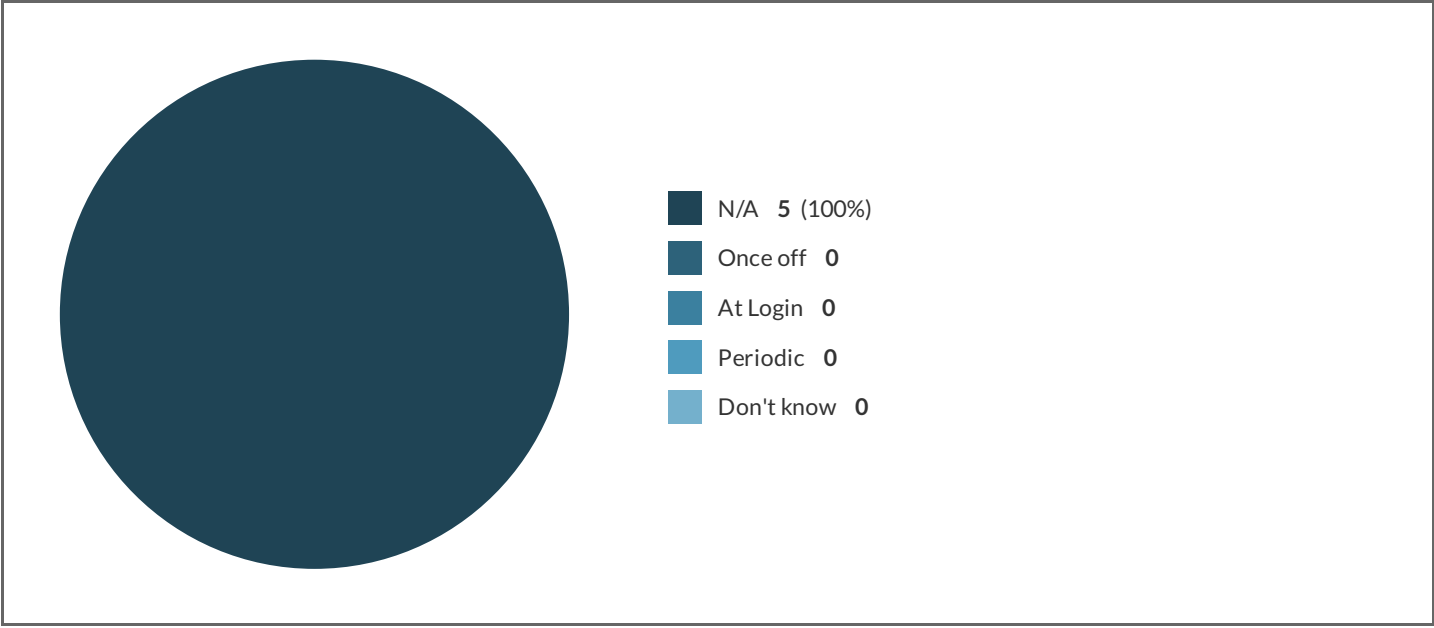


4.5 Increases the organization's computing power needed

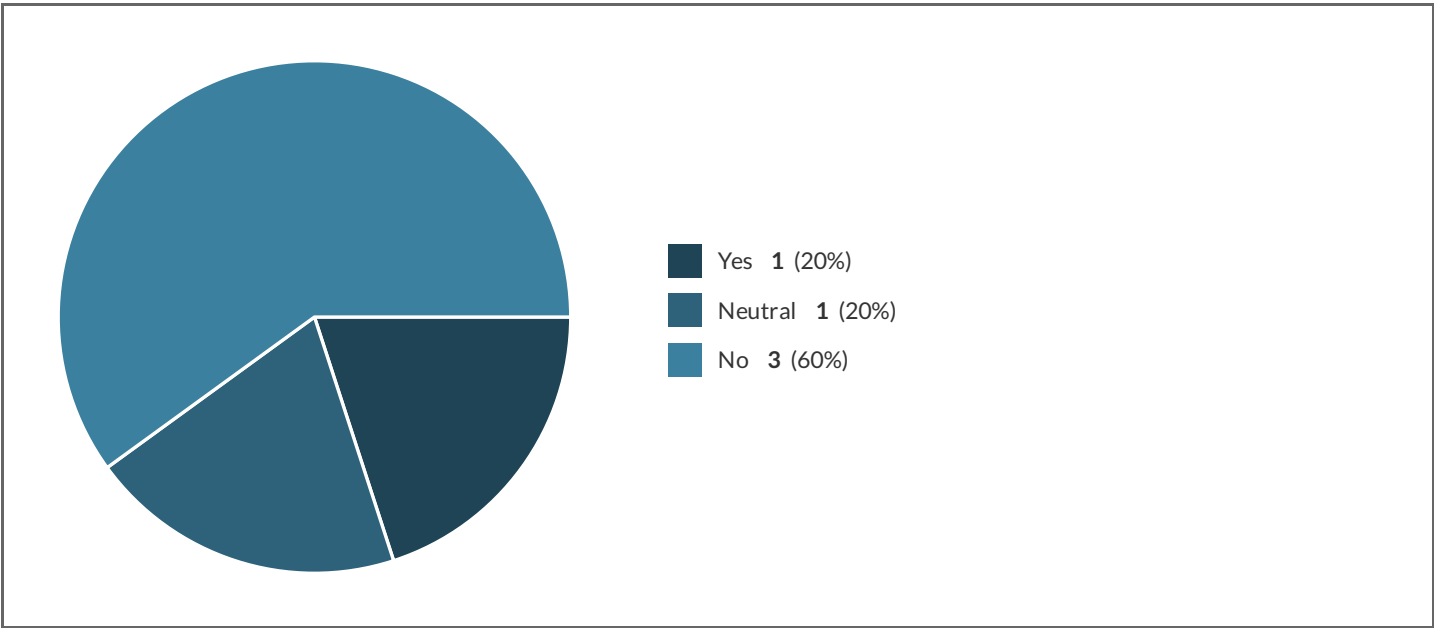
4.5.a Increases the organization's computing power needed - Severity of Cost



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



4.a Do you approve of this advice?



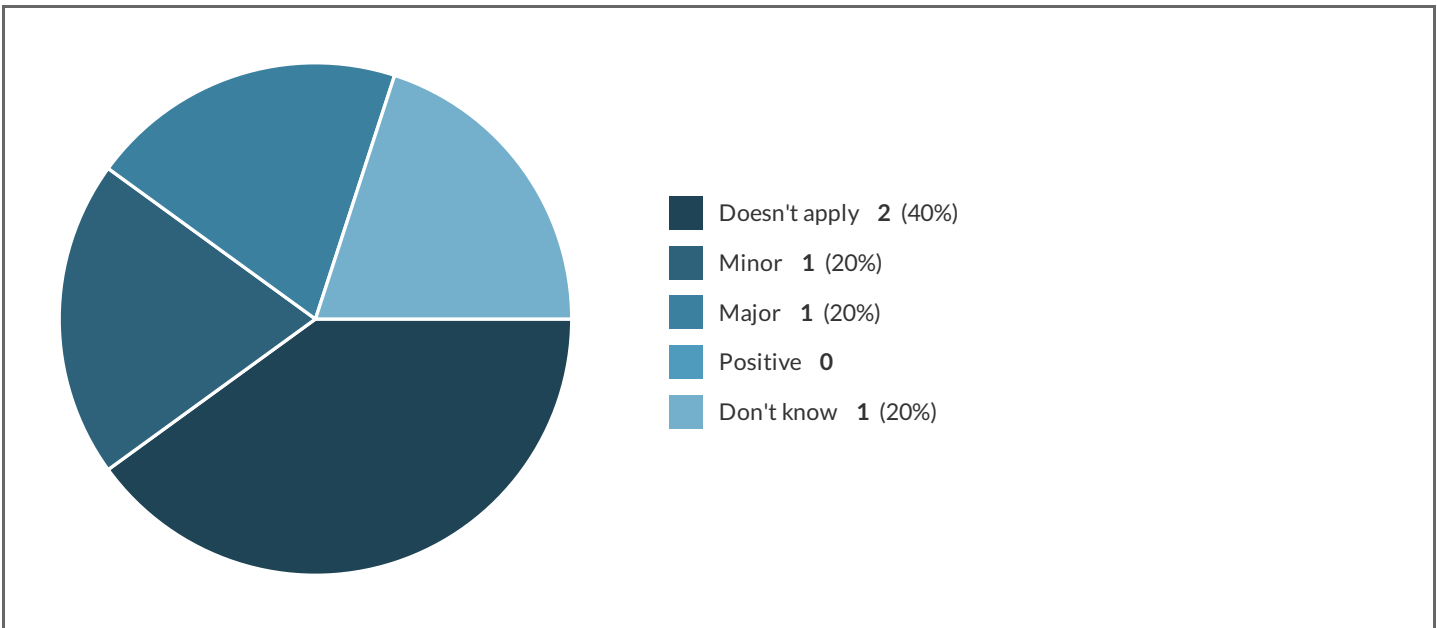
4.b Comments

Showing all 3 responses	
High entropy passwords with no expiration are more secure than low entropy passwords that expire	634104-634095-66102451
I would rather users have one strong password they use for a long time over a less secure one that regularly changes. We all know the change will be incrementing a number at the end.	634104-634095-66146336
Prefer stronger passwords to frequently rotation ones, as they usually result in incrementing a number.	634104-634095-66909943

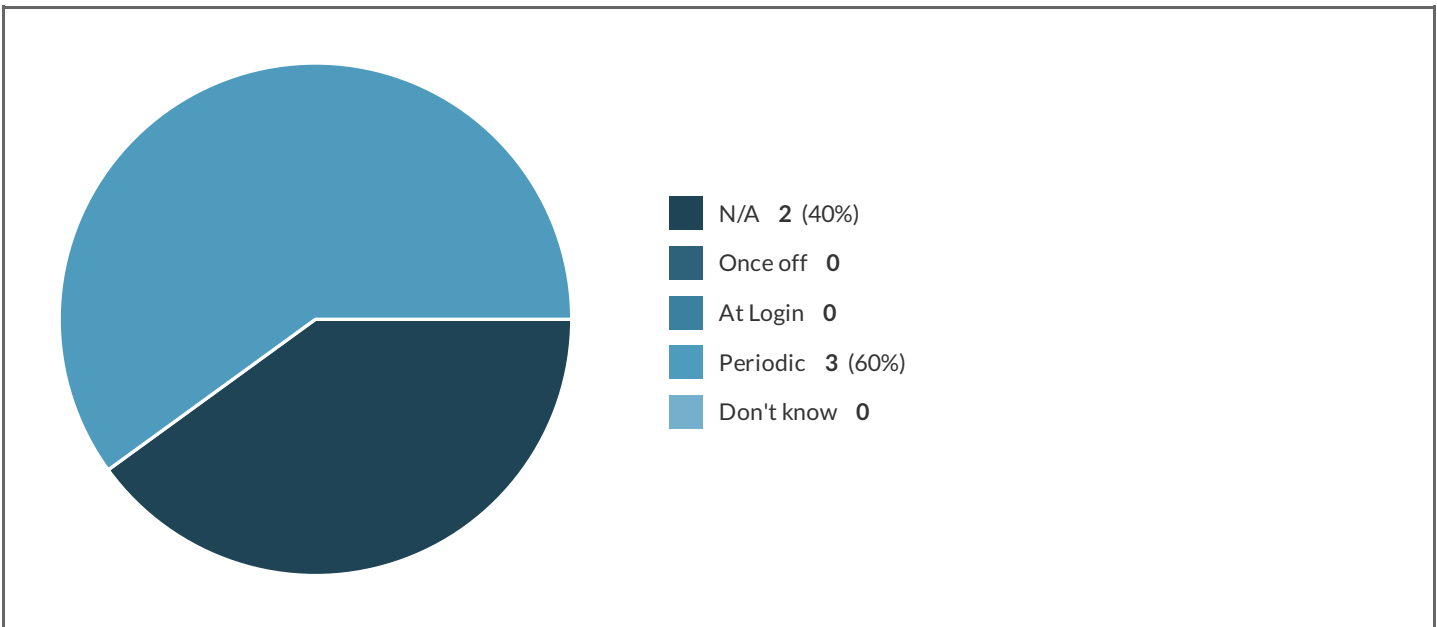
5 Digital & physical backups should be regularly maintained

5.1 Increased help desk/user support time

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

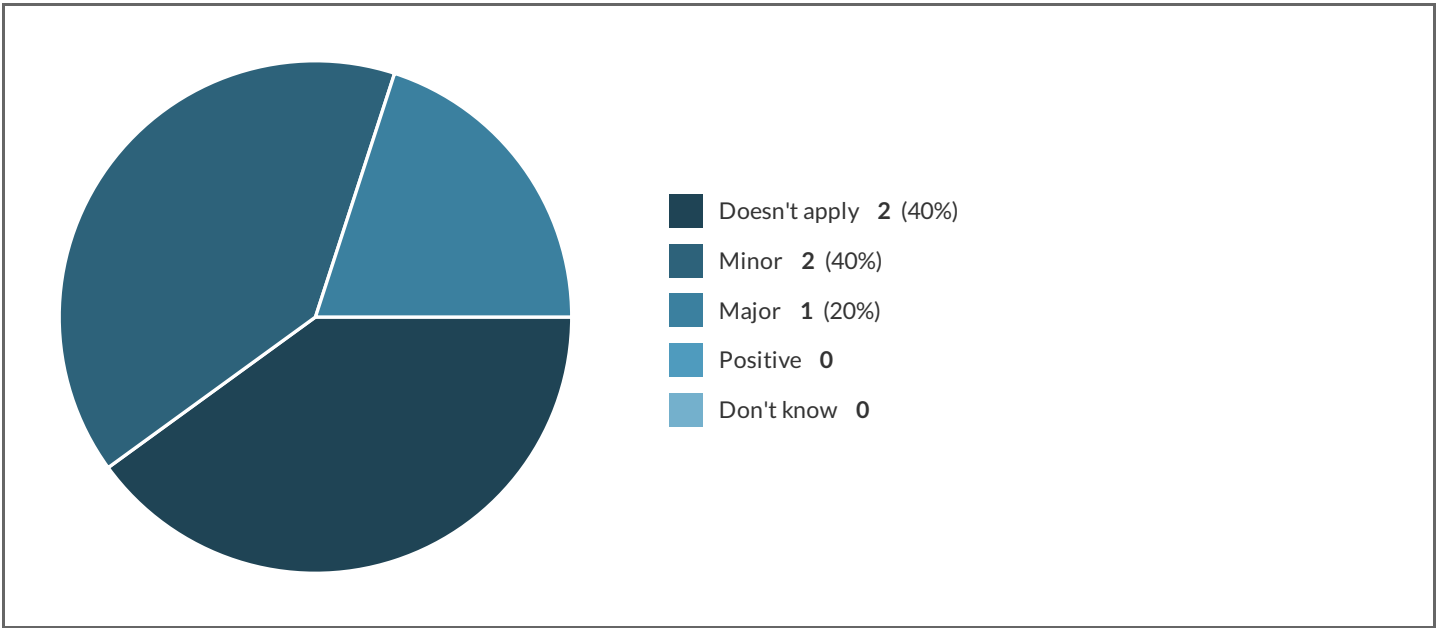


5.1.b Increased help desk/user support time - Frequency Cost is Experienced

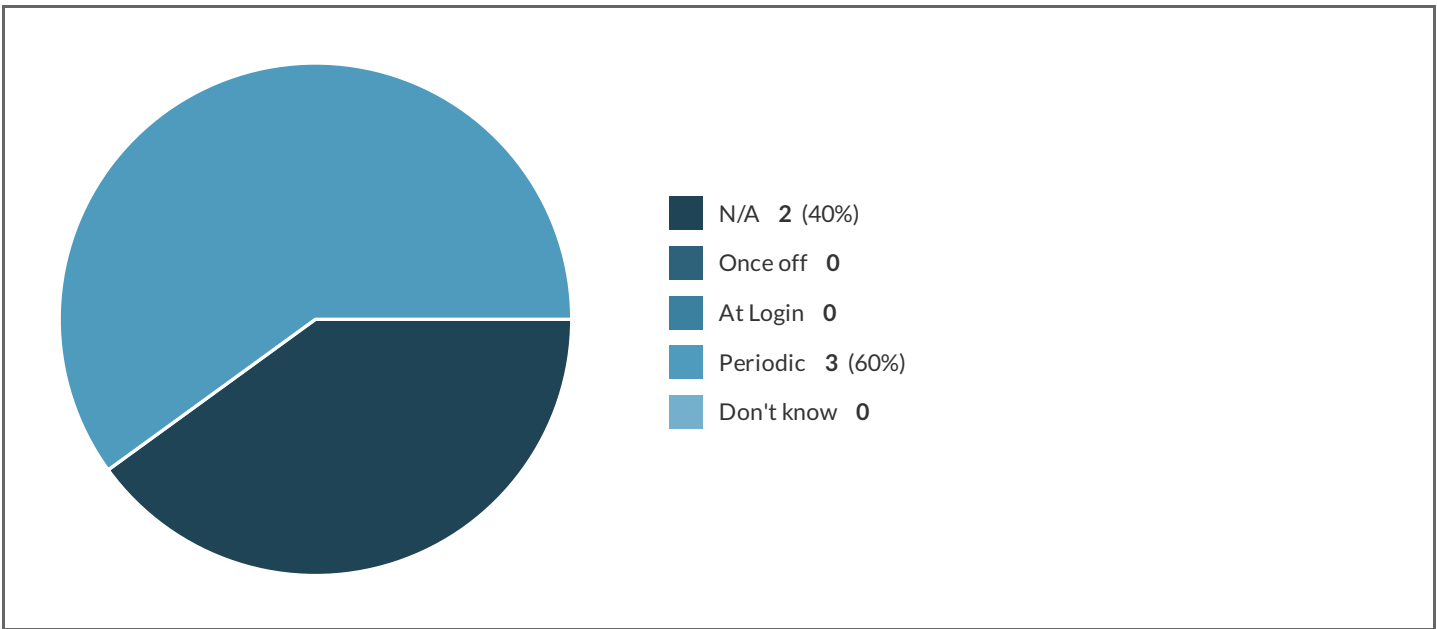


5.2 User education required

5.2.a User education required - Severity of Cost

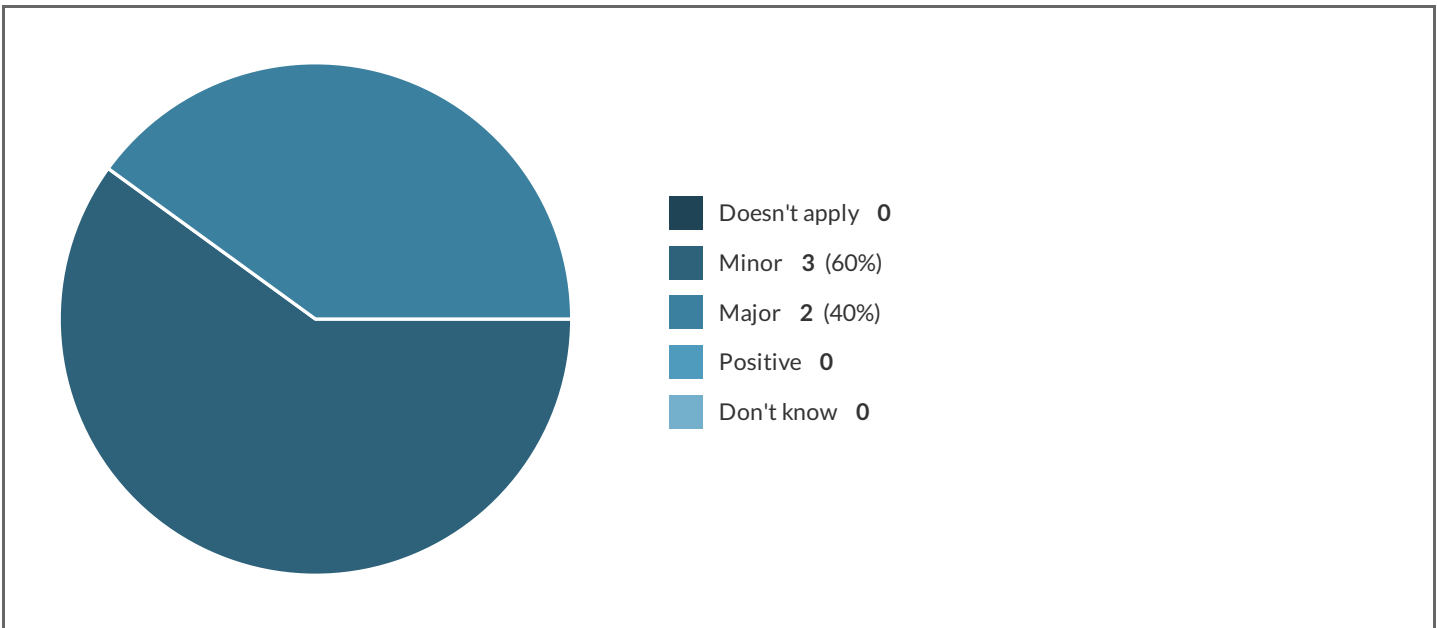


5.2.b User education required - Frequency Cost is Experienced

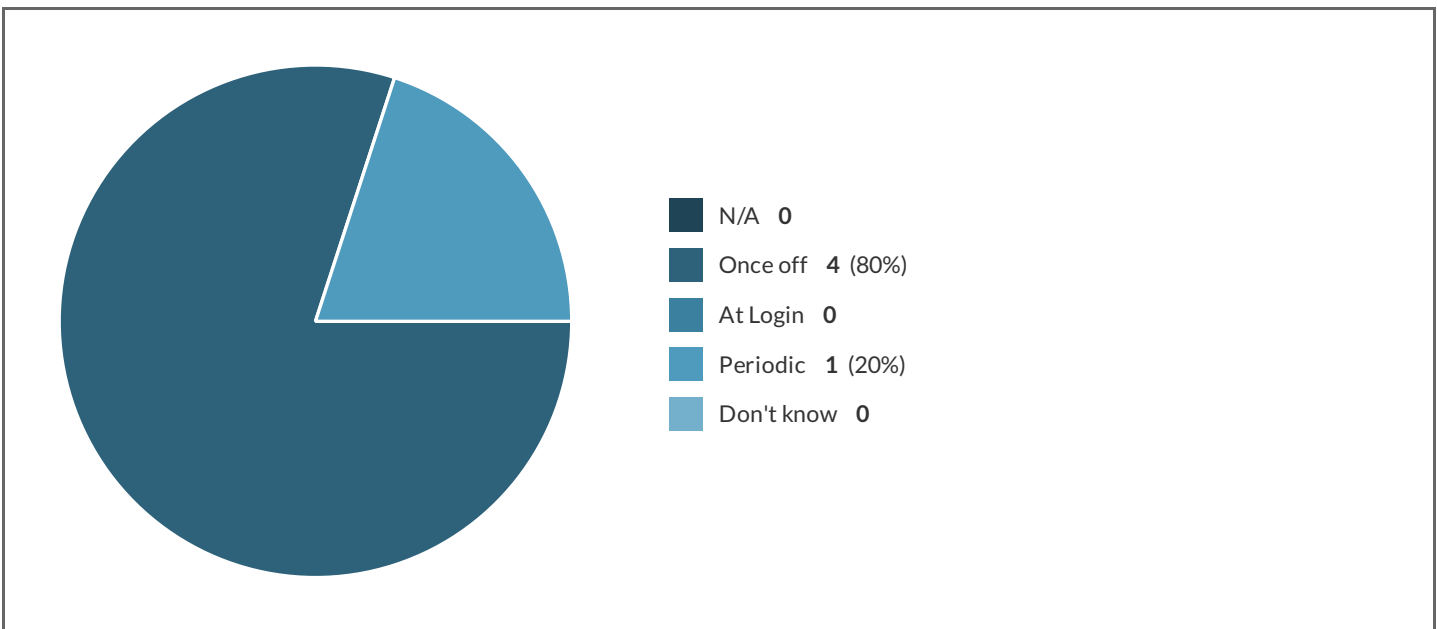


5.3 Organization needs extra resources

5.3.a Organization needs extra resources - Severity of Cost

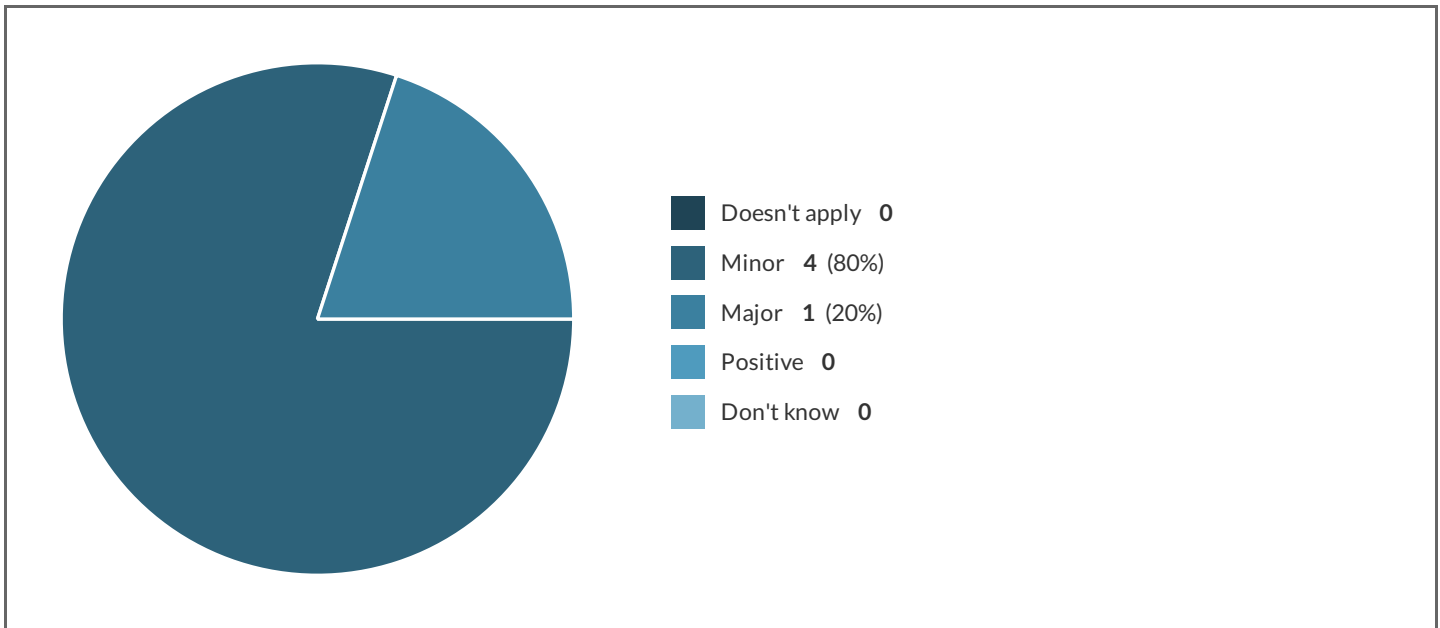


5.3.b Organization needs extra resources - Frequency Cost is Experienced

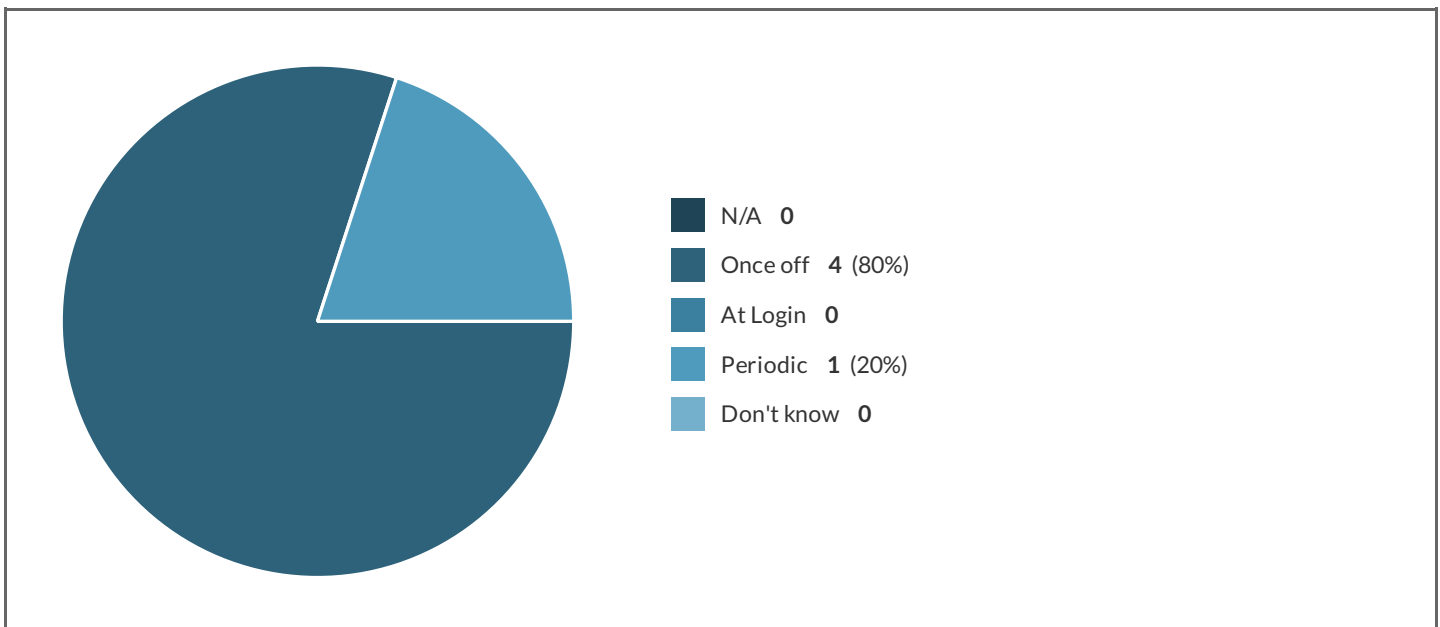


5.4 Takes organization time to implement

5.4.a Takes organization time to implement - Severity of Cost

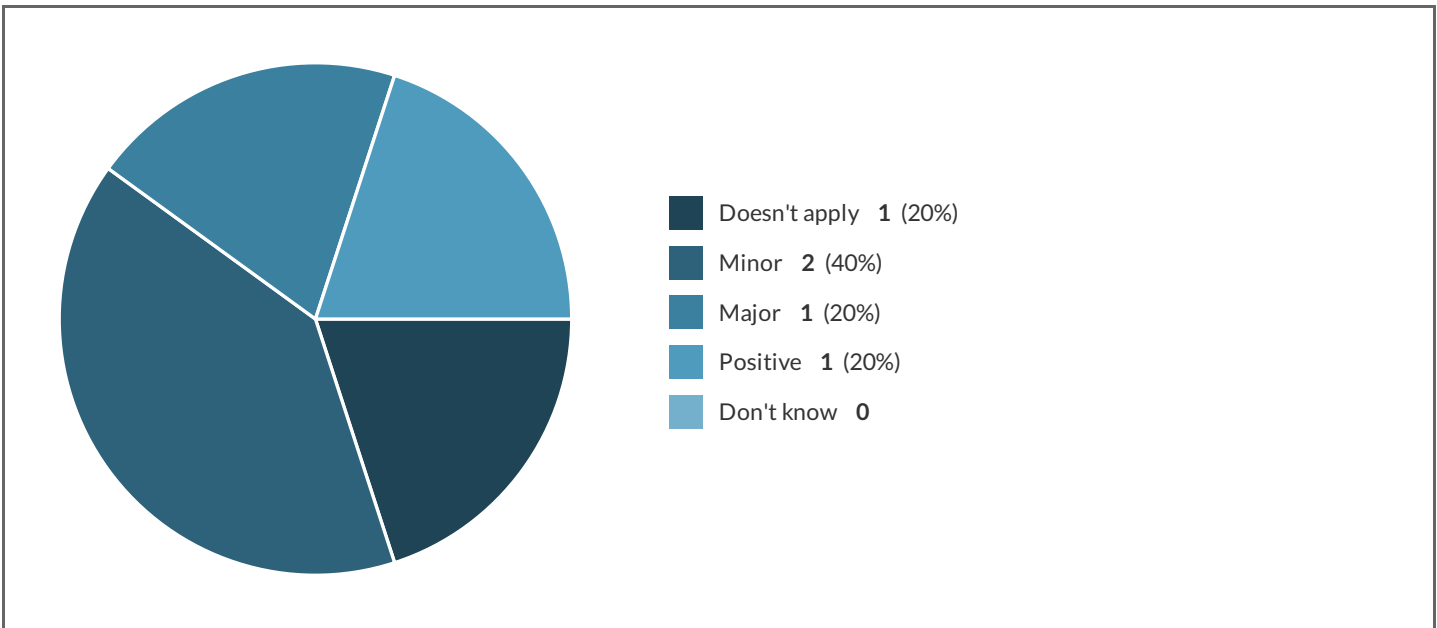


5.4.b Takes organization time to implement - Frequency Cost is Experienced

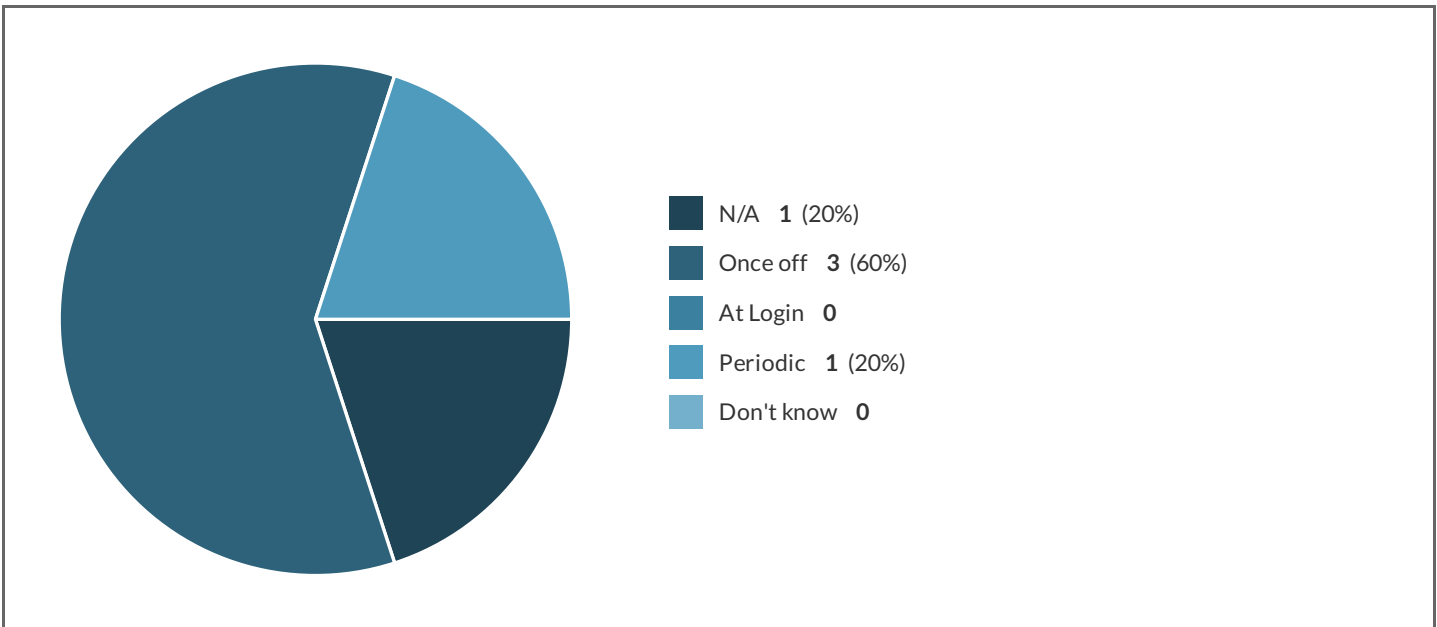


5.5 Increases the organization's computing power needed

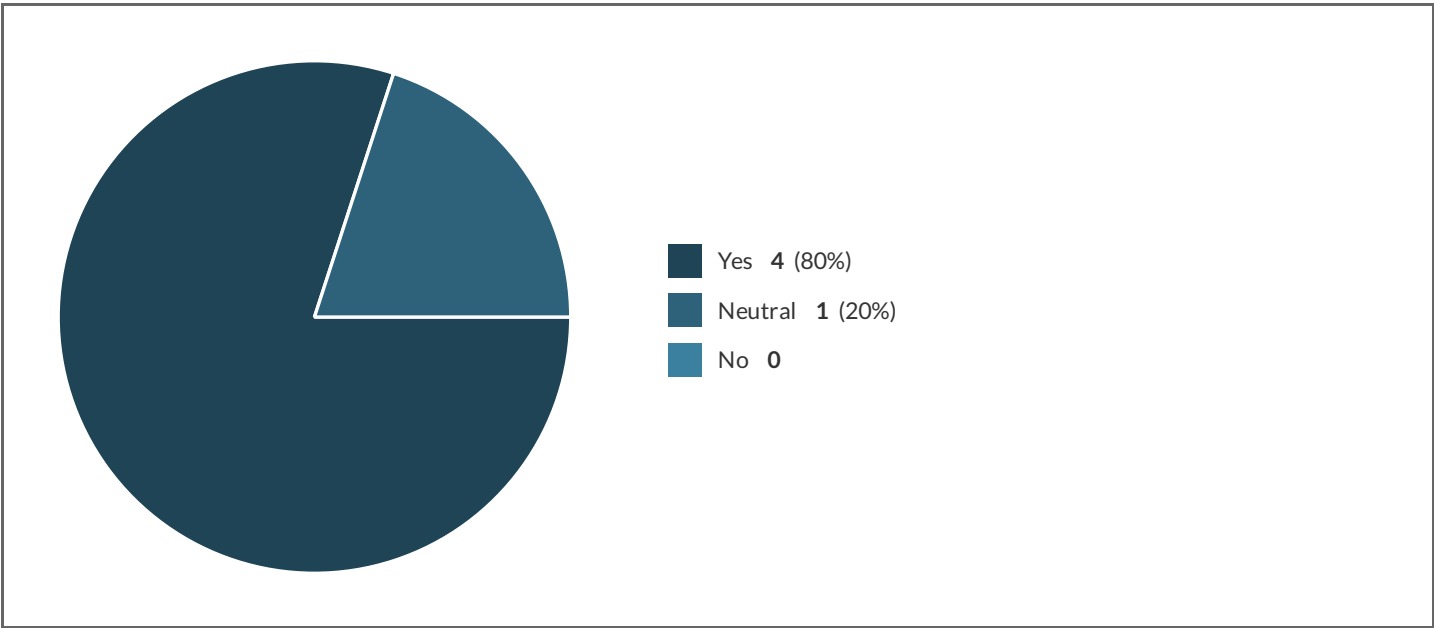
5.5.a Increases the organization's computing power needed - Severity of Cost



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



5.a Do you approve of this advice?



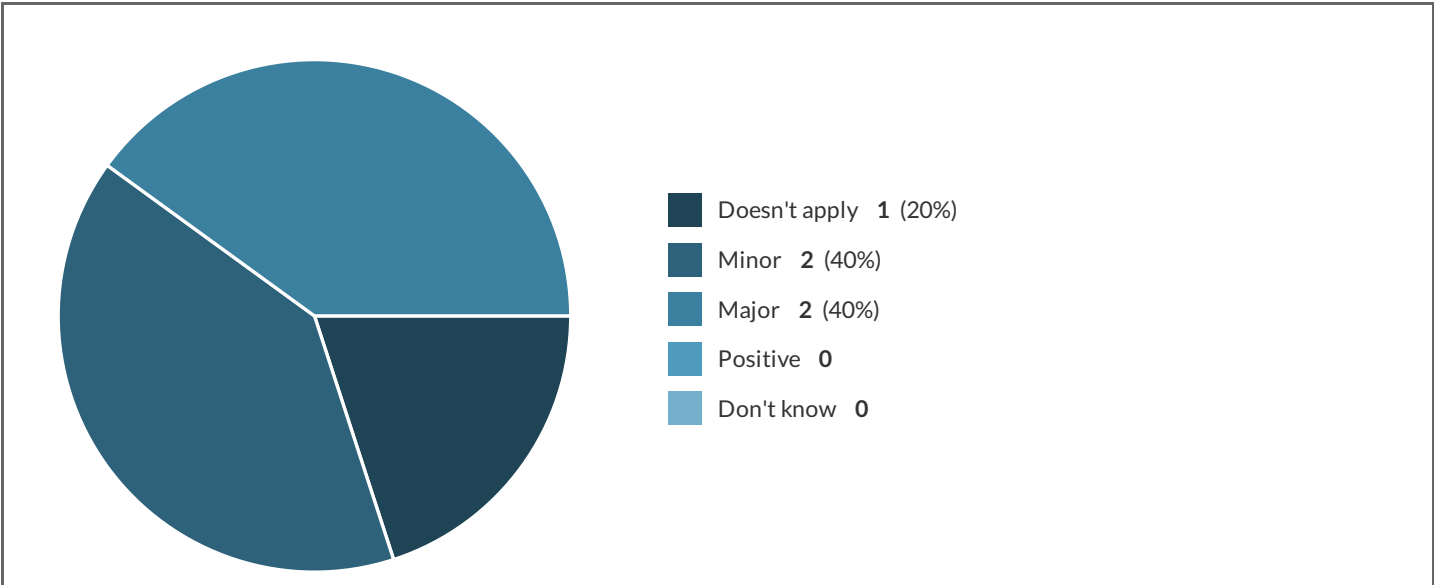
5.b Comments

Showing 1 response	
For disaster recovery purposes yes, for accidental user deletion no. Distributed filesystems with snapshots may remove need for old school backups.	634104-634095-66146336

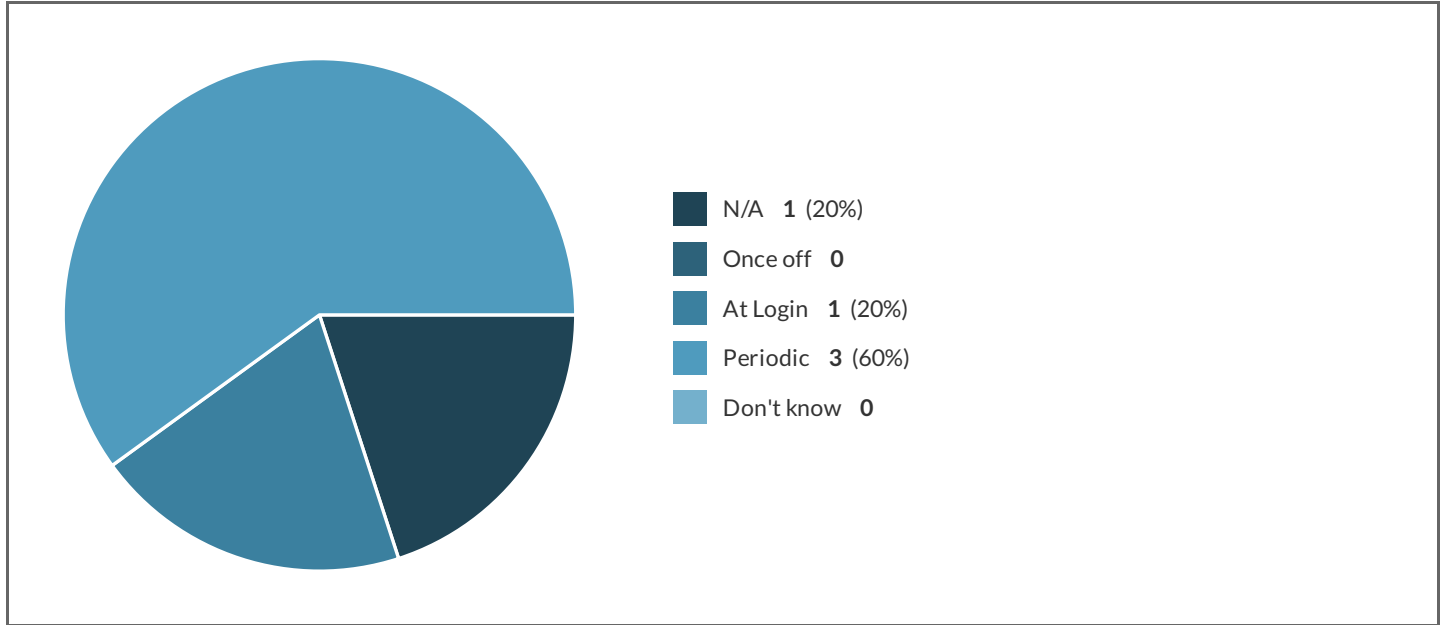
6 Defense in Depth should be implemented

6.1 Increased help desk/user support time

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

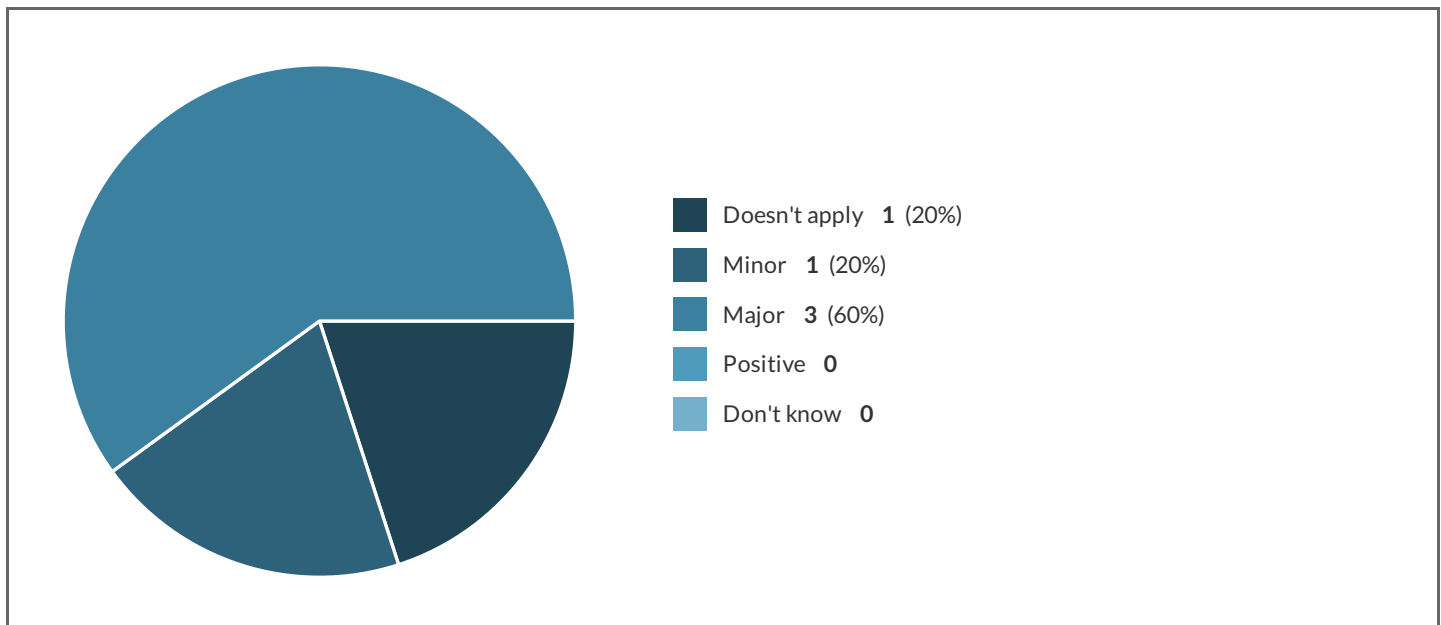


6.1.b Increased help desk/user support time - Frequency Cost is Experienced

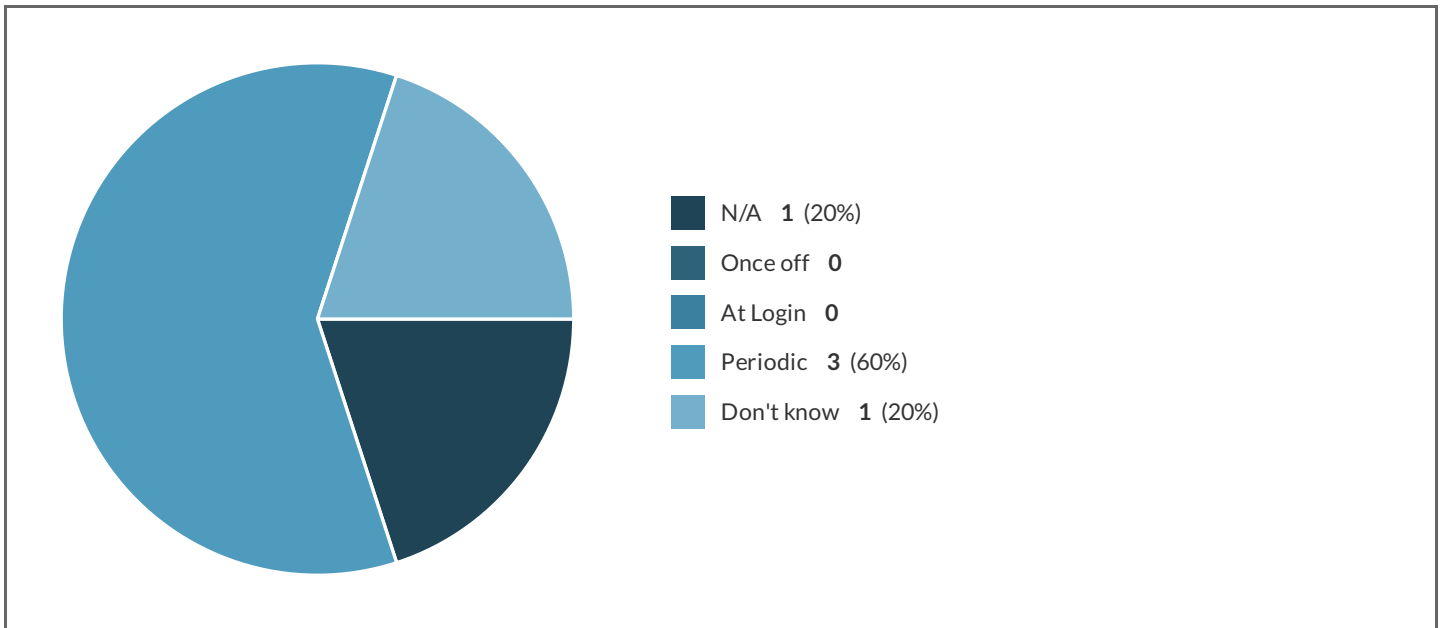


6.2 User education required

6.2.a User education required - Severity of Cost

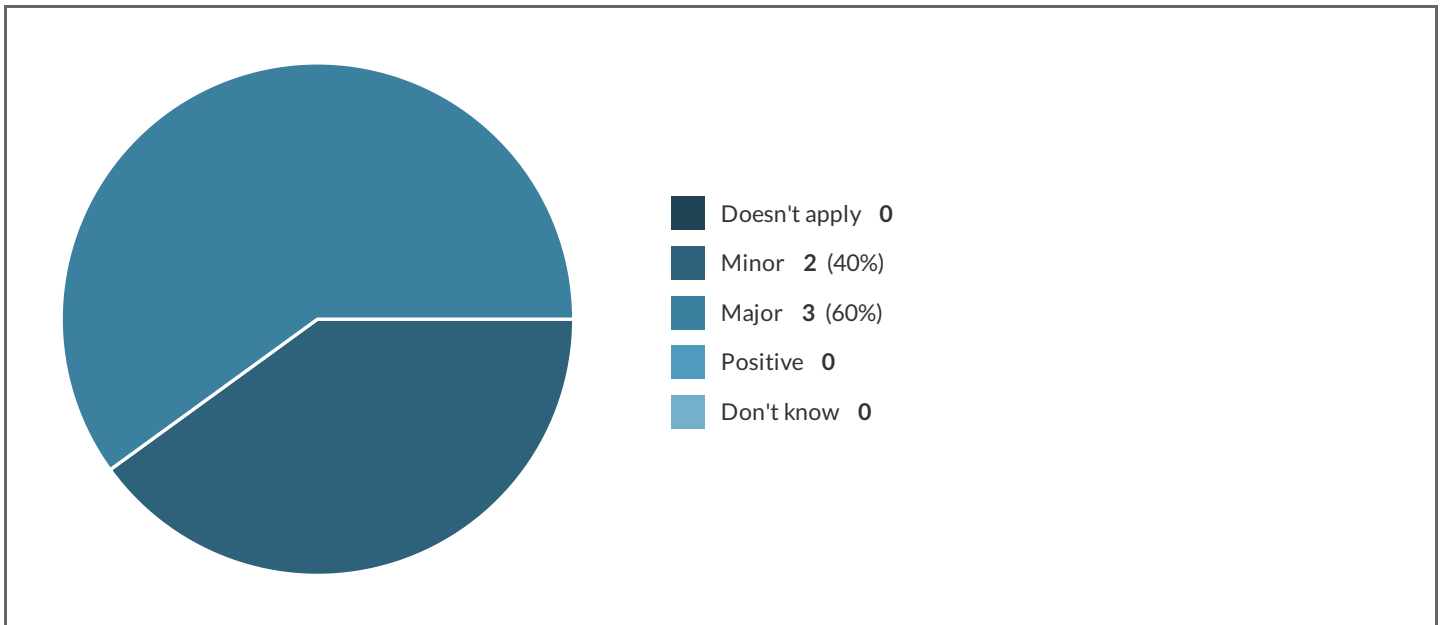


6.2.b User education required - Frequency Cost is Experienced

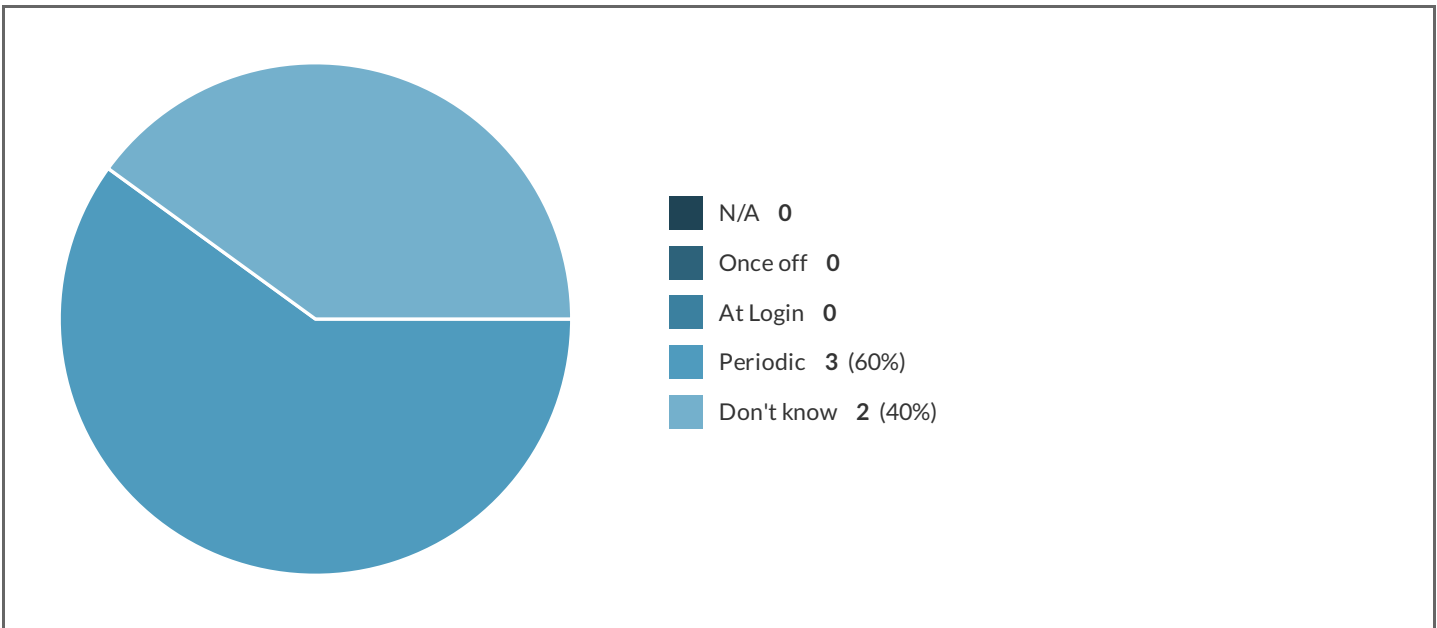


6.3 Organization needs extra resources

6.3.a Organization needs extra resources - Severity of Cost

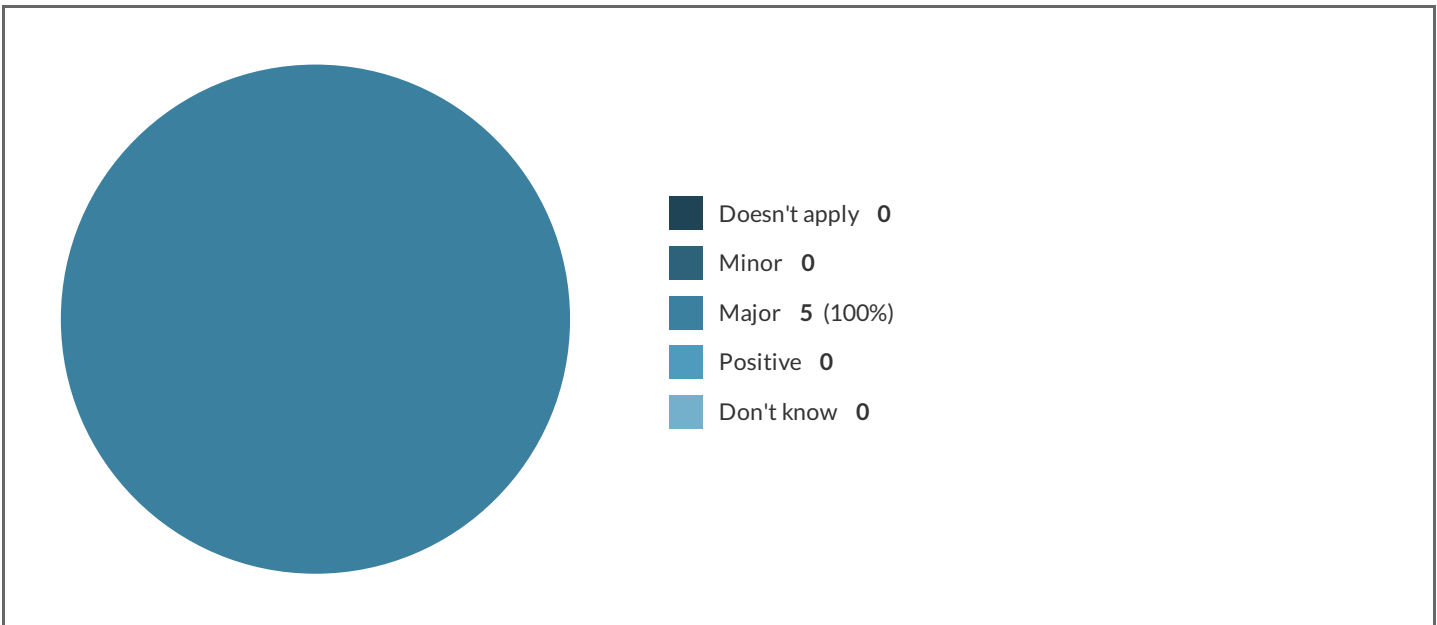


6.3.b Organization needs extra resources - Frequency Cost is Experienced

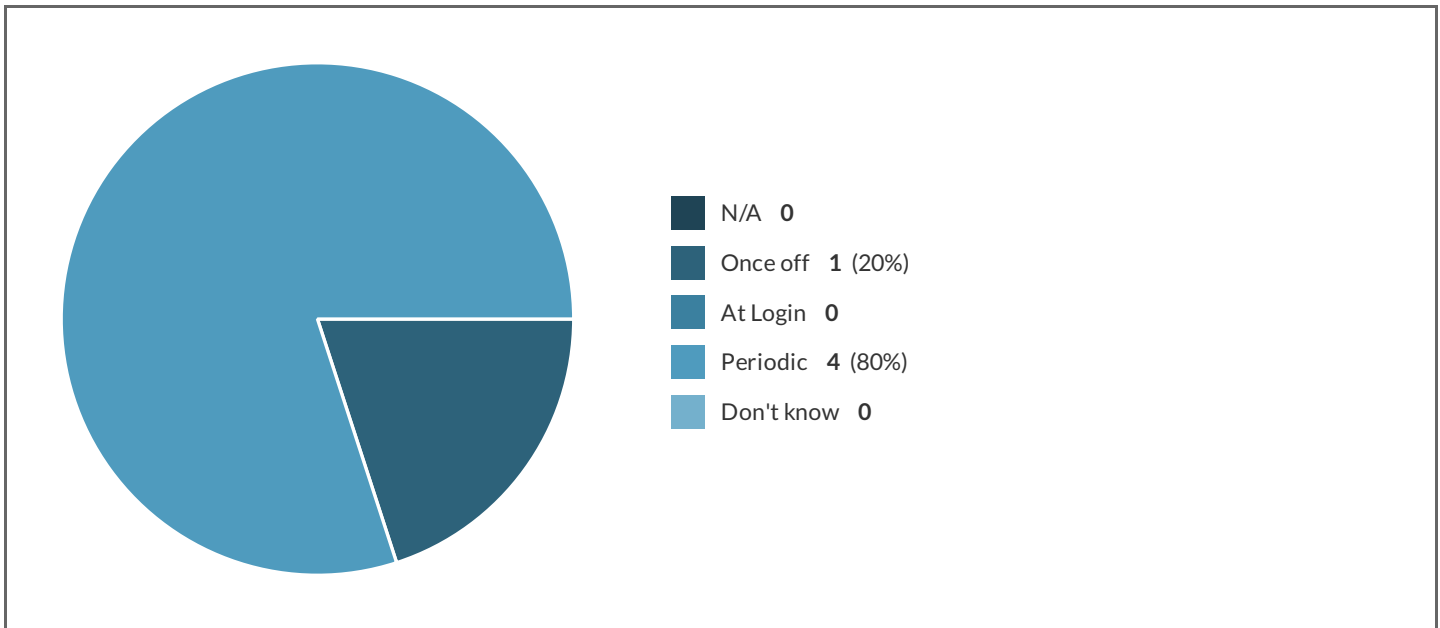


6.4 Takes organization time to implement

6.4.a Takes organization time to implement - Severity of Cost

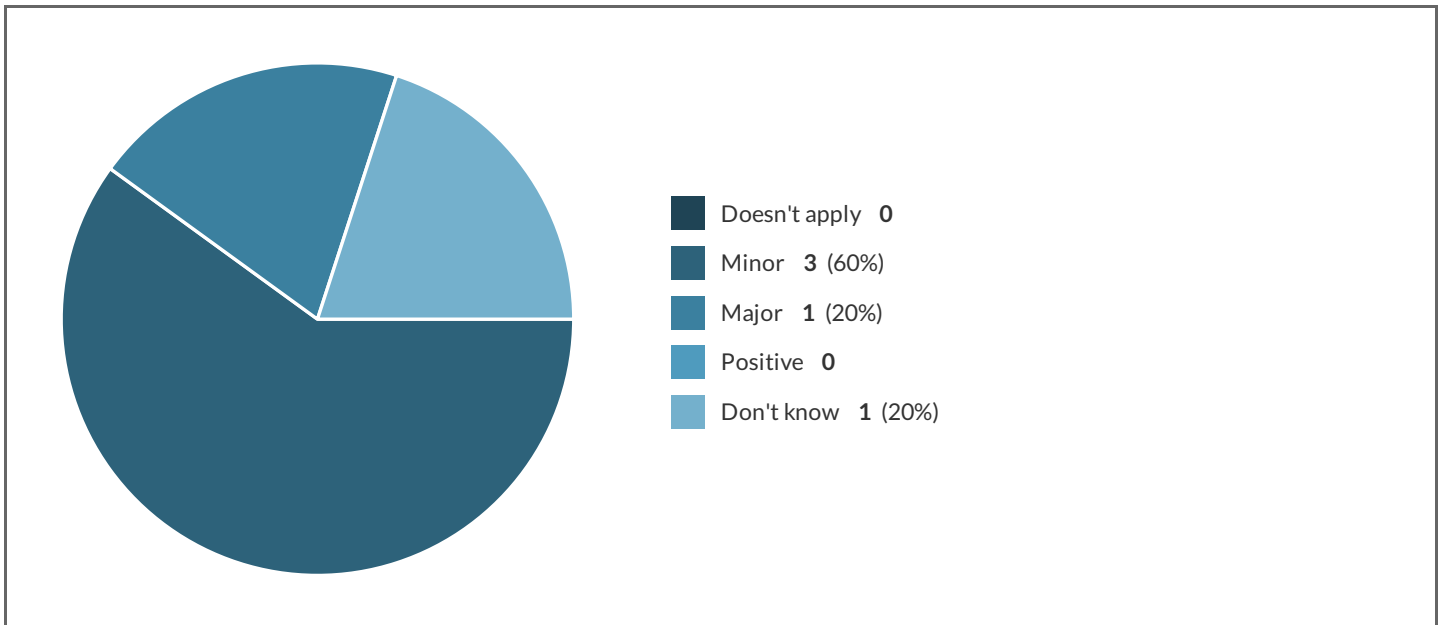


6.4.b Takes organization time to implement - Frequency Cost is Experienced

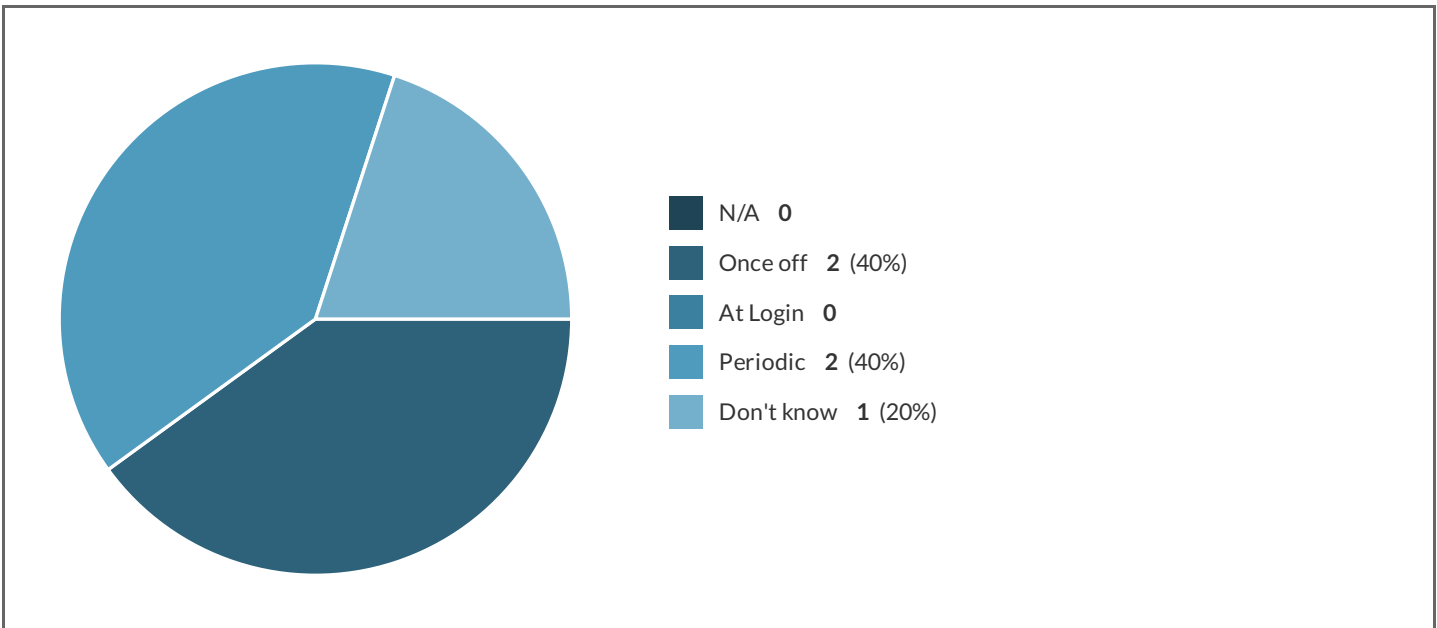


6.5 Increases the organization's computing power needed

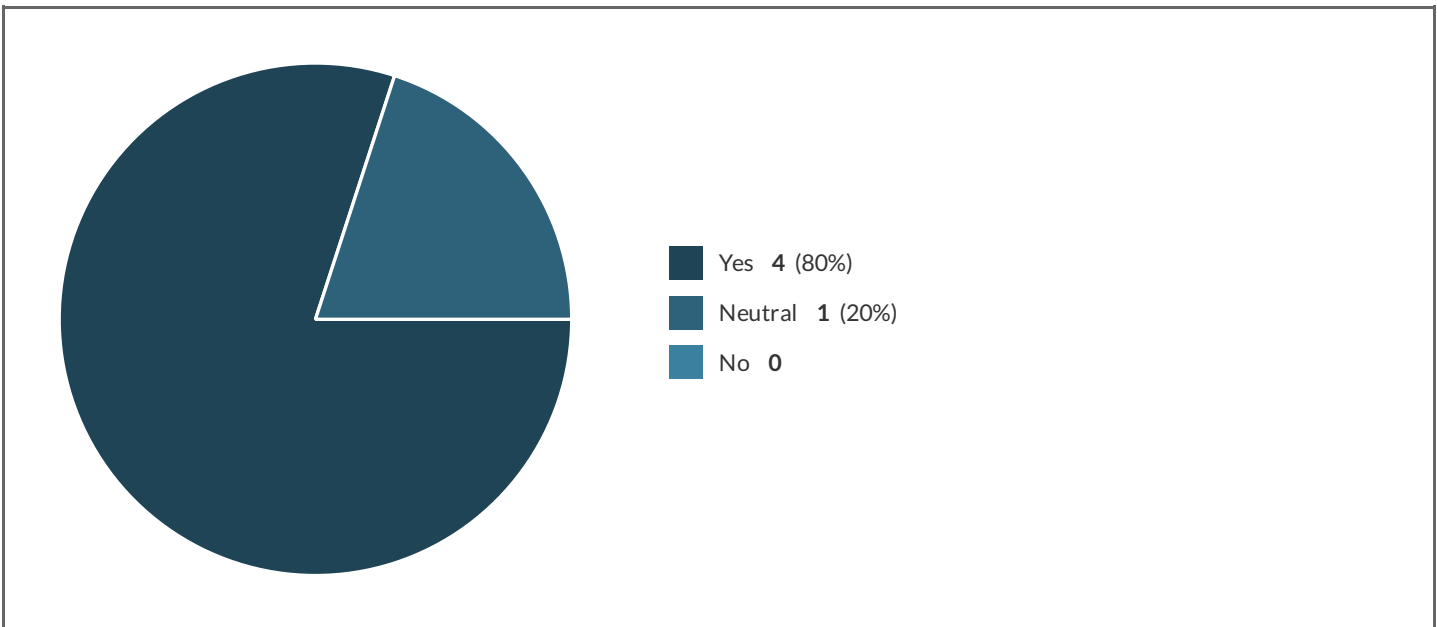
6.5.a Increases the organization's computing power needed - Severity of Cost



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



6.a Do you approve of this advice?



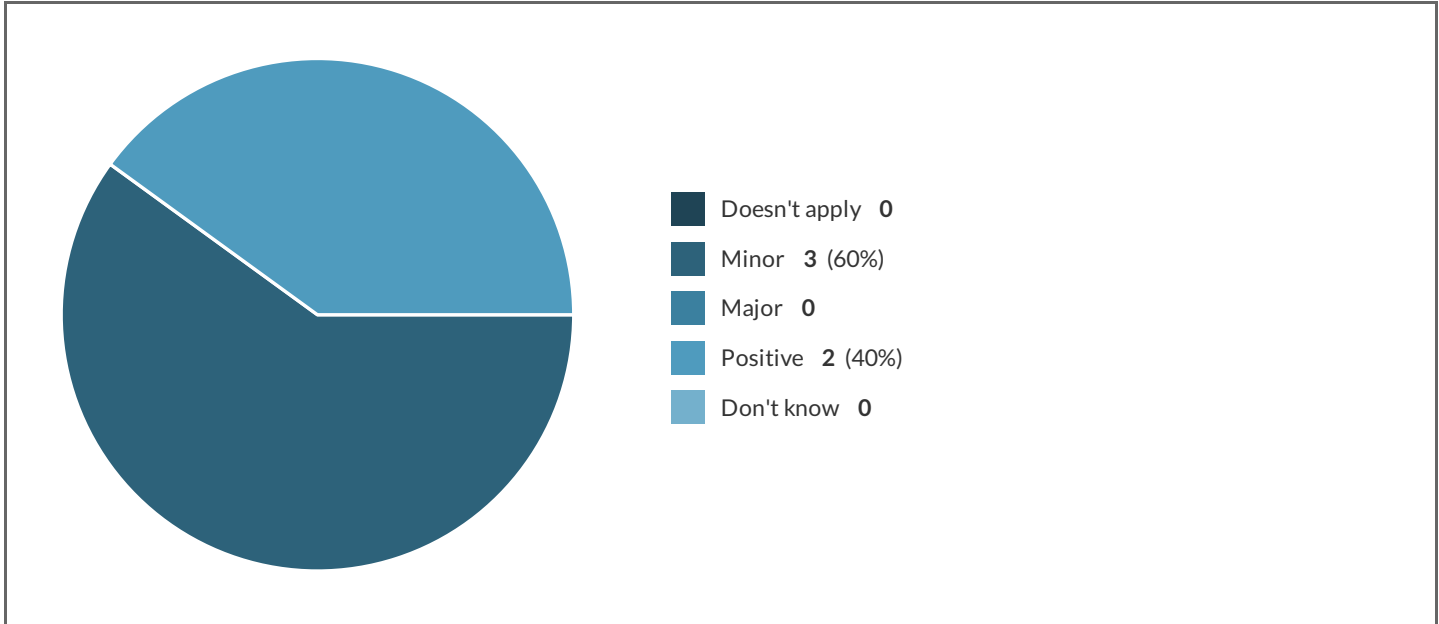
6.b Comments

Showing 1 response	
Its context specific based on the burden of costs associated with it.	634104-634095-66909943

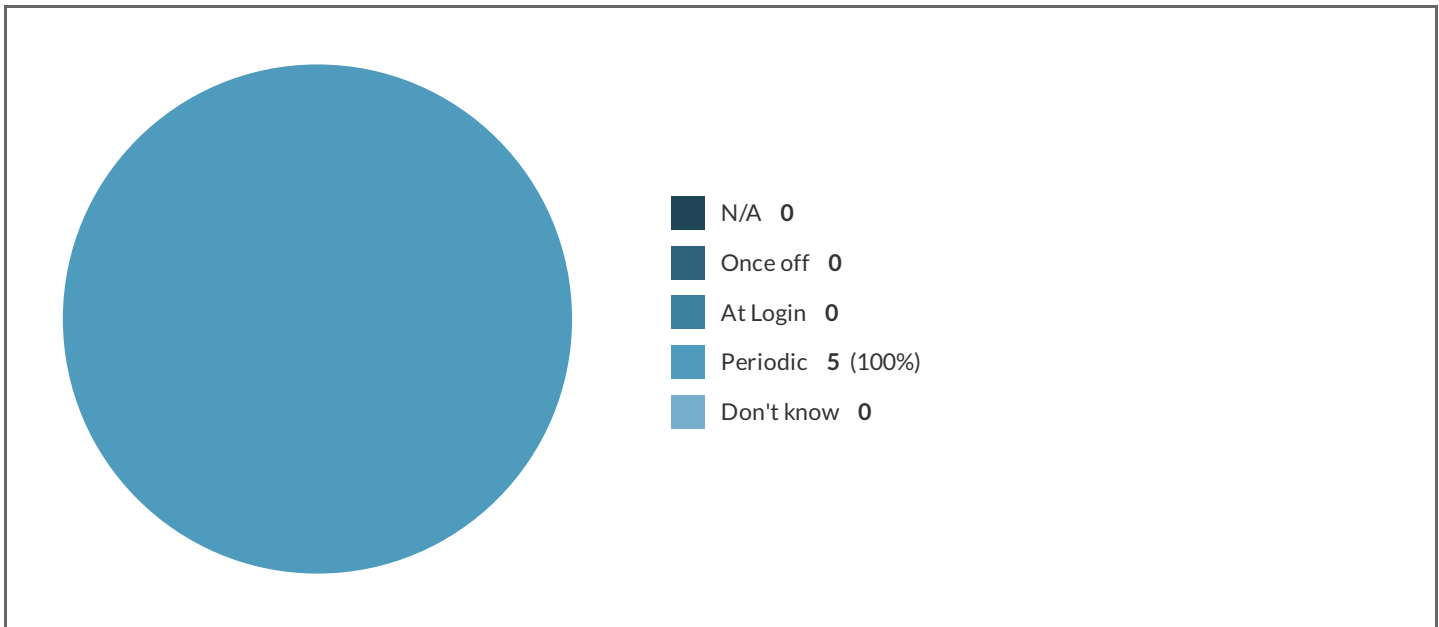
7 Password cracking should be used to detect crackable passwords

7.1 Increased help desk/user support time

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

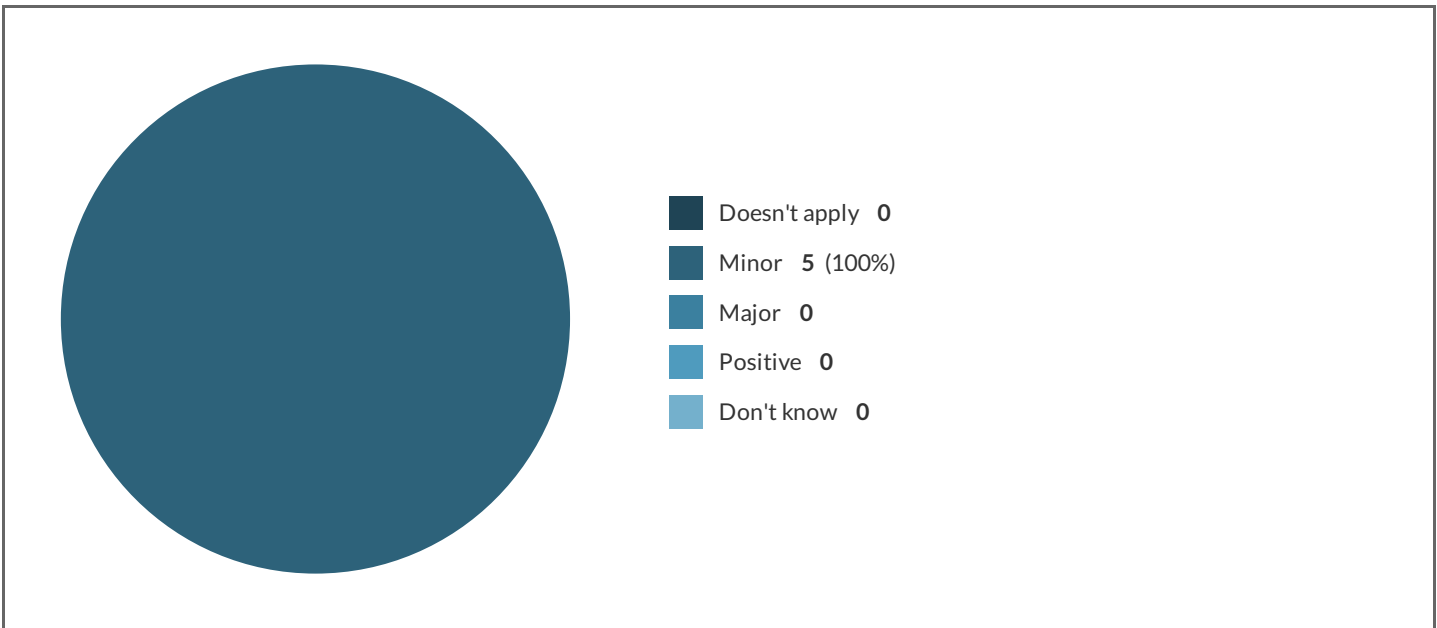


7.1.b Increased help desk/user support time - Frequency Cost is Experienced

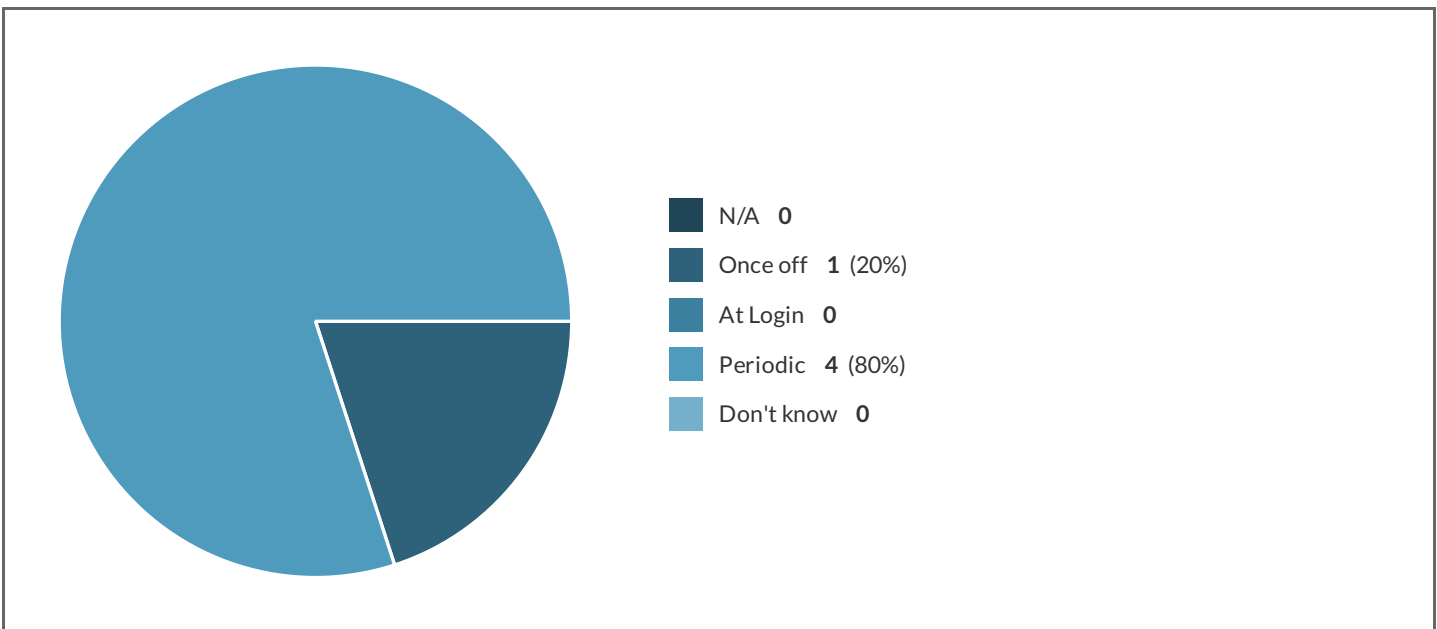


7.2 User education required

7.2.a User education required - Severity of Cost

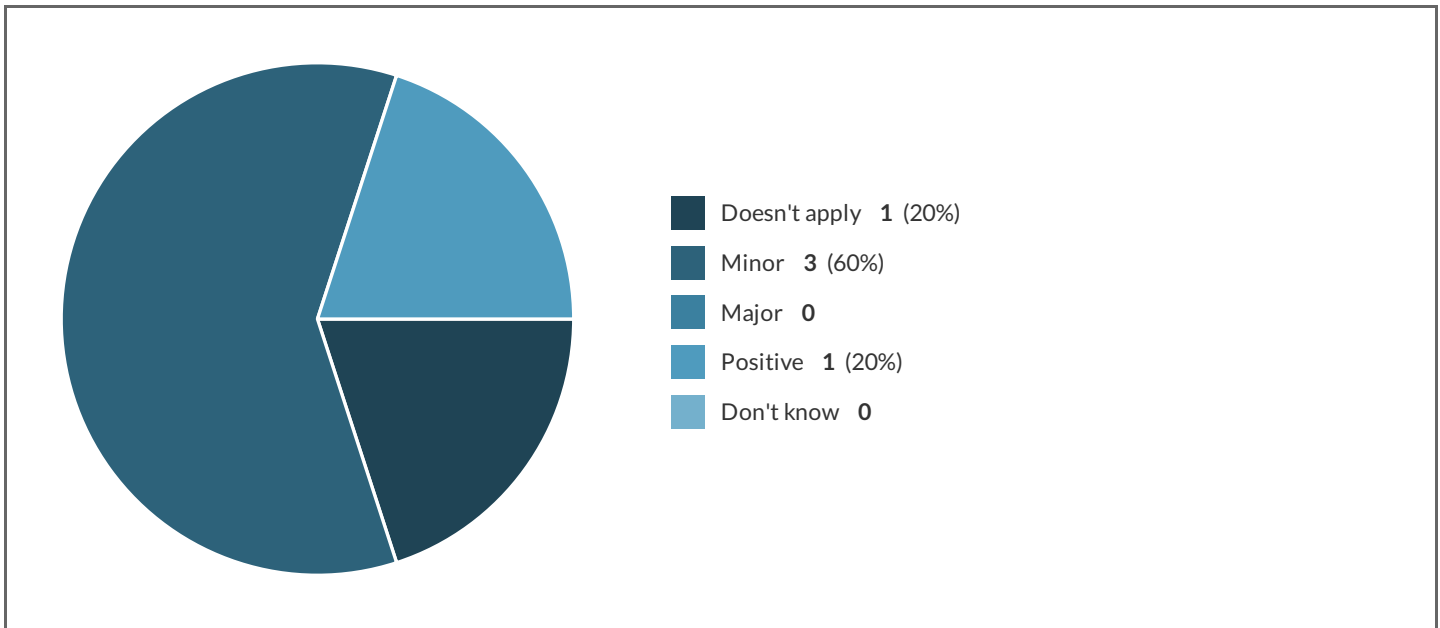


7.2.b User education required - Frequency Cost is Experienced

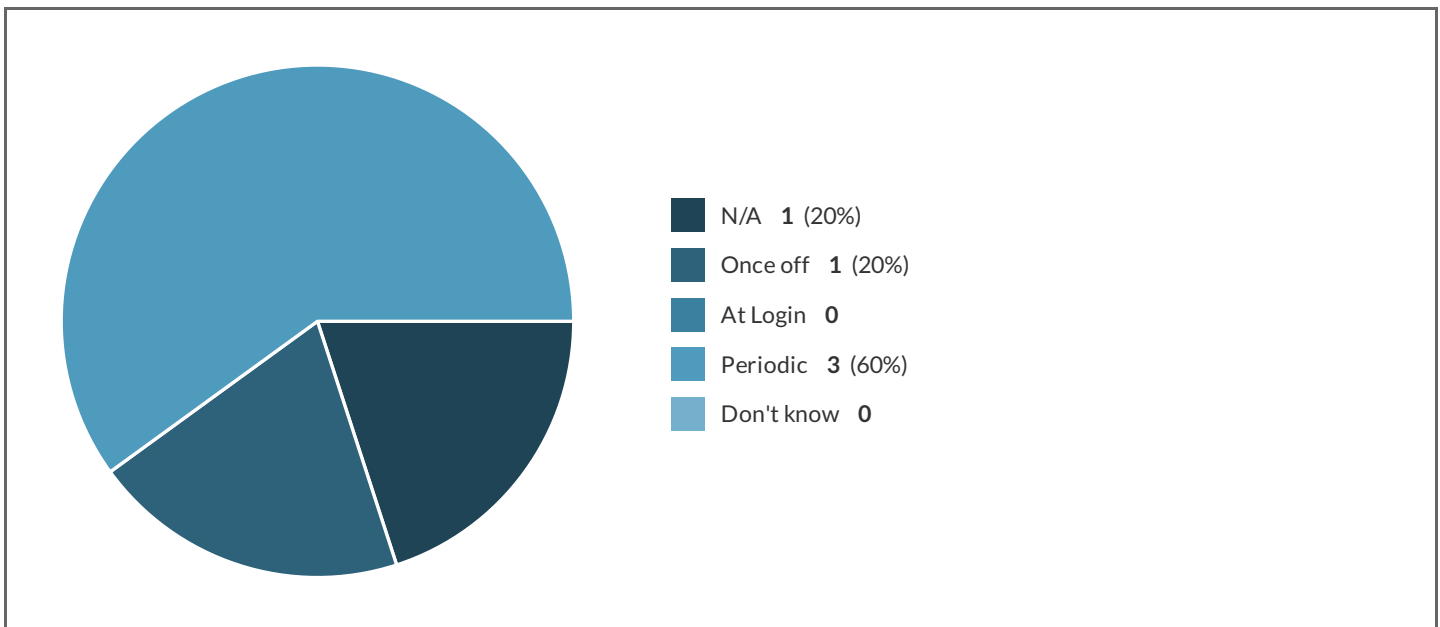


7.3 Organization needs extra resources

7.3.a Organization needs extra resources - Severity of Cost

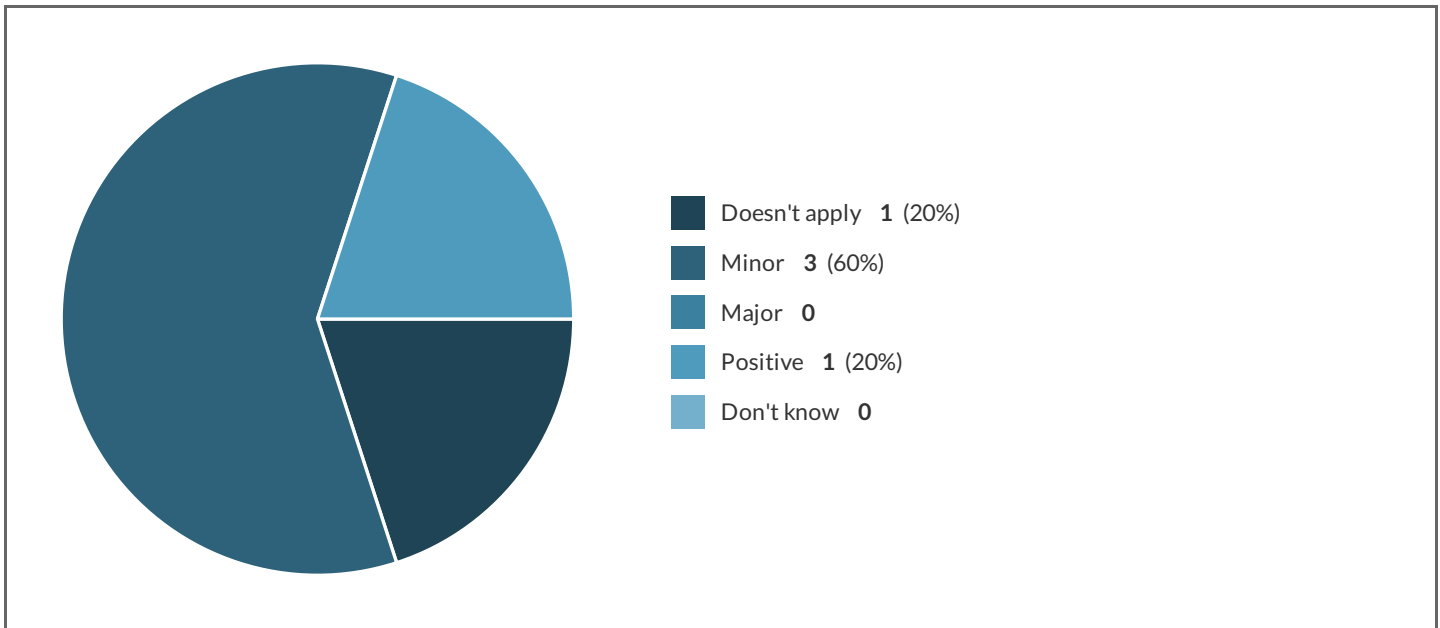


7.3.b Organization needs extra resources - Frequency Cost is Experienced

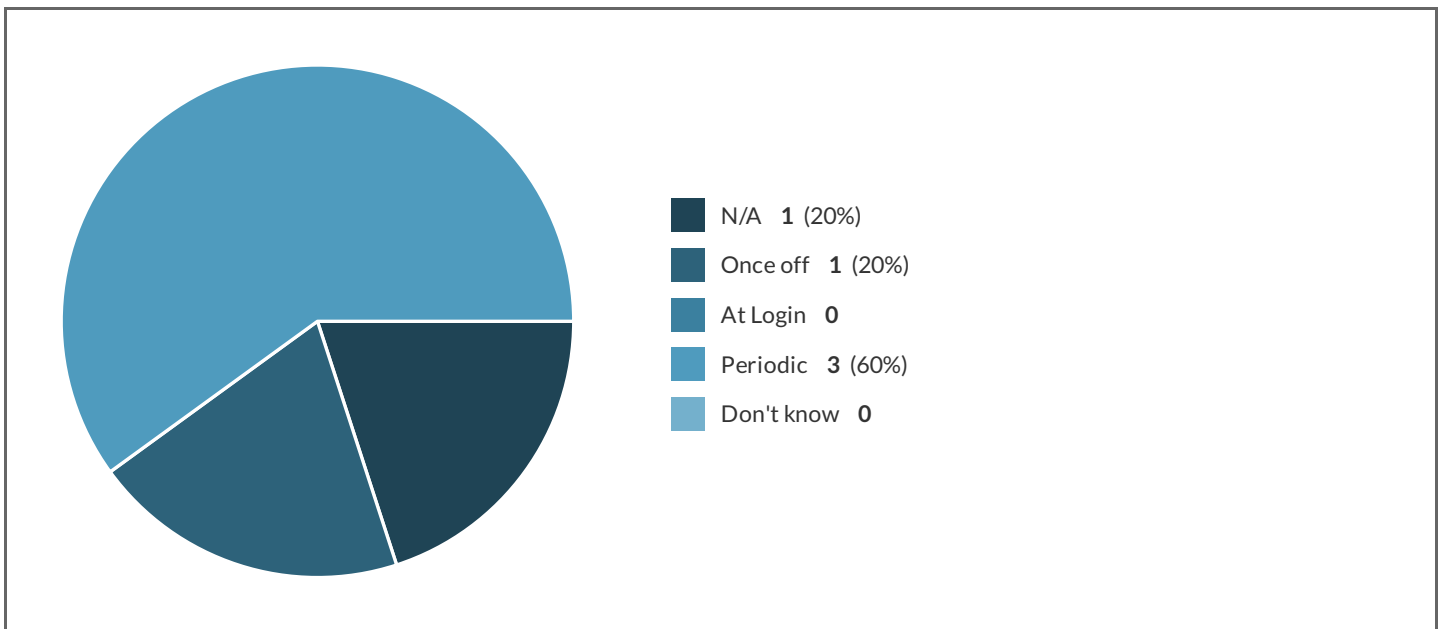


7.4 Takes organization time to implement

7.4.a Takes organization time to implement - Severity of Cost

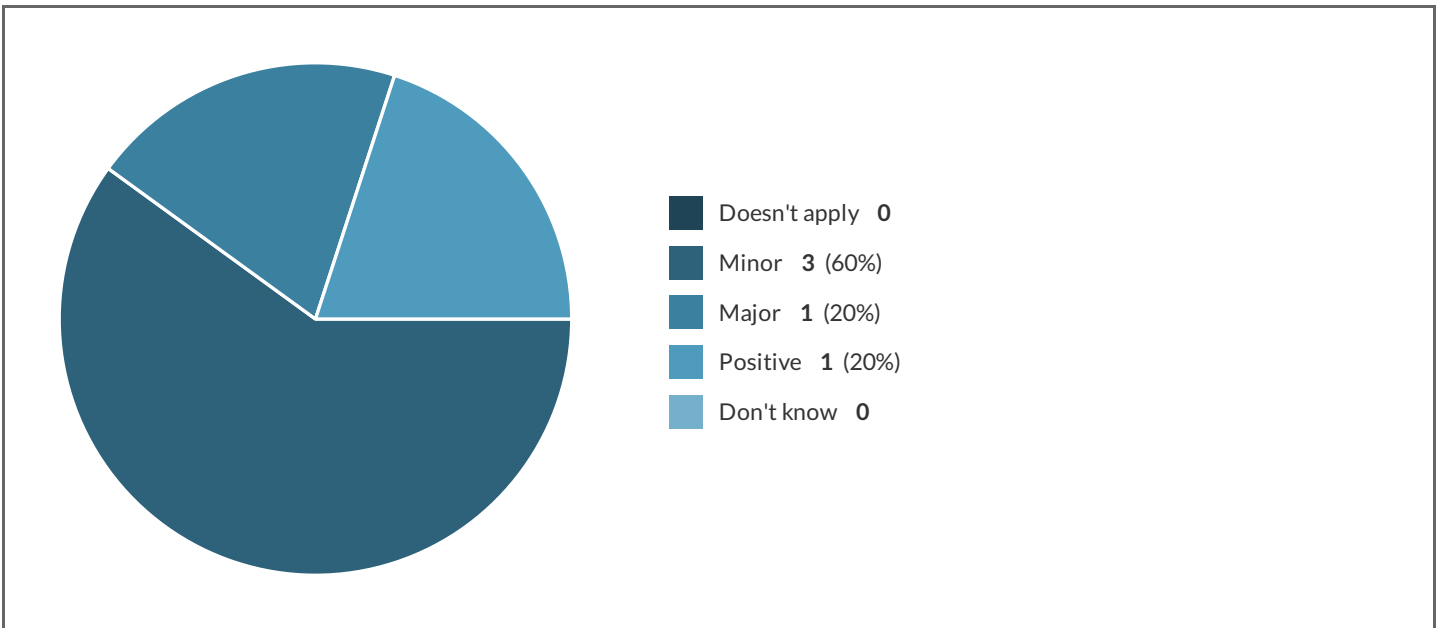


7.4.b Takes organization time to implement - Frequency Cost is Experienced

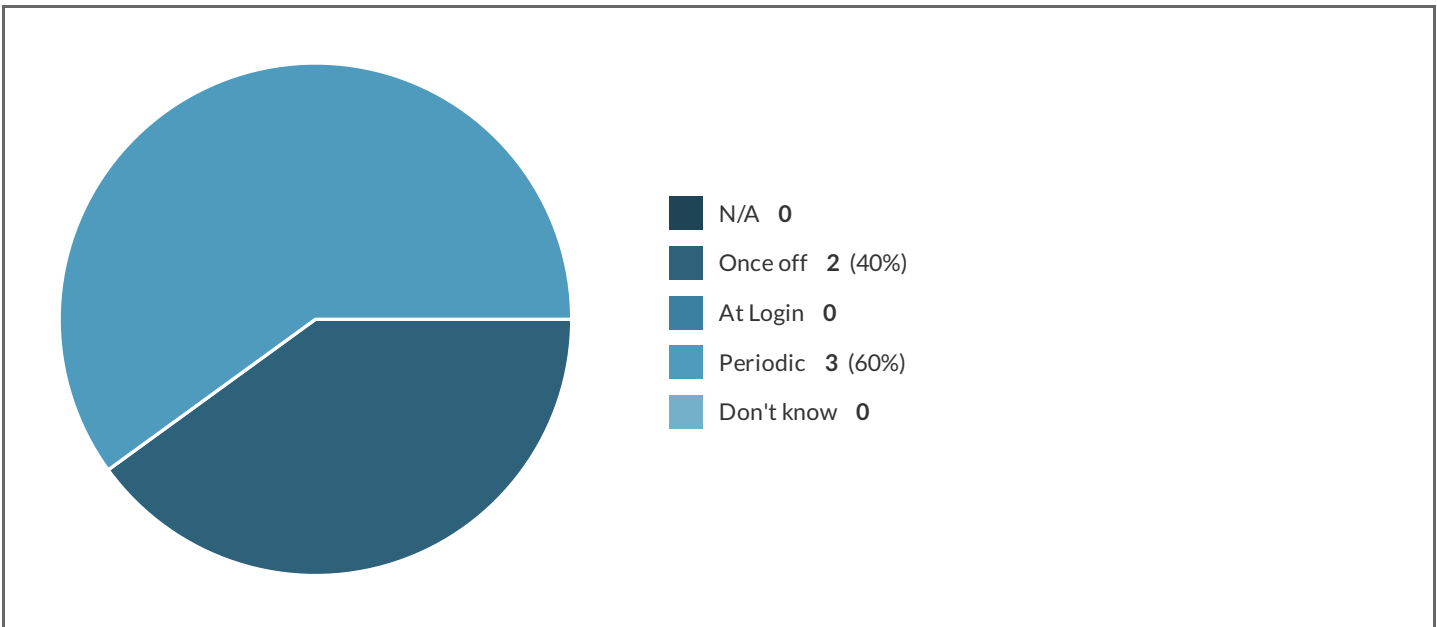


7.5 Increases the organization's computing power needed

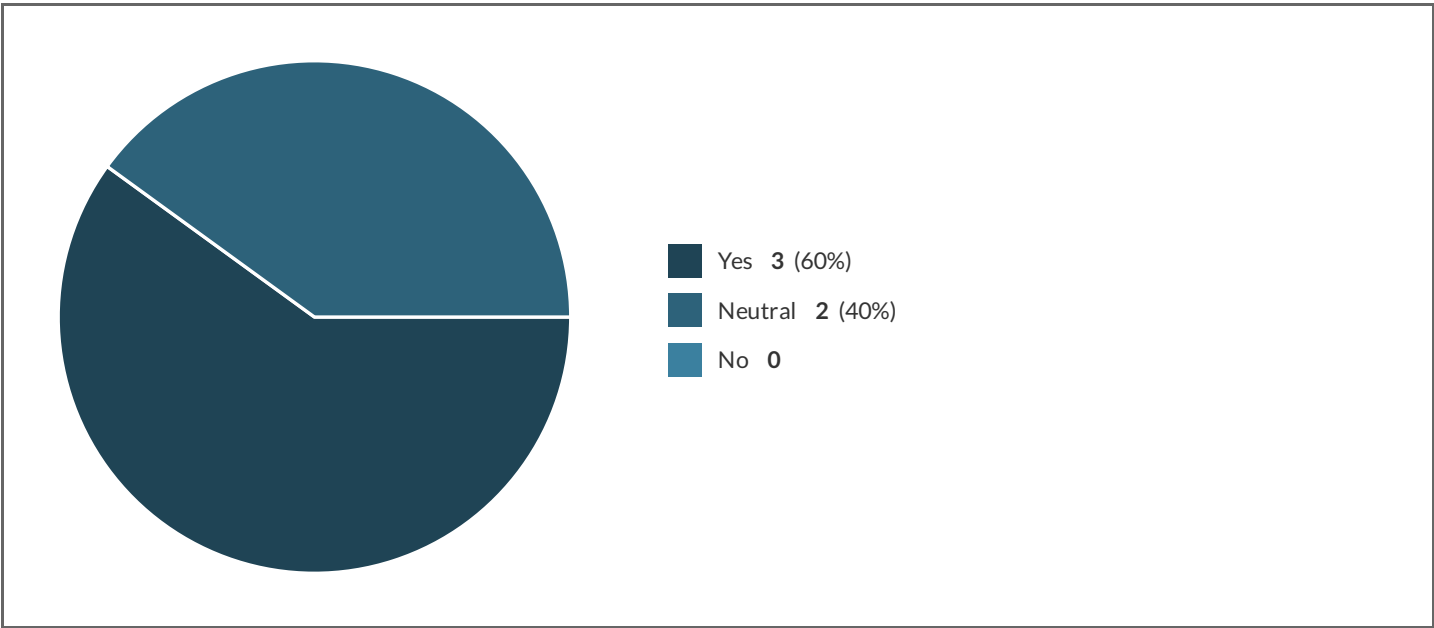
7.5.a Increases the organization's computing power needed - Severity of Cost



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



7.a Do you approve of this advice?



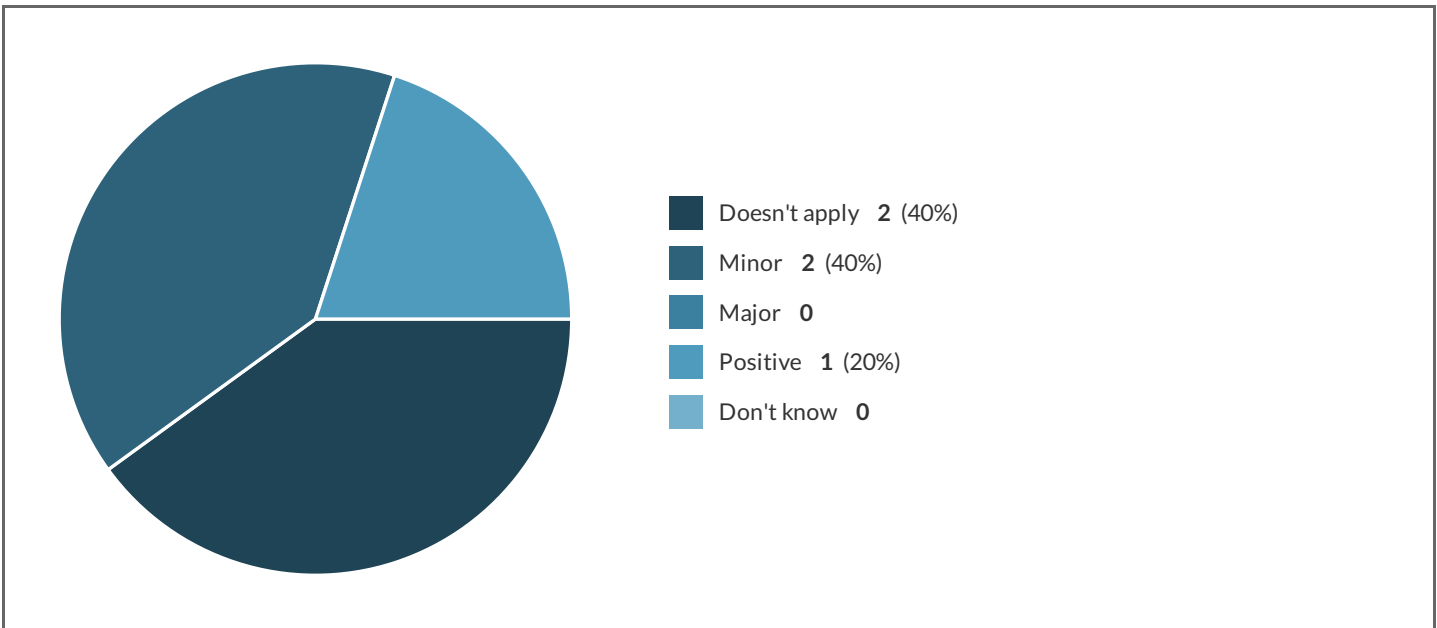
7.b Comments

Showing all 2 responses	
Don't let it run forever or using spare cycles on your nearby supercomputer or you'll start cracking relatively strong passwords too!	634104-634095-66146336
We perform it monthly. Our minimum threshold eliminates brute force attacks (but not password leakage).	634104-634095-66909943

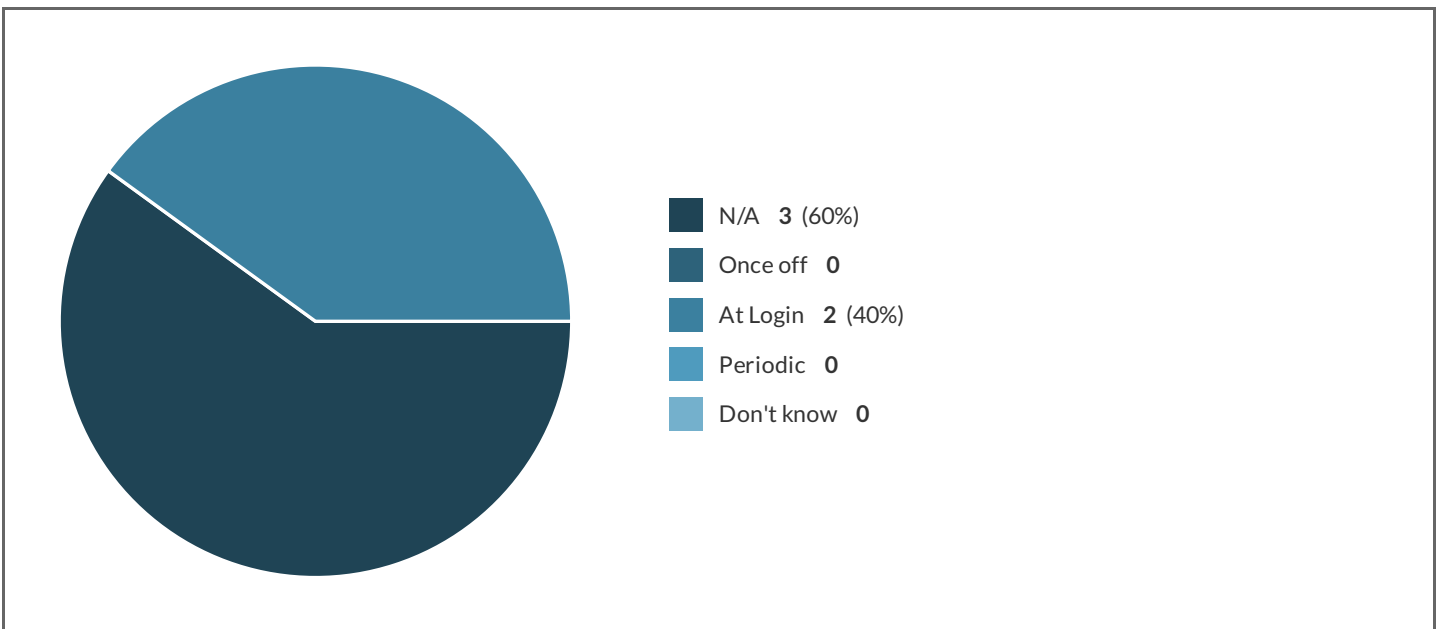
8 All ASCII characters should be permitted in a password

8.1 Increased help desk/user support time

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

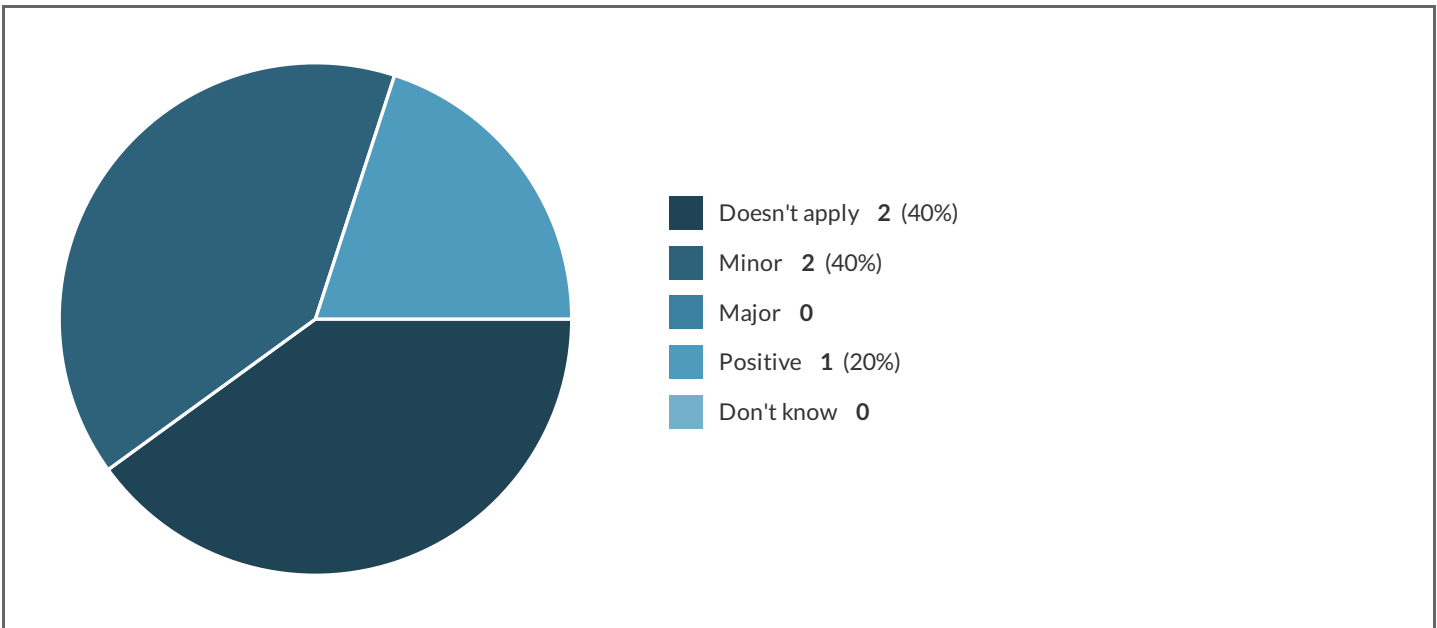


8.1.b Increased help desk/user support time - Frequency Cost is Experienced

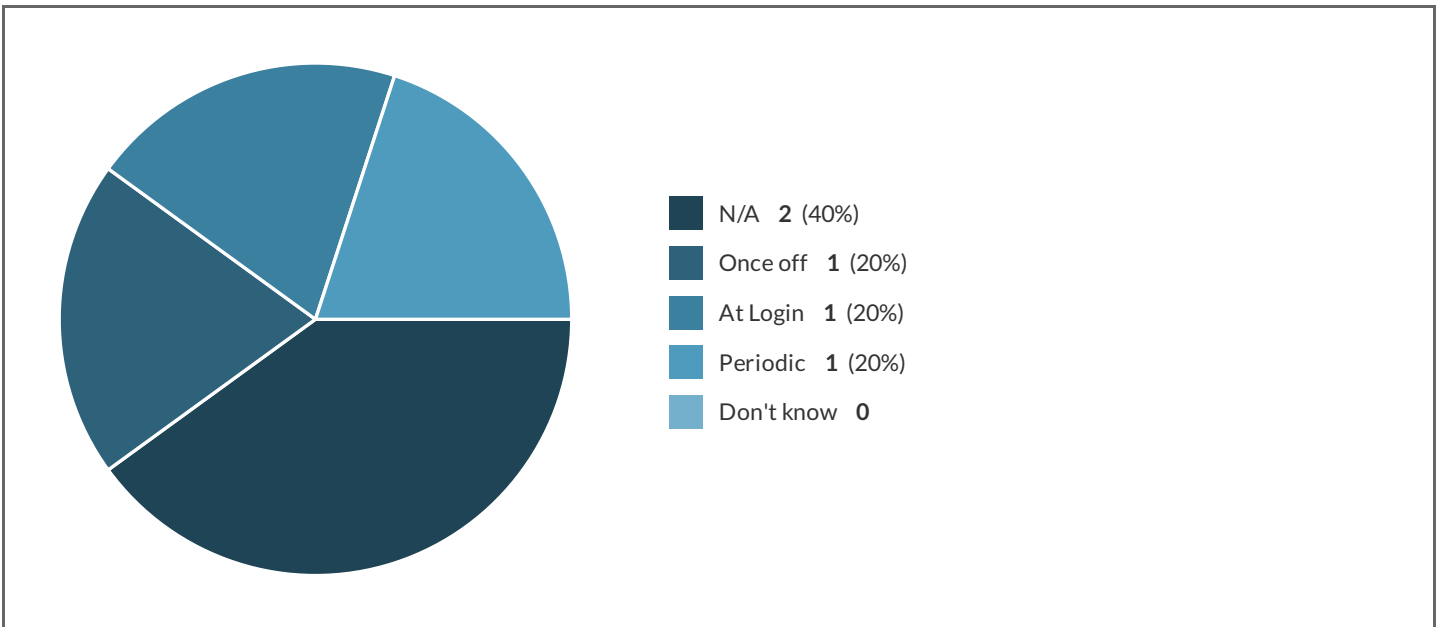


8.2 User education required

8.2.a User education required - Severity of Cost

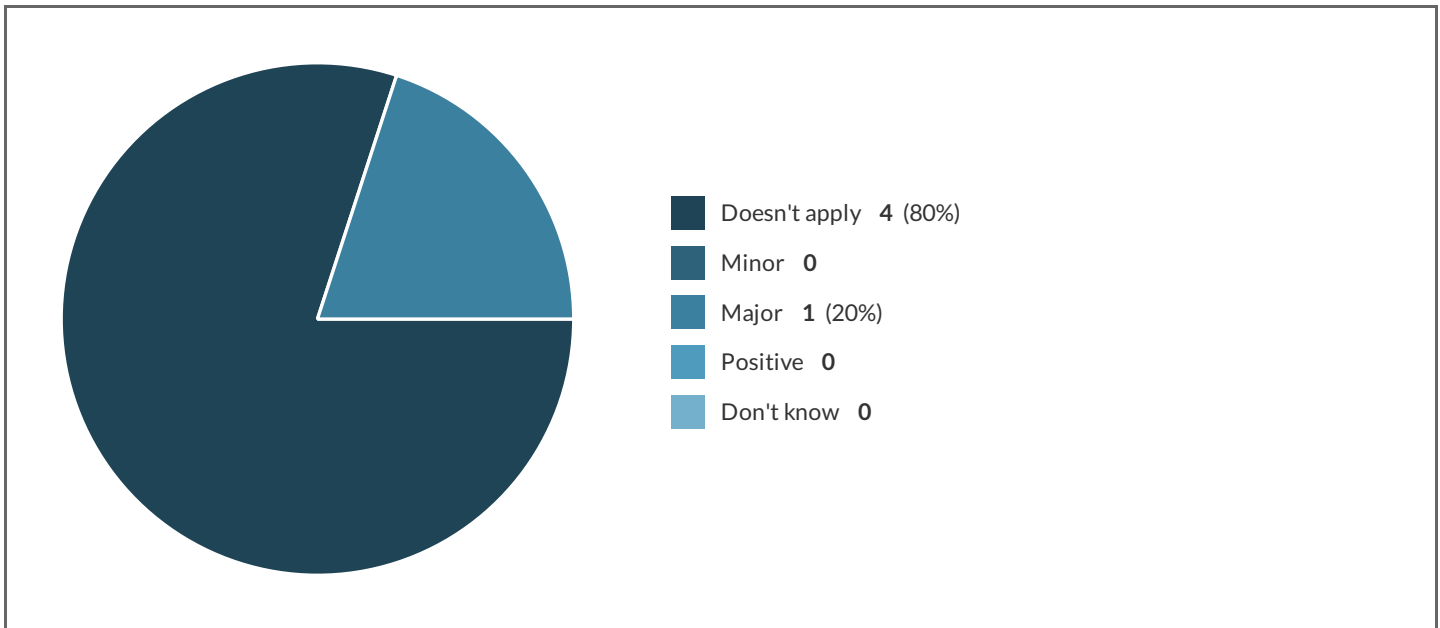


8.2.b User education required - Frequency Cost is Experienced

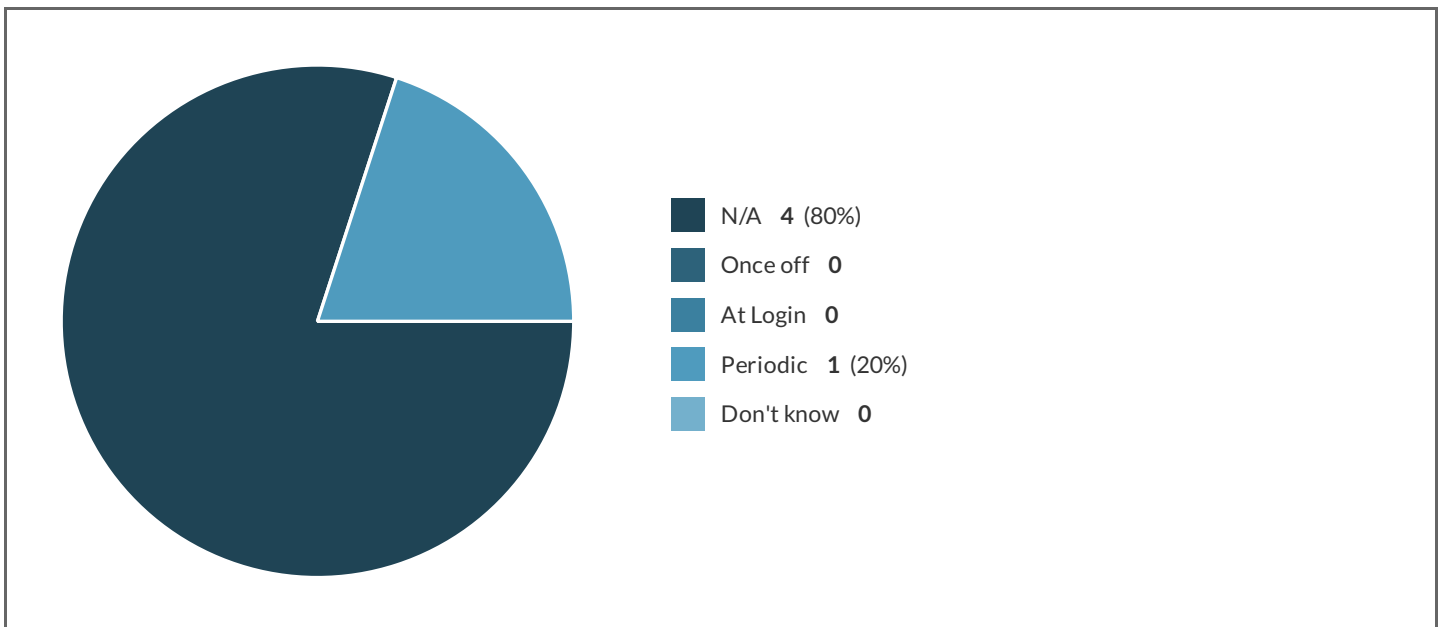


8.3 Organization needs extra resources

8.3.a Organization needs extra resources - Severity of Cost

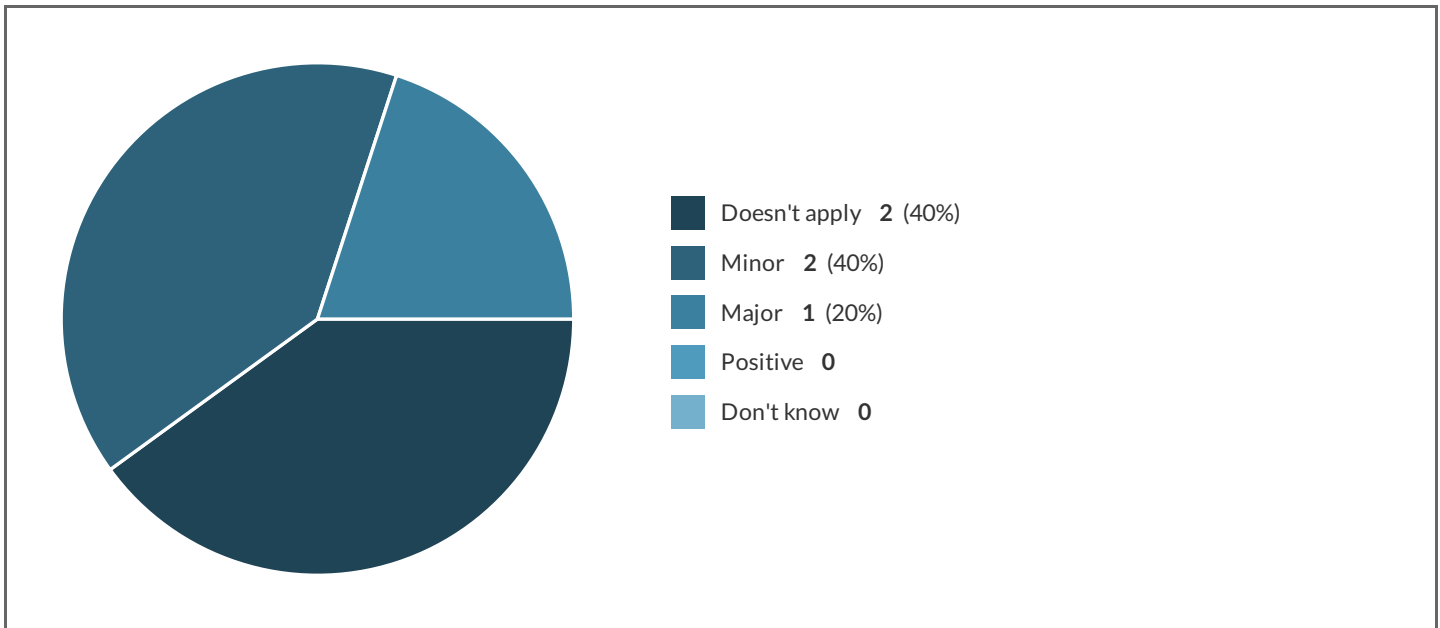


8.3.b Organization needs extra resources - Frequency Cost is Experienced

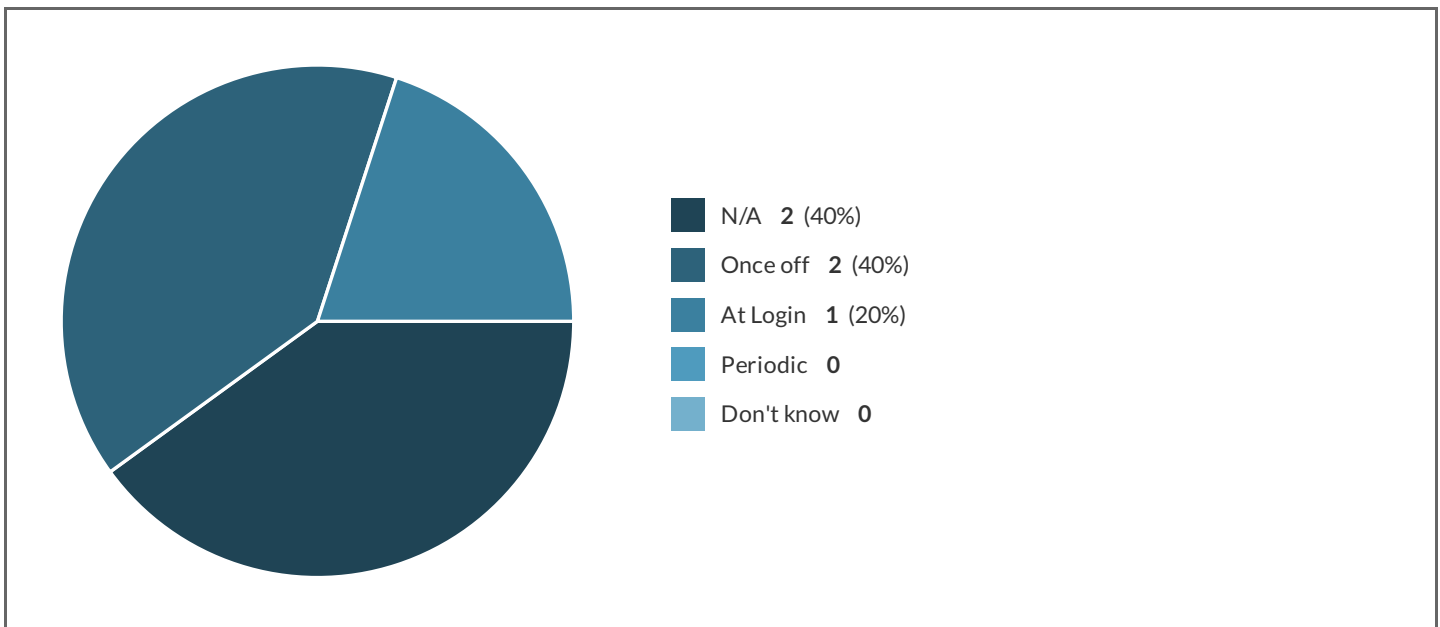


8.4 Takes organization time to implement

8.4.a Takes organization time to implement - Severity of Cost

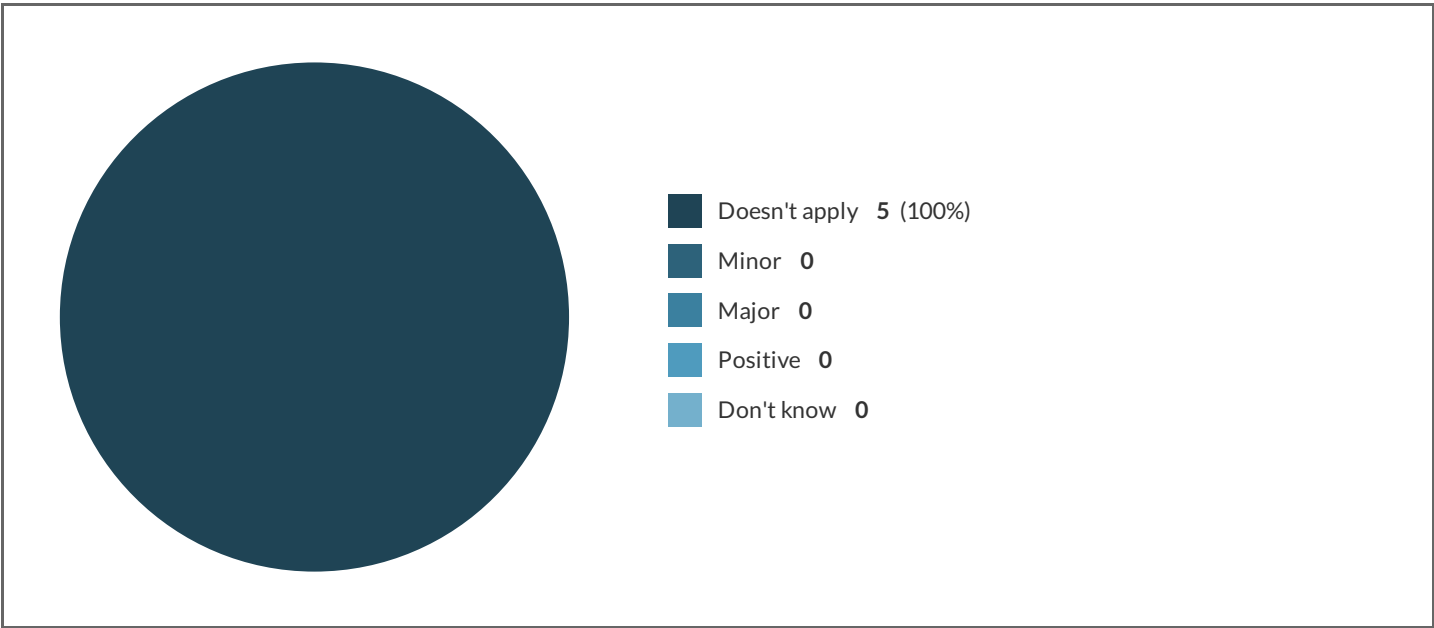


8.4.b Takes organization time to implement - Frequency Cost is Experienced

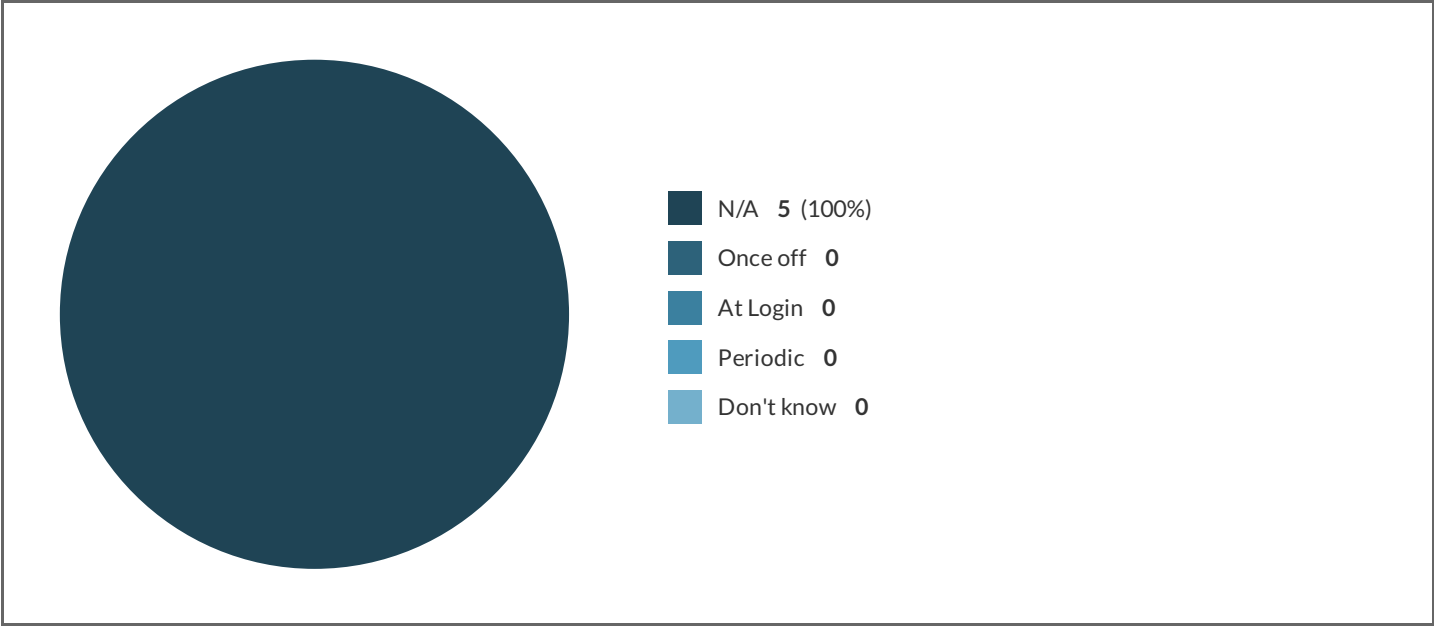


8.5 Increases the organization's computing power needed

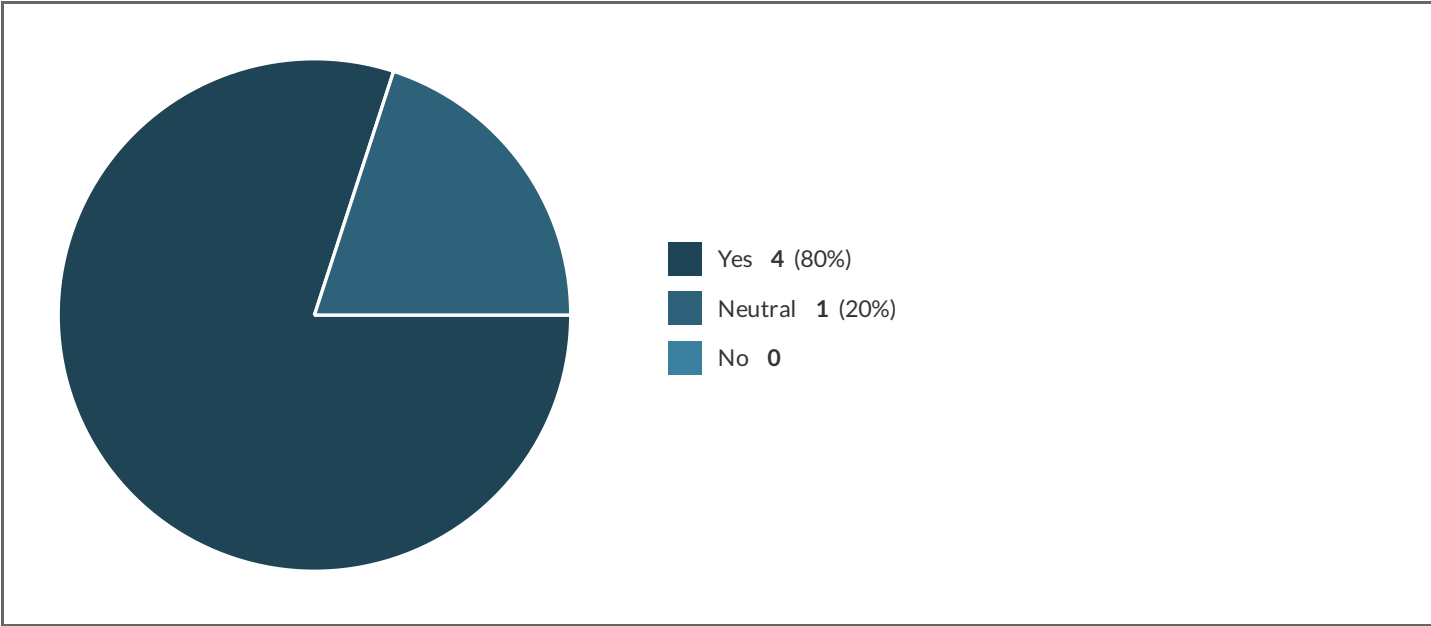
8.5.a Increases the organization's computing power needed - Severity of Cost



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



8.a Do you approve of this advice?



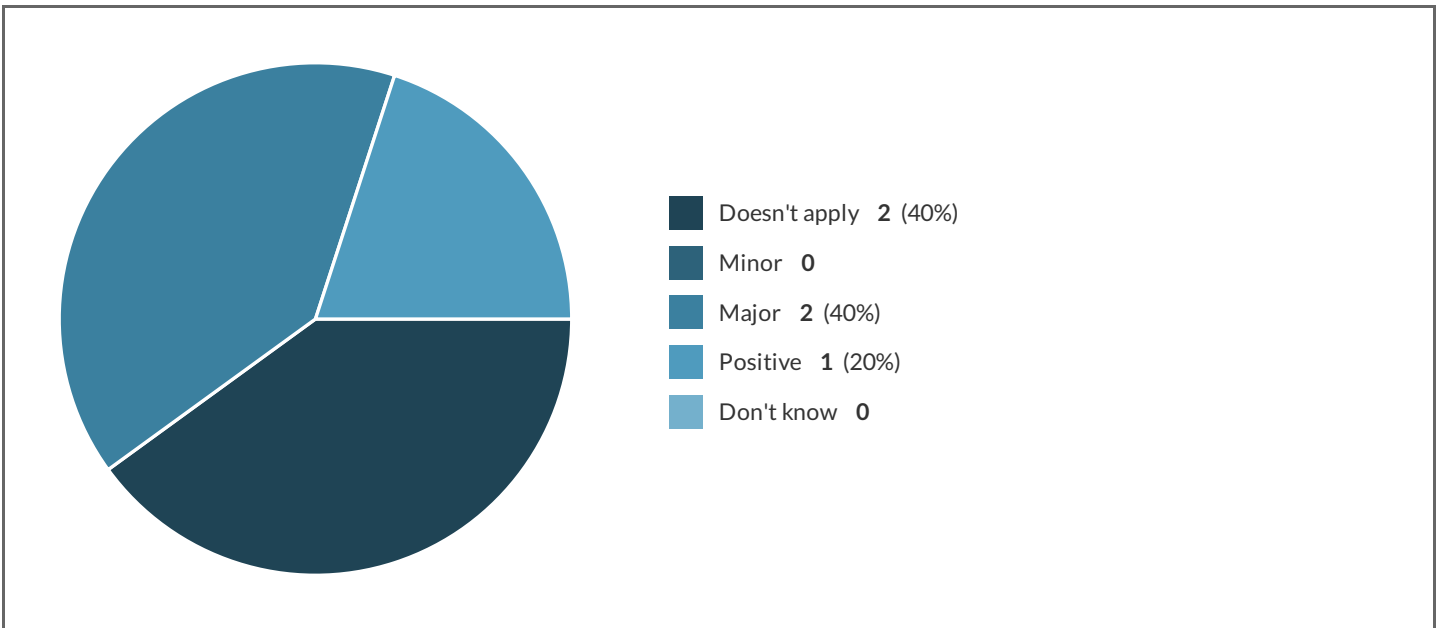
8.b Comments

Showing all 2 responses	
Permitted but don't require lots of non alphanum characters. I'd rather a longer alphanum than a short symbol password. Easier for users to remember too.	634104-634095-66146336
We use Linux systems, so something special characters need to be cared for, which can be burdensome.	634104-634095-66909943

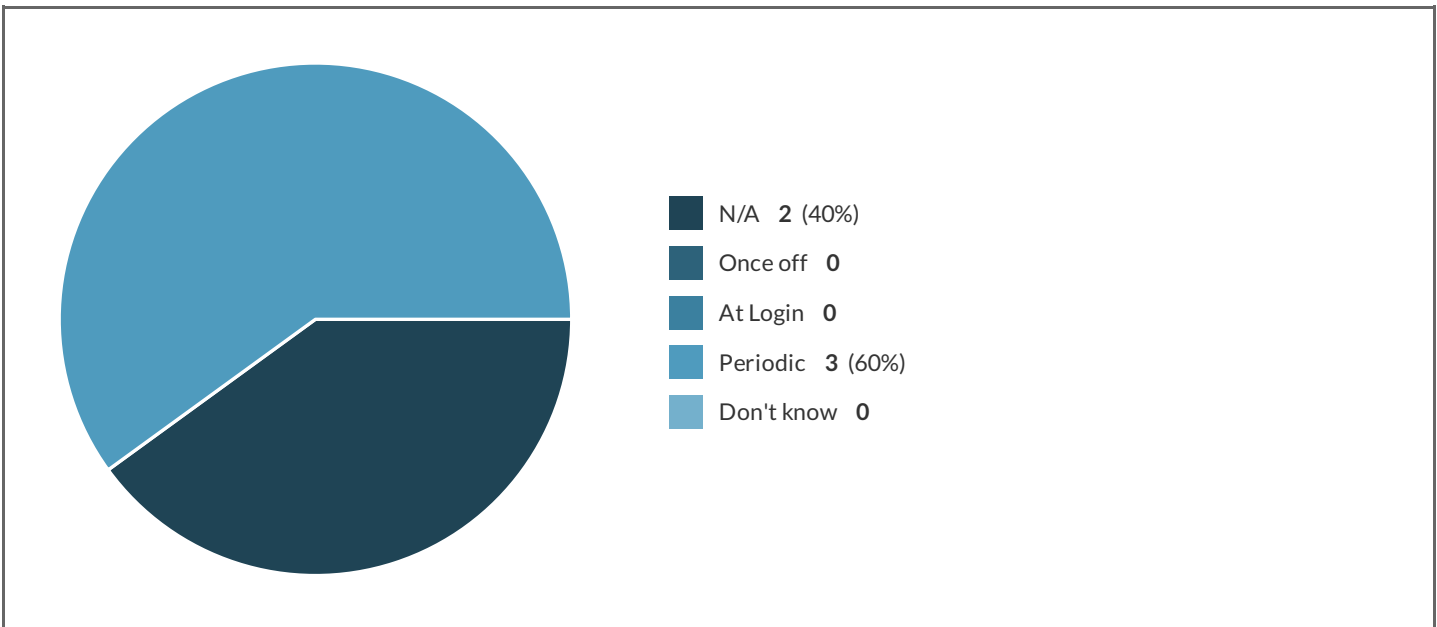
9 Users should not store passwords in a computer file

9.1 Increased help desk/user support time

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

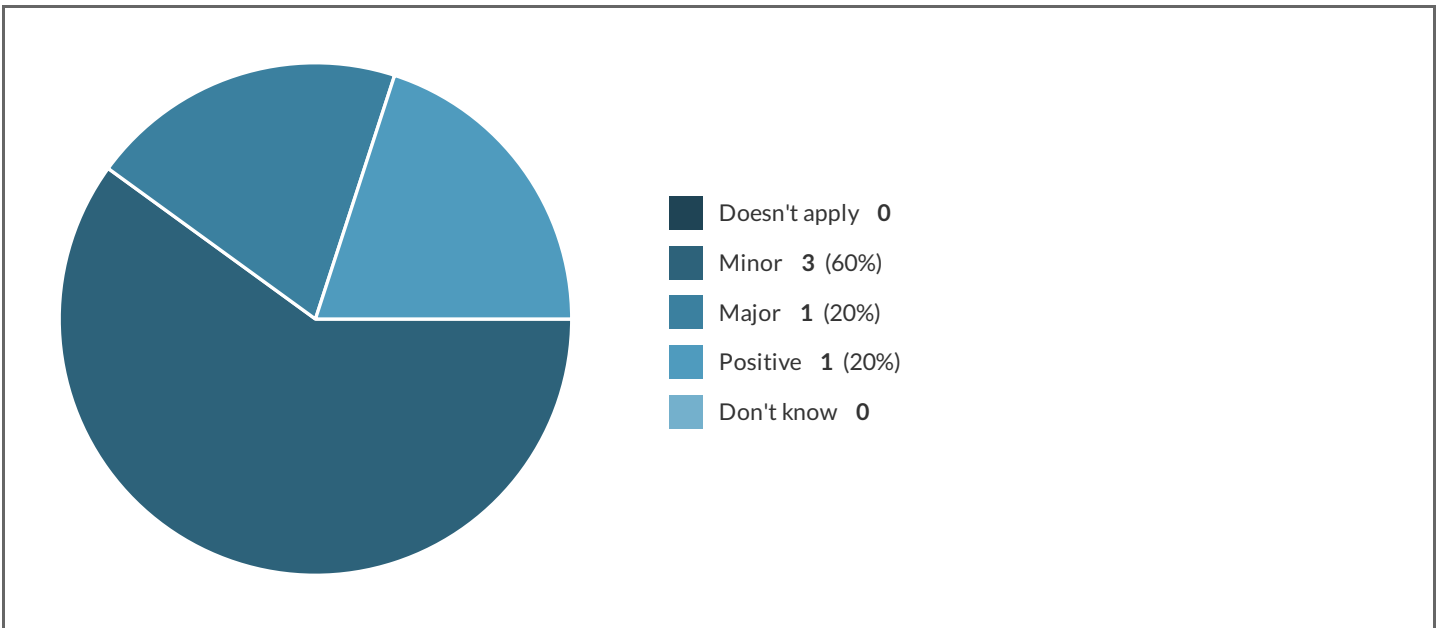


9.1.b Increased help desk/user support time - Frequency Cost is Experienced

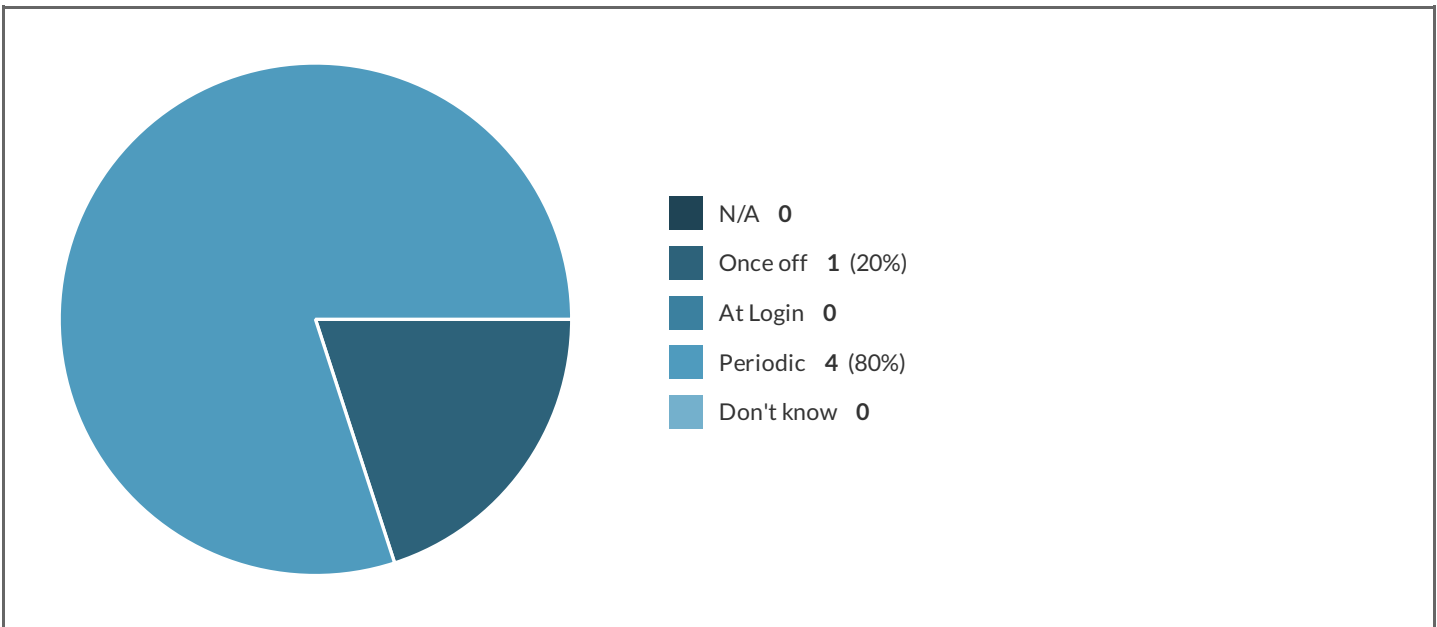


9.2 User education required

9.2.a User education required - Severity of Cost

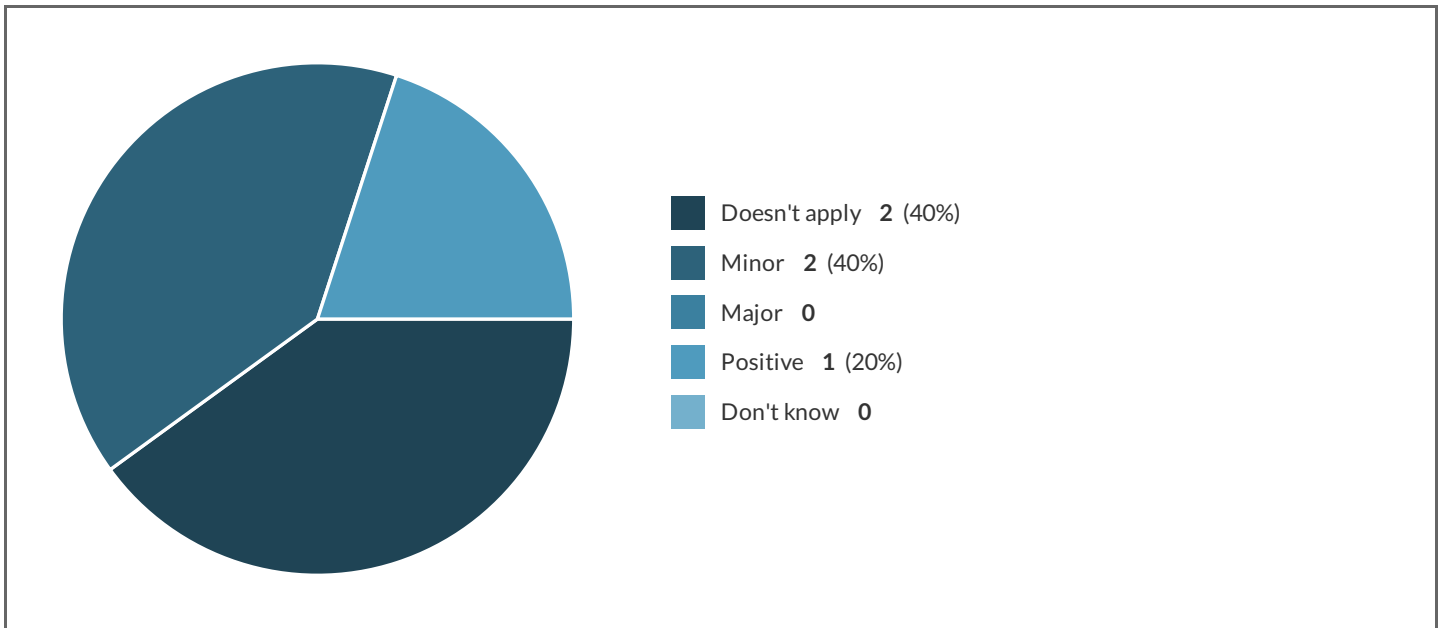


9.2.b User education required - Frequency Cost is Experienced

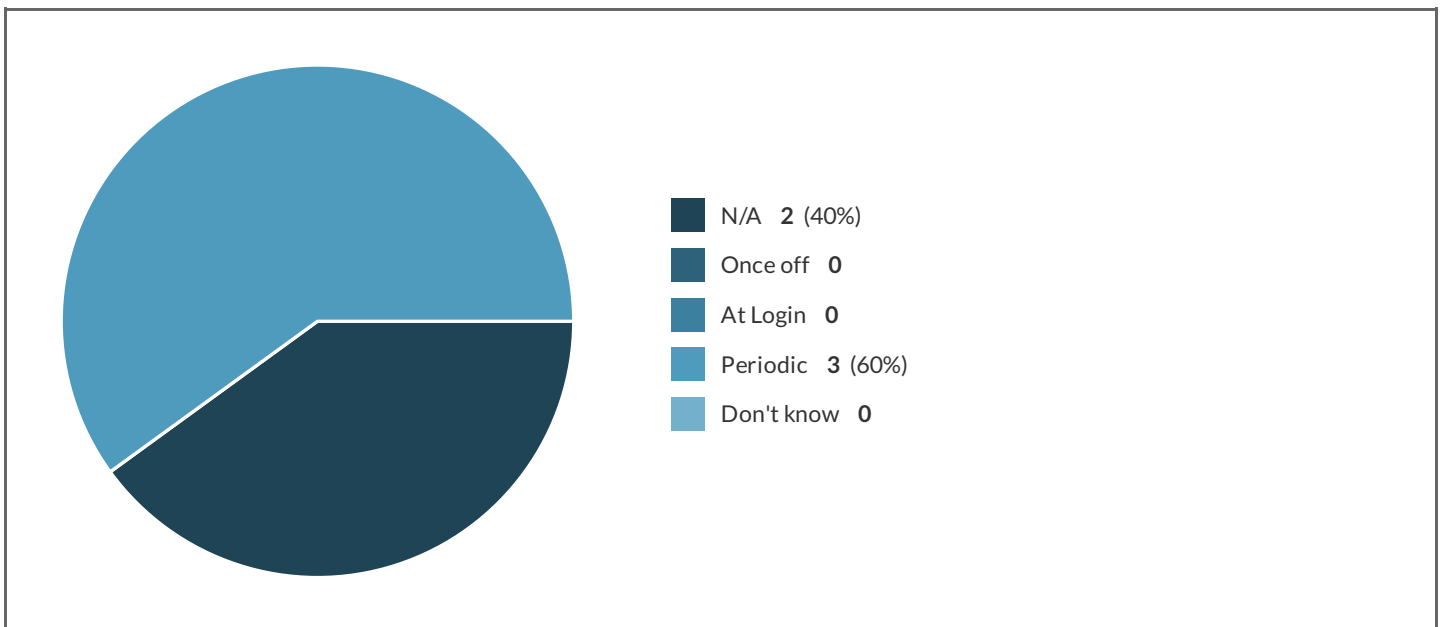


9.3 Organization needs extra resources

9.3.a Organization needs extra resources - Severity of Cost

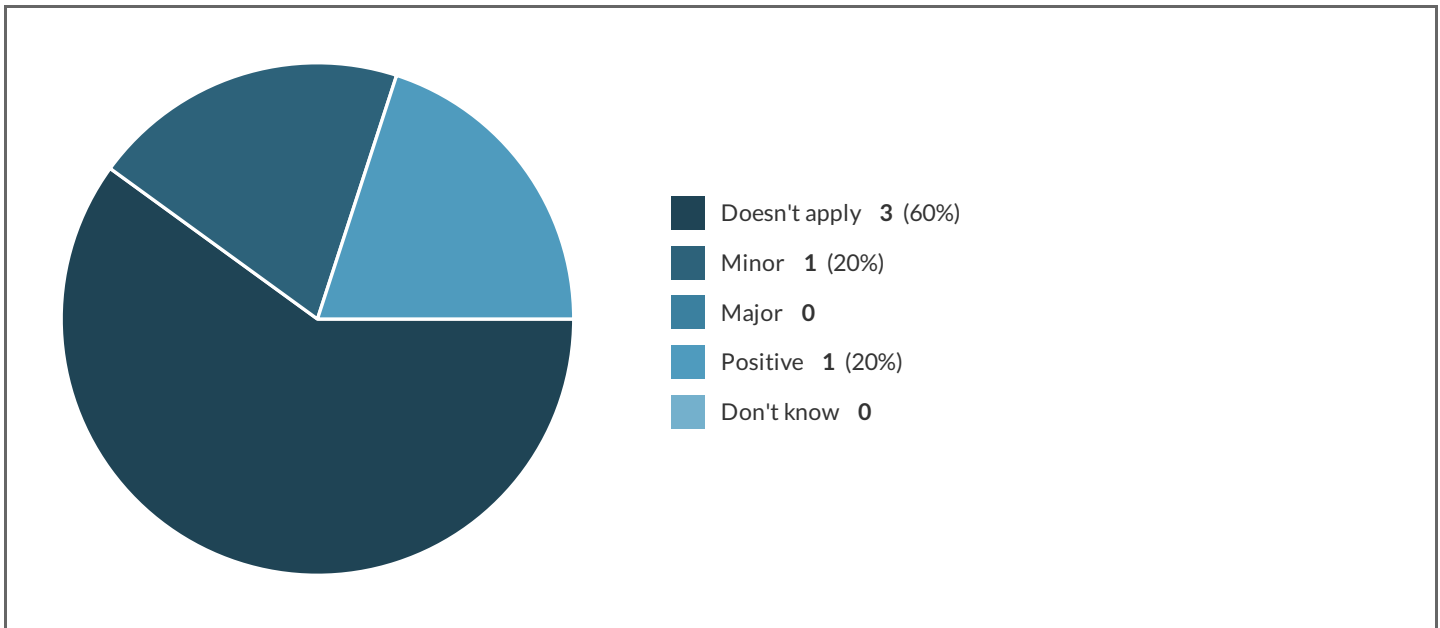


9.3.b Organization needs extra resources - Frequency Cost is Experienced

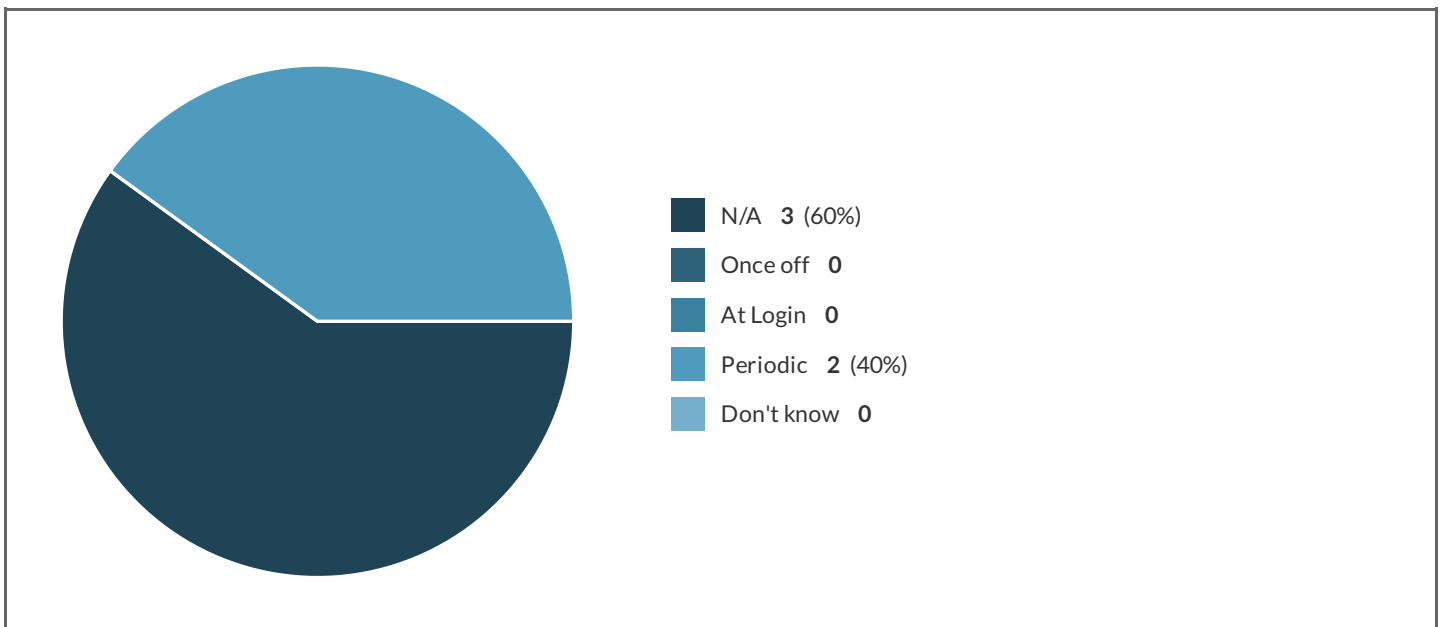


9.4 Takes organization time to implement

9.4.a Takes organization time to implement - Severity of Cost

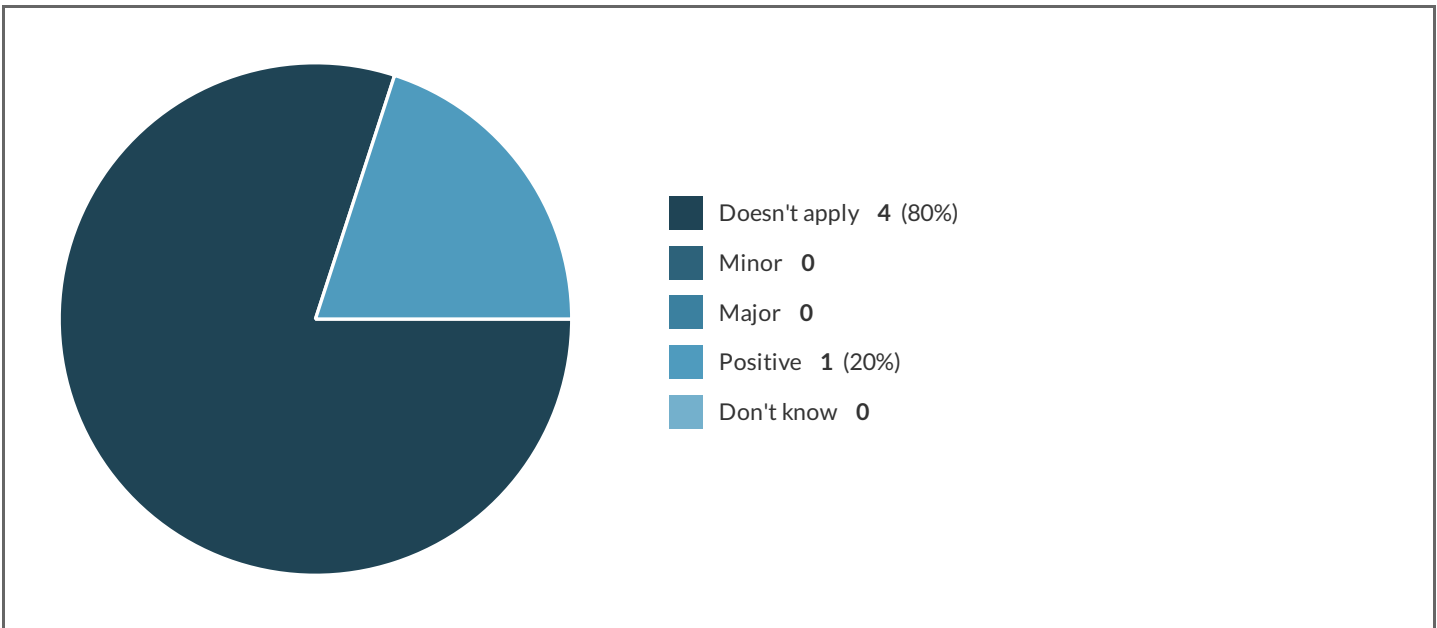


9.4.b Takes organization time to implement - Frequency Cost is Experienced

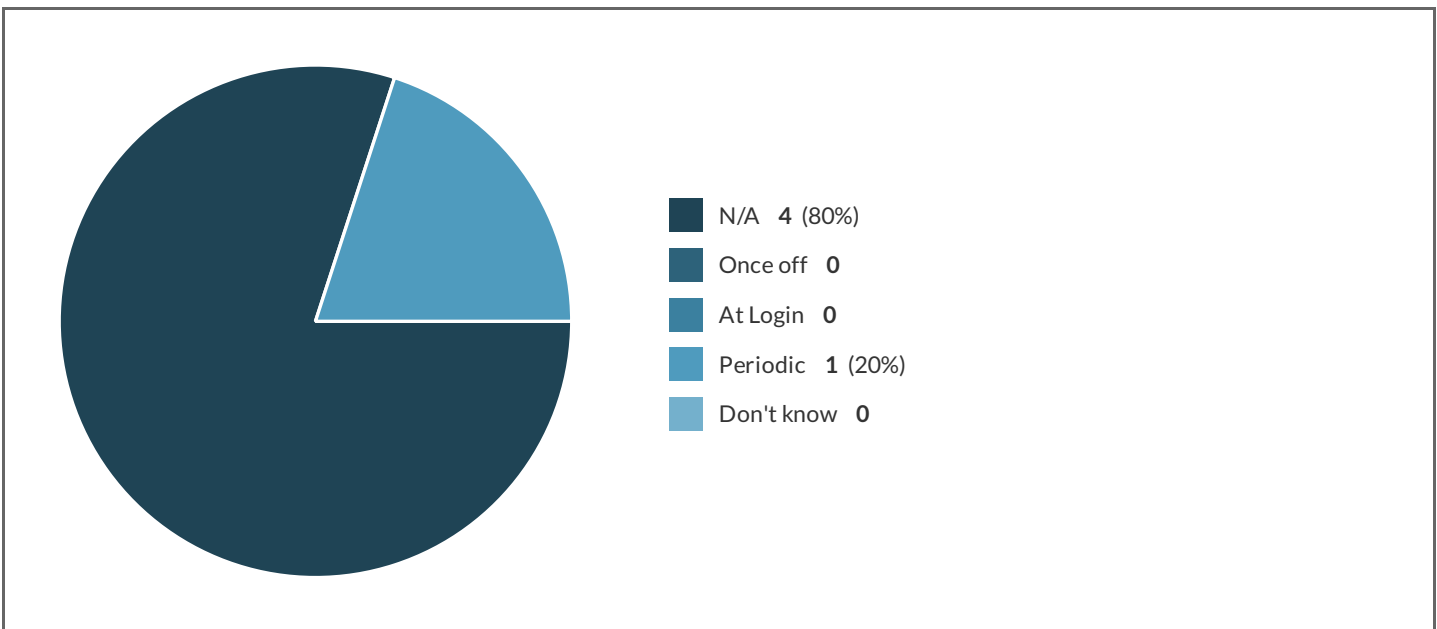


9.5 Increases the organization's computing power needed

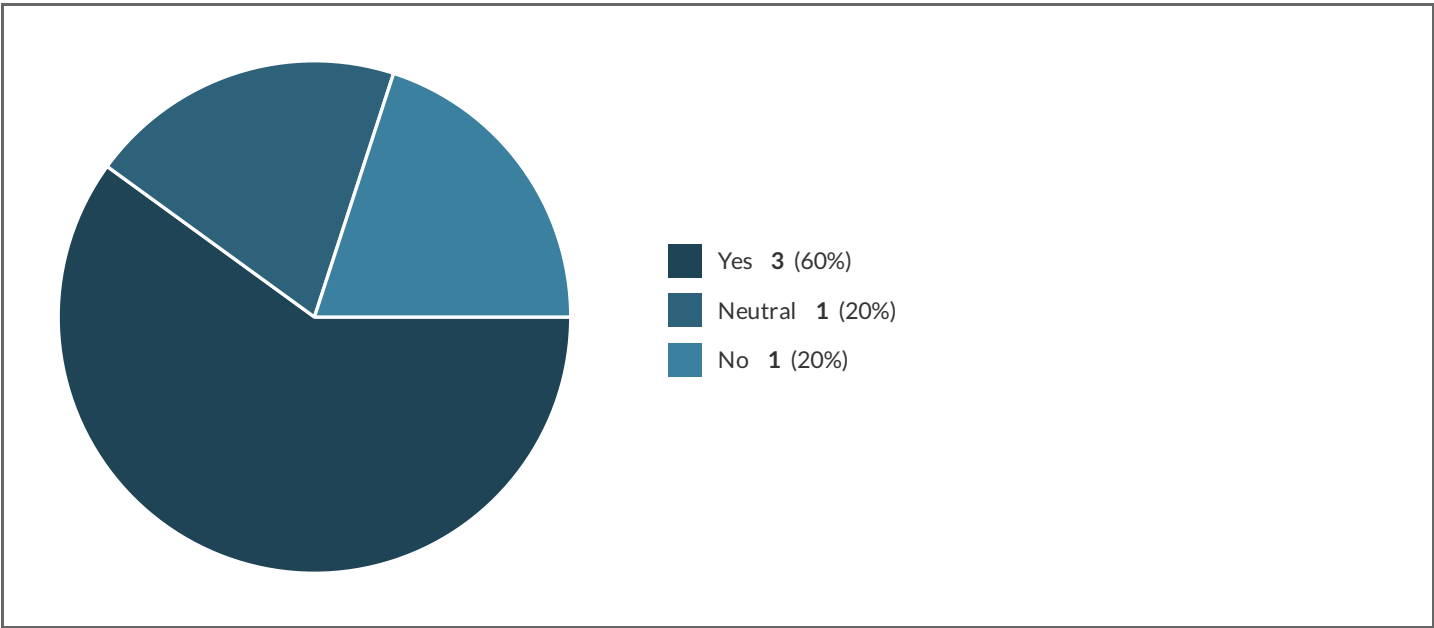
9.5.a Increases the organization's computing power needed - Severity of Cost



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



9.a Do you approve of this advice?



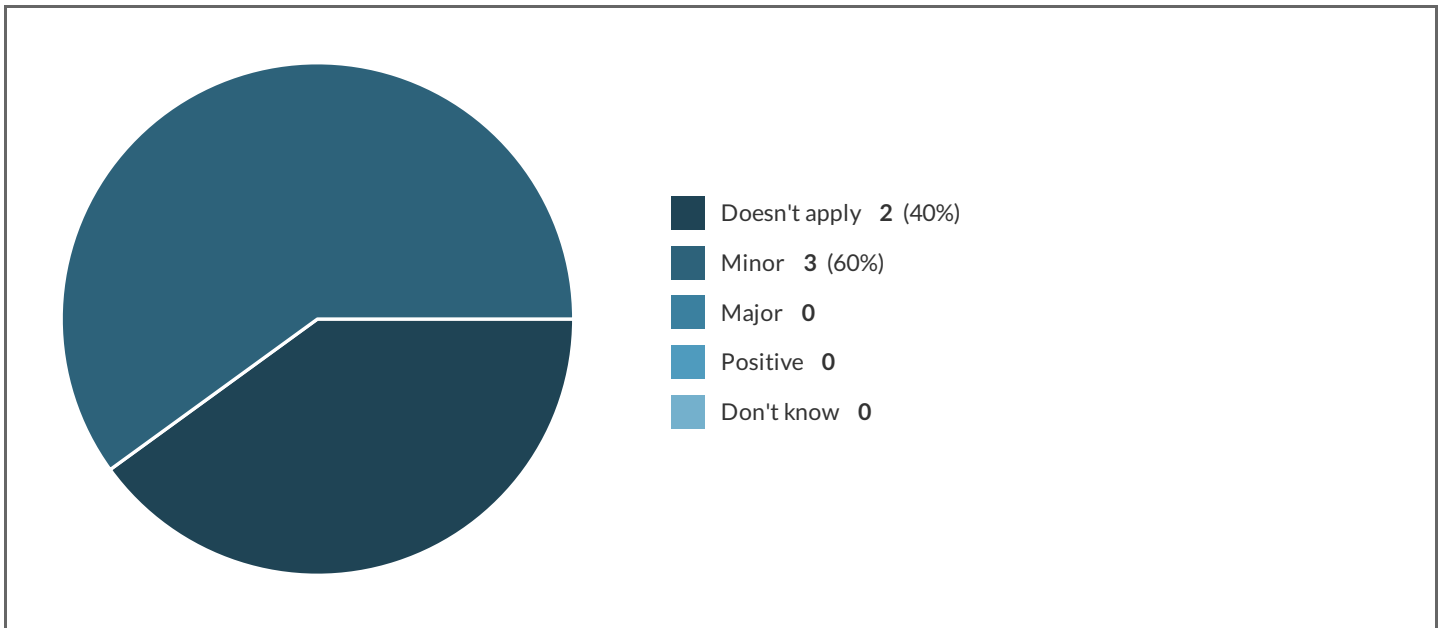
9.b Comments

Showing all 3 responses	
Password managers that encrypt passwords should be provided/encouraged to be used. Better yet, passwords should be avoided when possible in favor of technologies like federated SSO in combination with webAuthN	634104-634095-66102451
If the file is gpg encrypted then sure.	634104-634095-66146336
Unless its a fully encrypted file, with additional security measures.	634104-634095-66909943

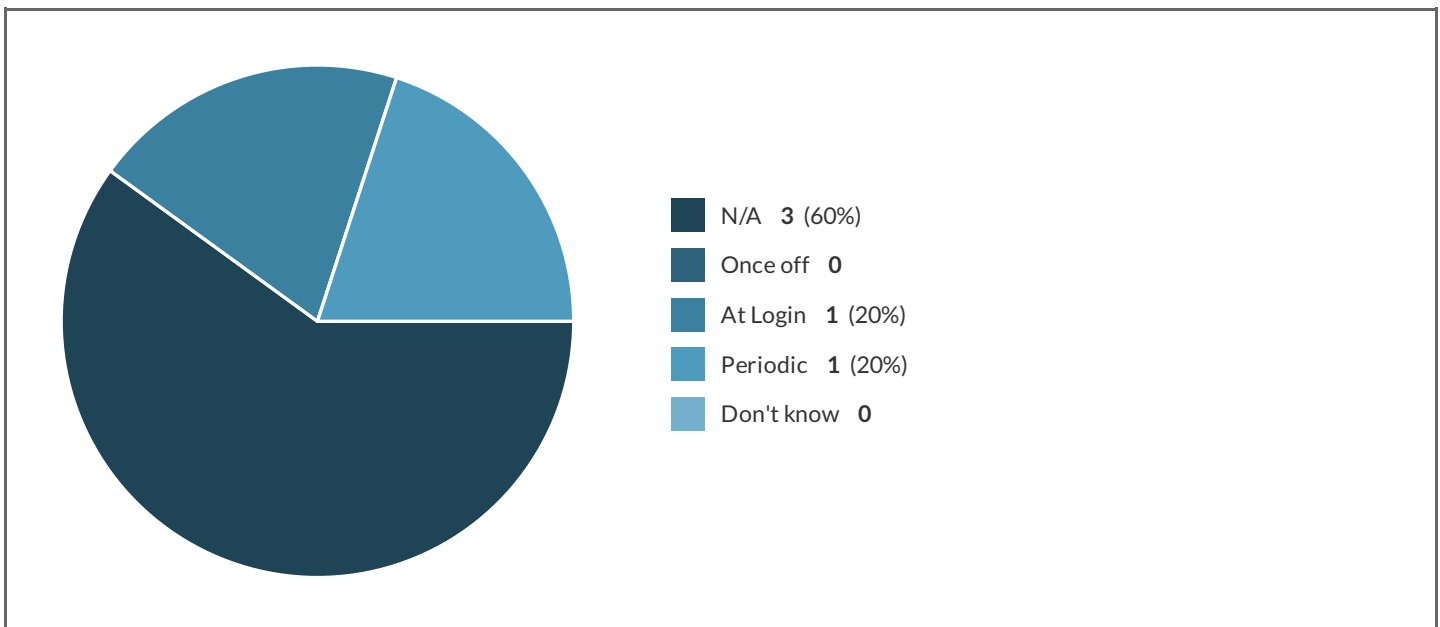
10 A user should never share their passwords with others

10.1 Increased help desk/user support time

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

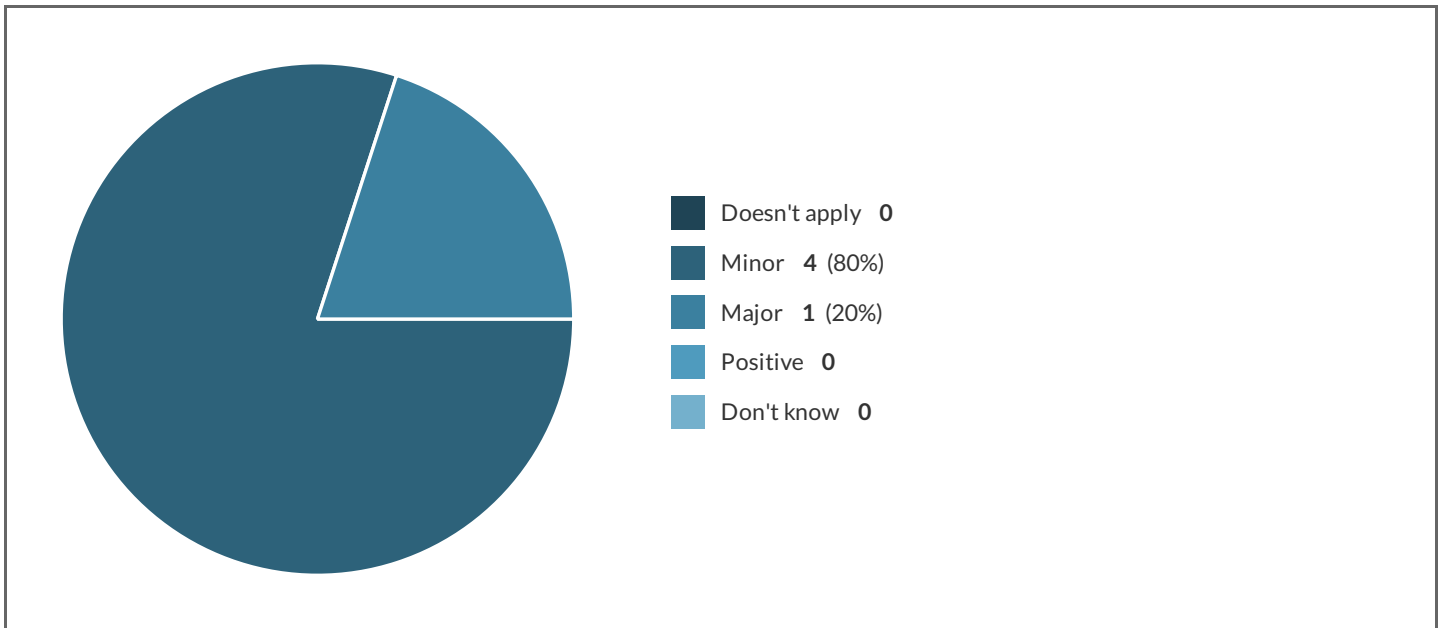


10.1.b Increased help desk/user support time - Frequency Cost is Experienced

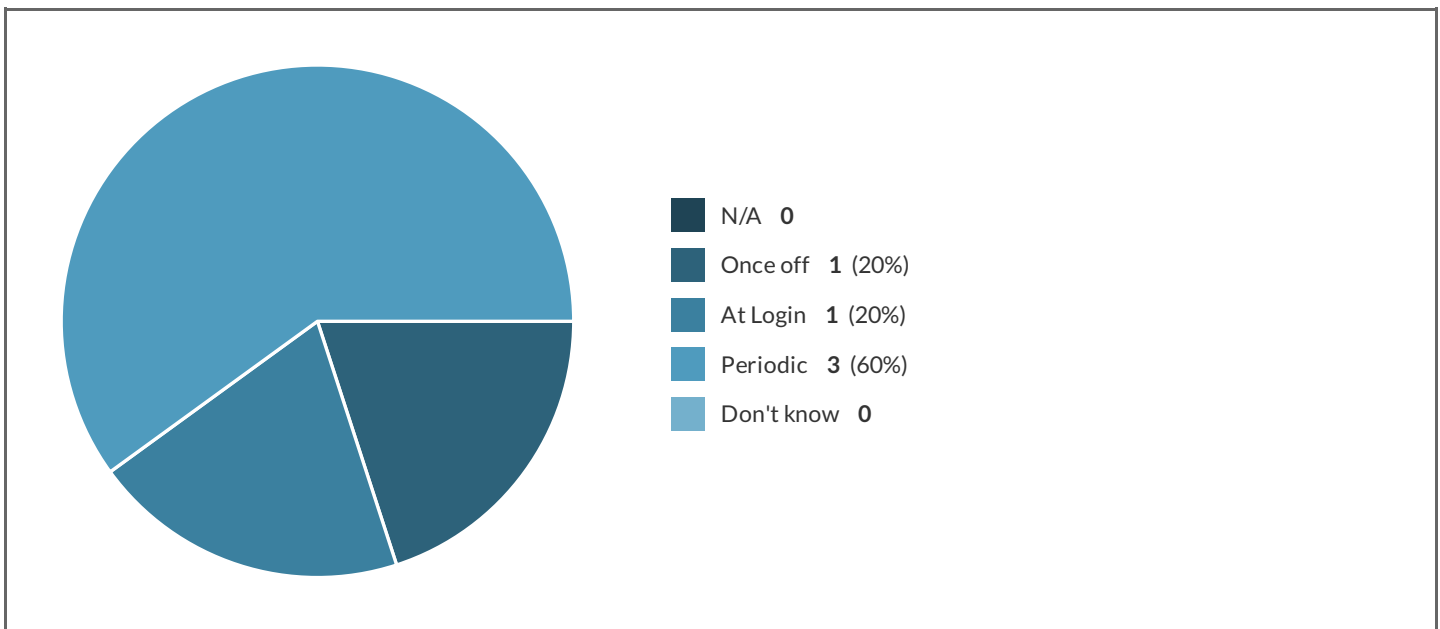


10.2 User education required

10.2.a User education required - Severity of Cost

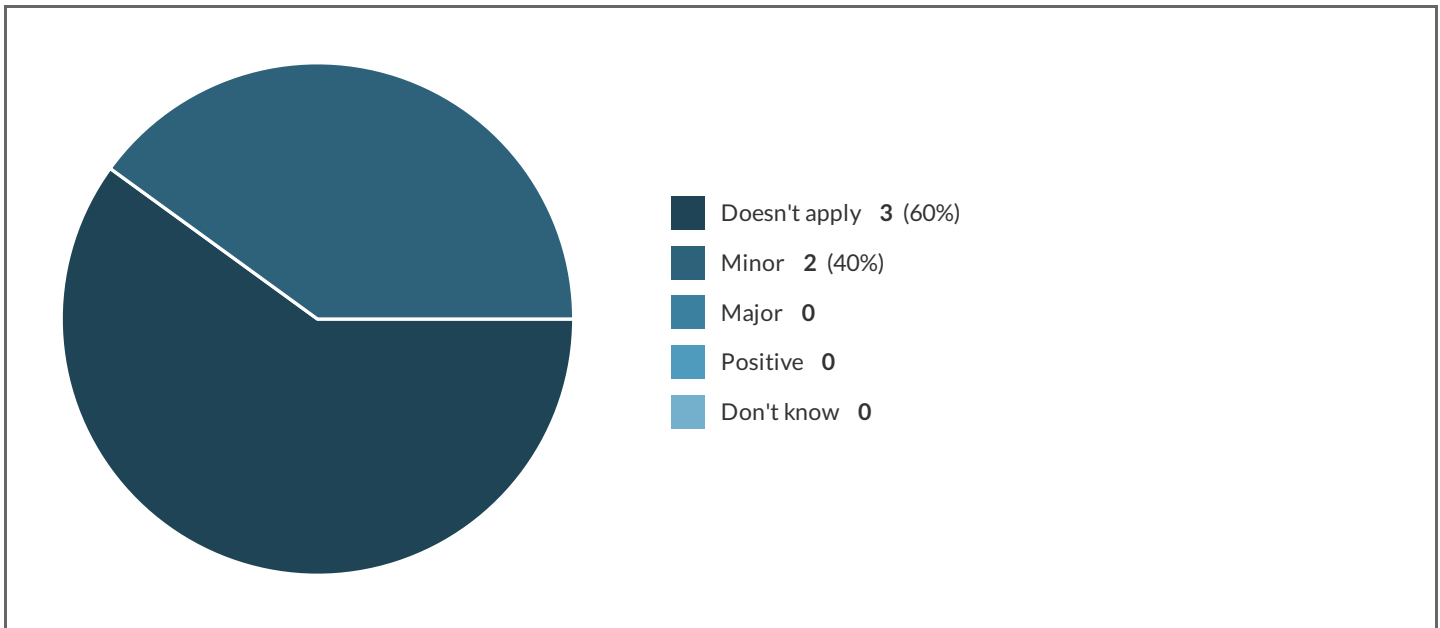


10.2.b User education required - Frequency Cost is Experienced

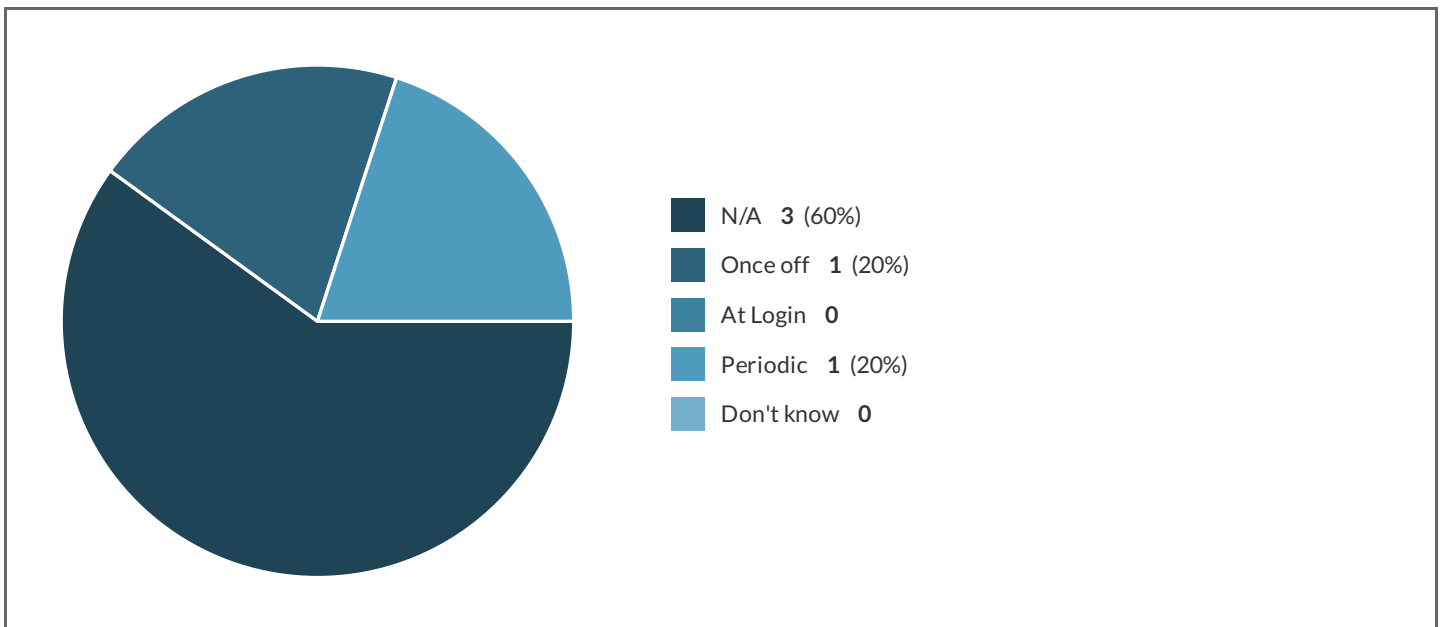


10.3 Organization needs extra resources

10.3.a Organization needs extra resources - Severity of Cost

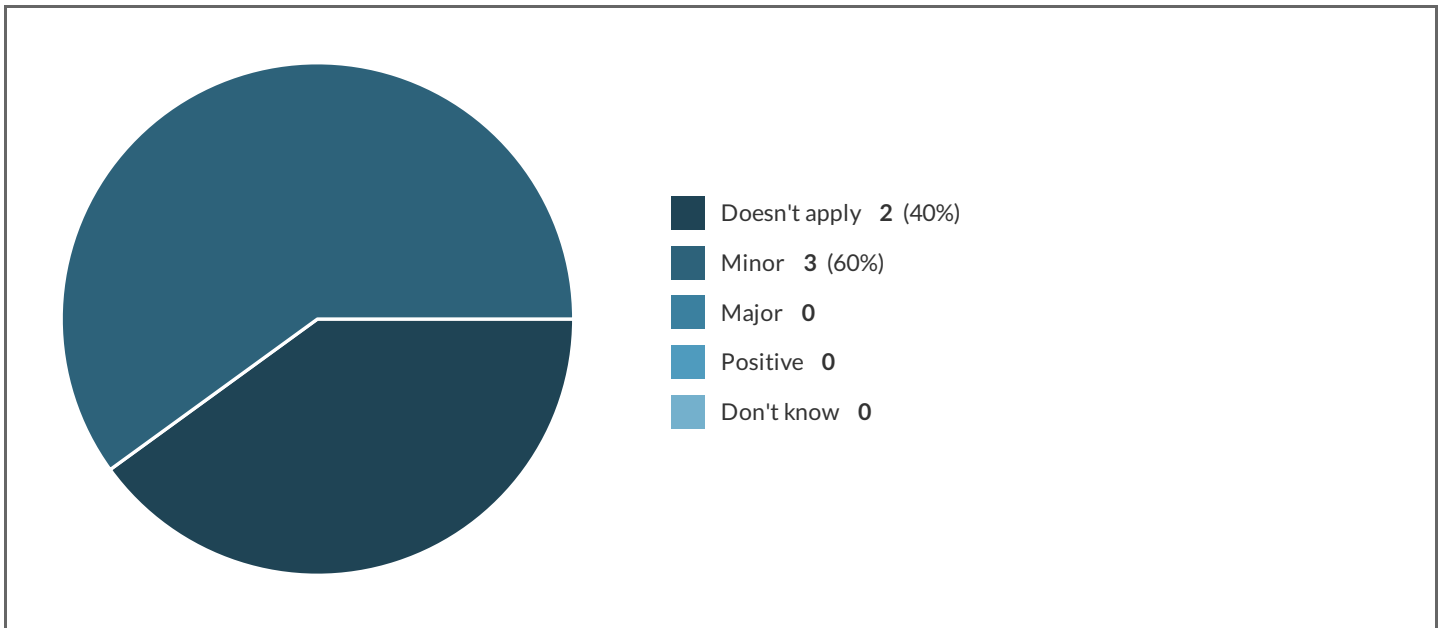


10.3.b Organization needs extra resources - Frequency Cost is Experienced

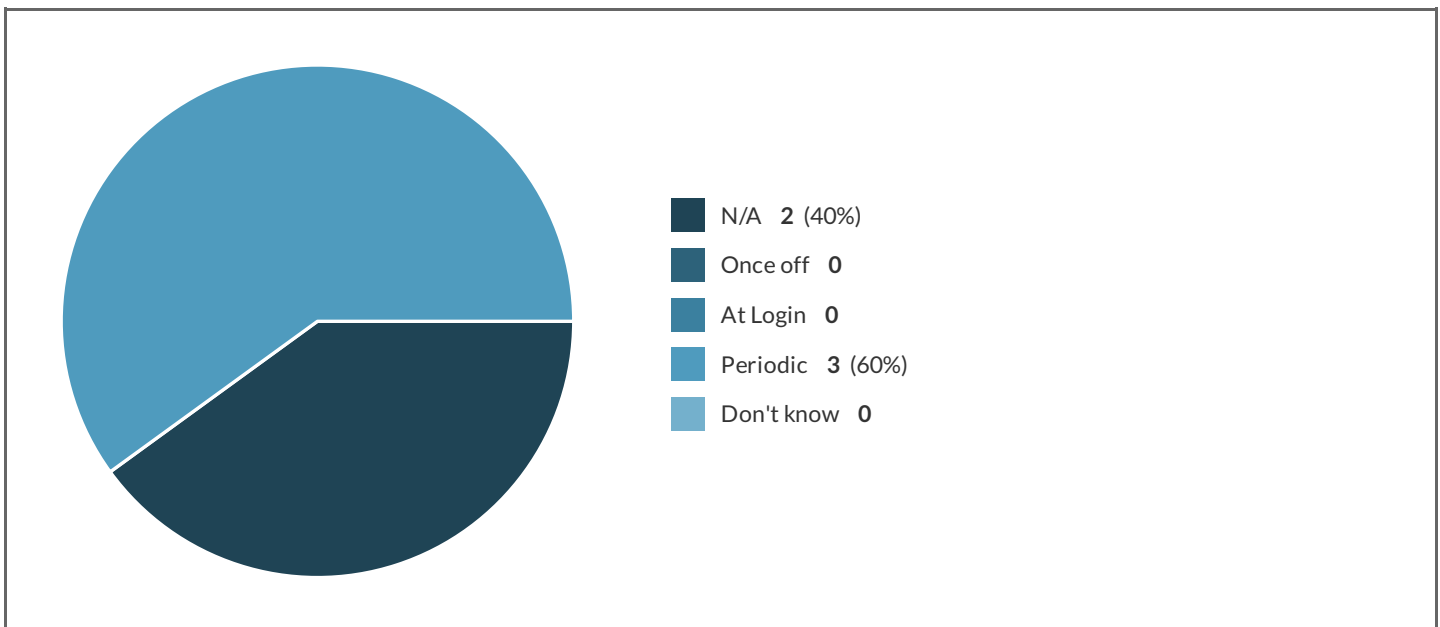


10.4 Takes organization time to implement

10.4.a Takes organization time to implement - Severity of Cost

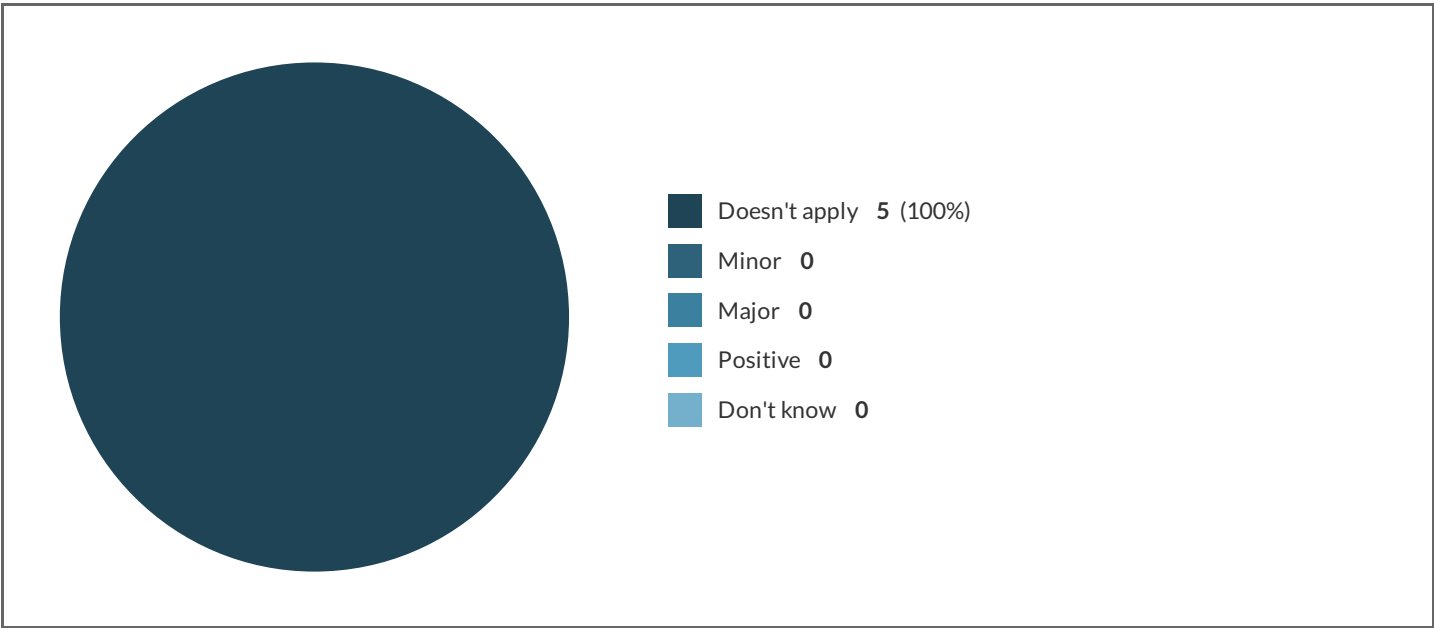


10.4.b Takes organization time to implement - Frequency Cost is Experienced

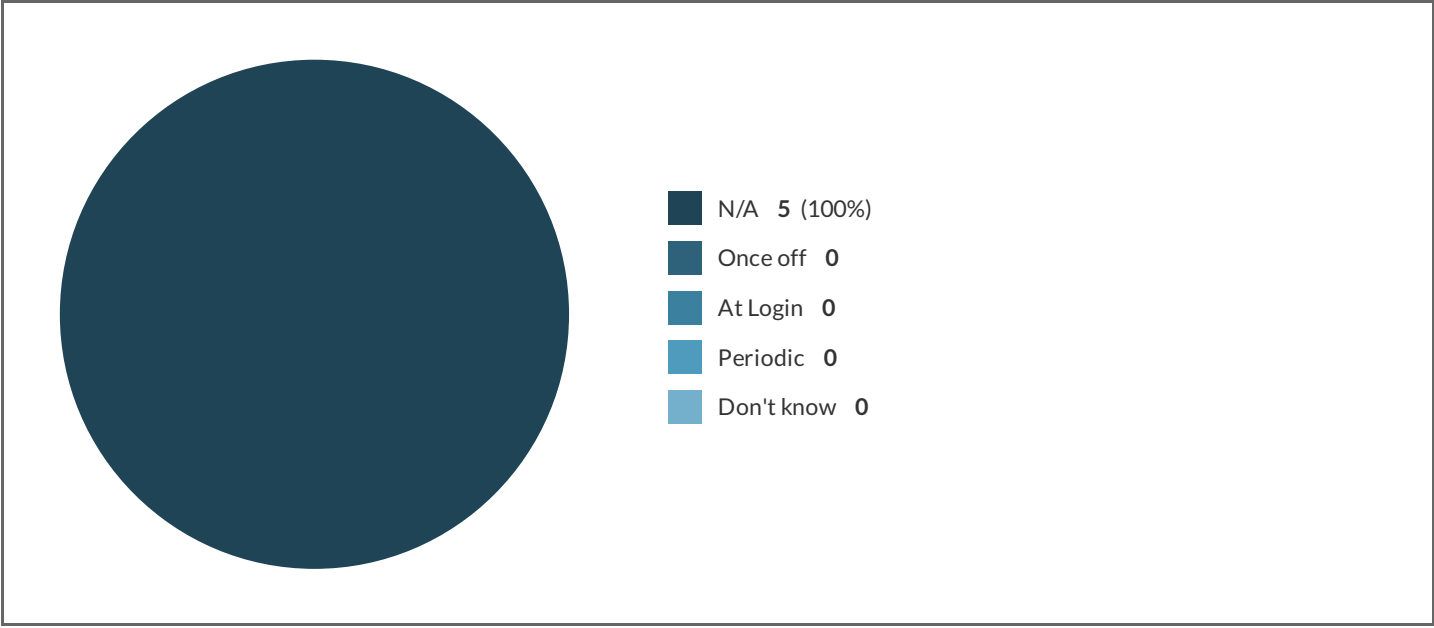


10.5 Increases the organization's computing power needed

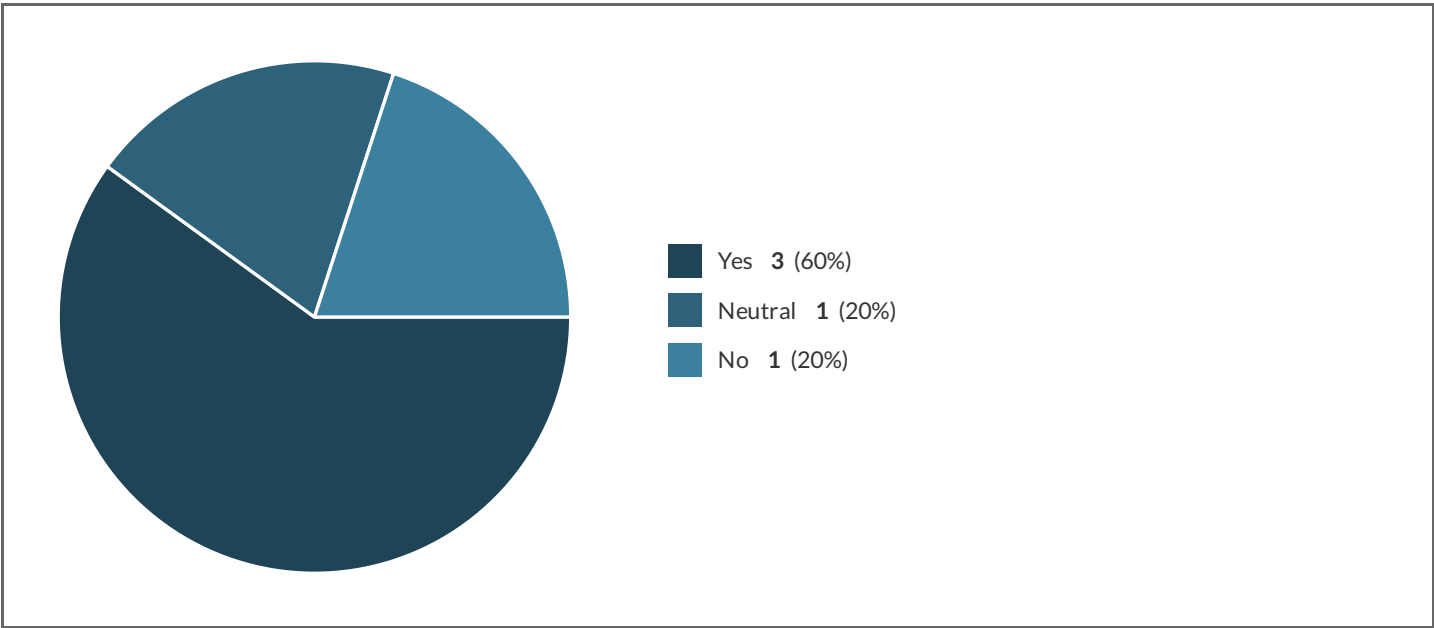
10.5.a Increases the organization's computing power needed - Severity of Cost



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



10.a Do you approve of this advice?



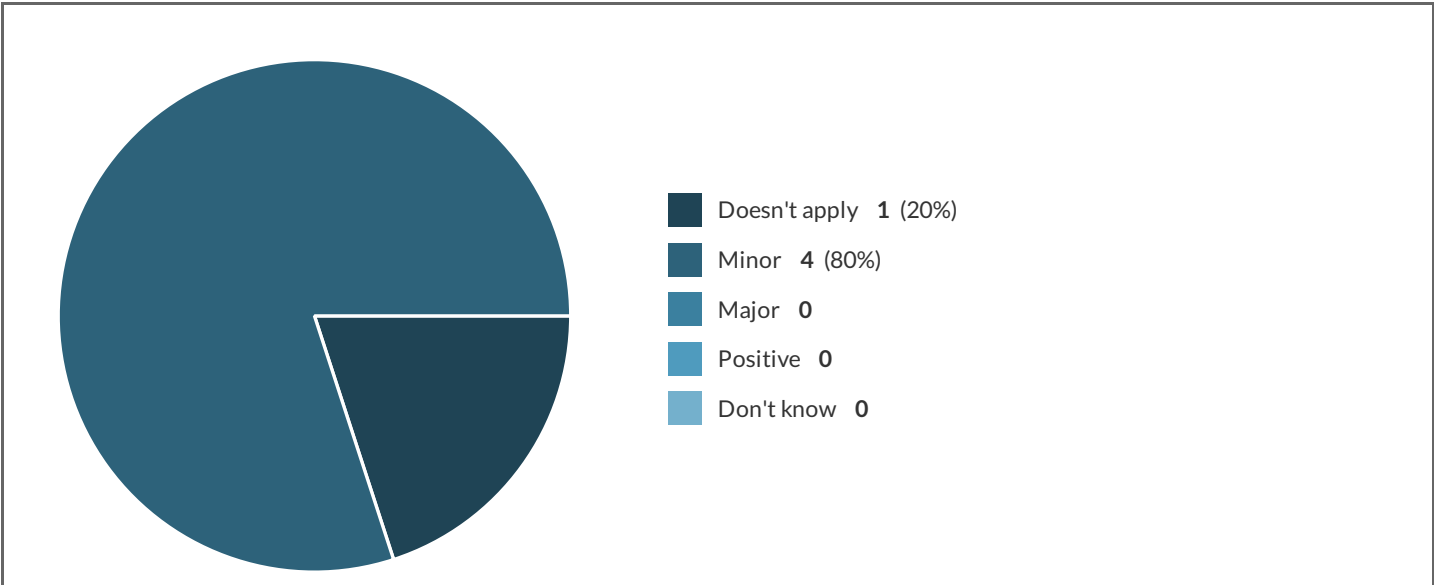
10.b Comments

Showing 1 response	
Ideally each users should have their own credentials for everything. But for various reasons credentials do need to be shared at times. The question is how to do it securely with password managers or encrypted files etc.	634104-634095-66146336

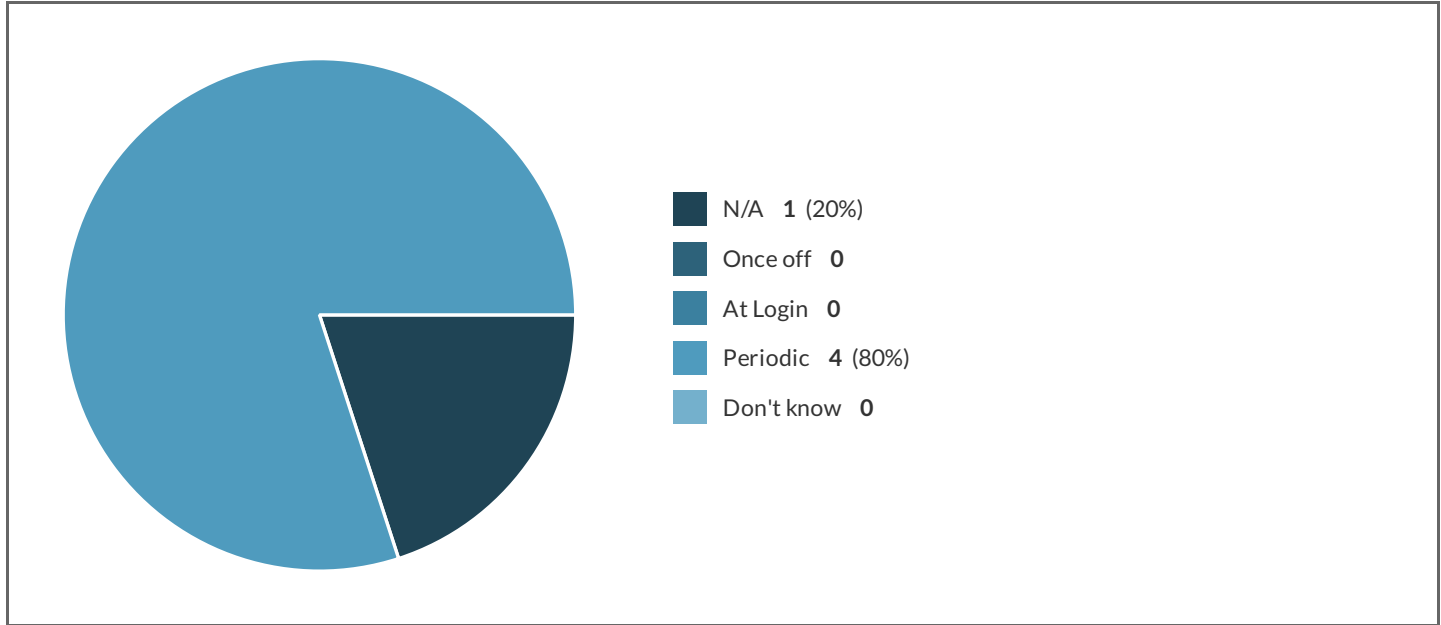
11 Users should not set password hints on websites

11.1 Increased help desk/user support time

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

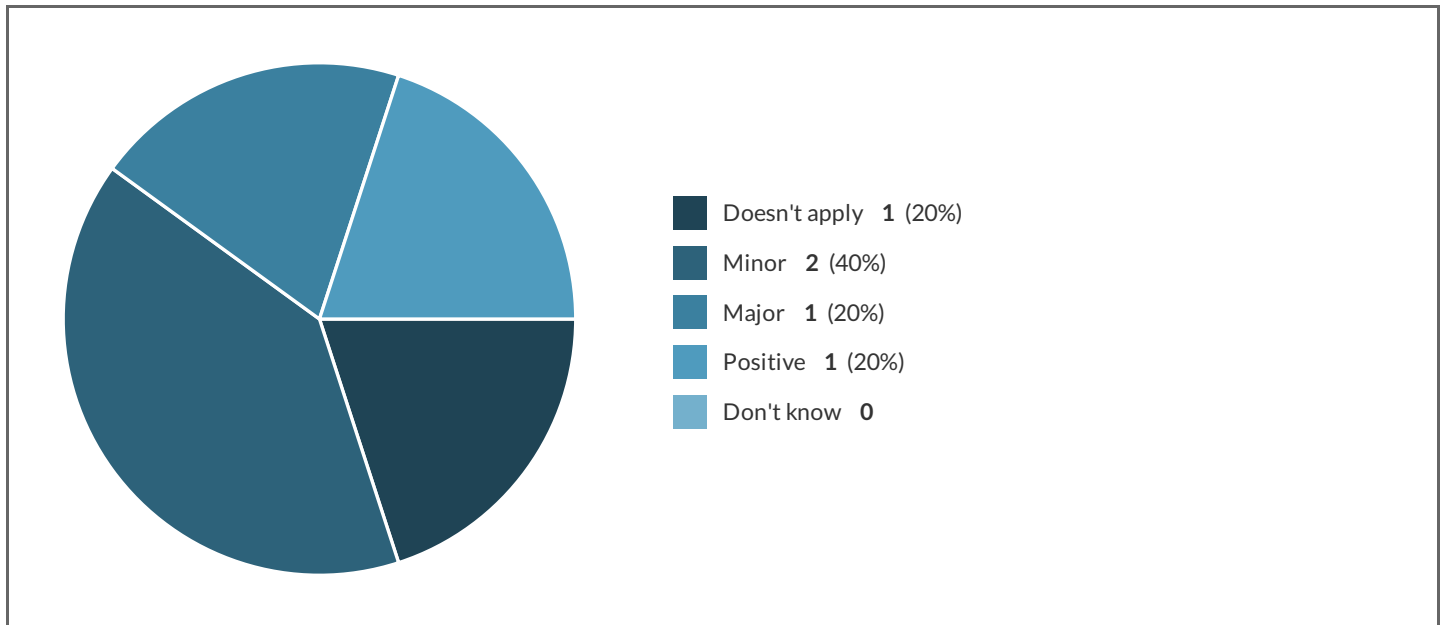


11.1.b Increased help desk/user support time - Frequency Cost is Experienced

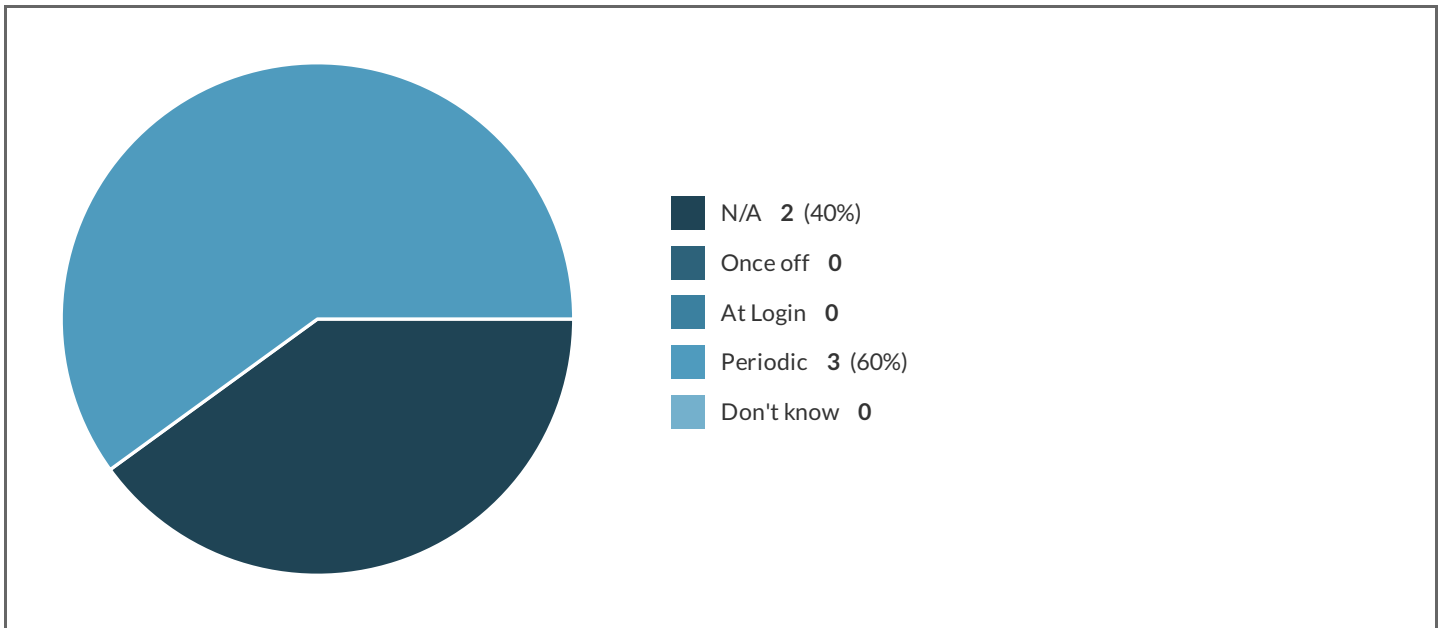


11.2 User education required

11.2.a User education required - Severity of Cost

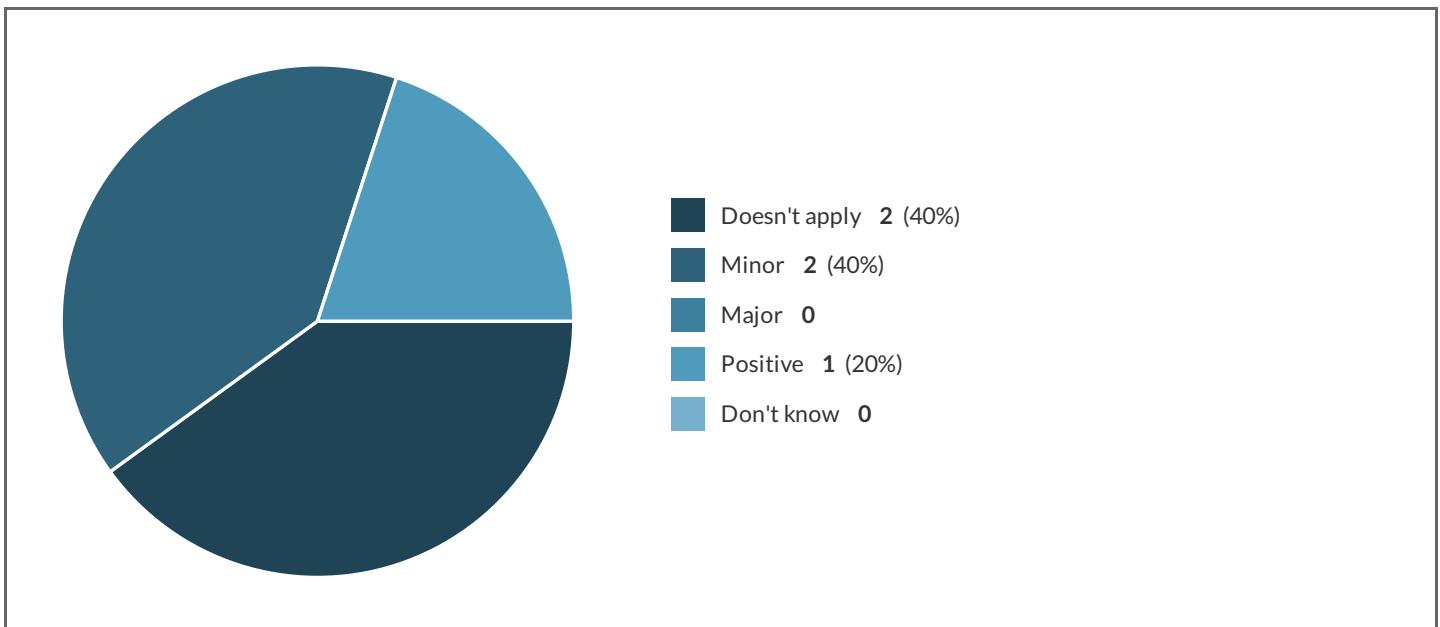


11.2.b User education required - Frequency Cost is Experienced

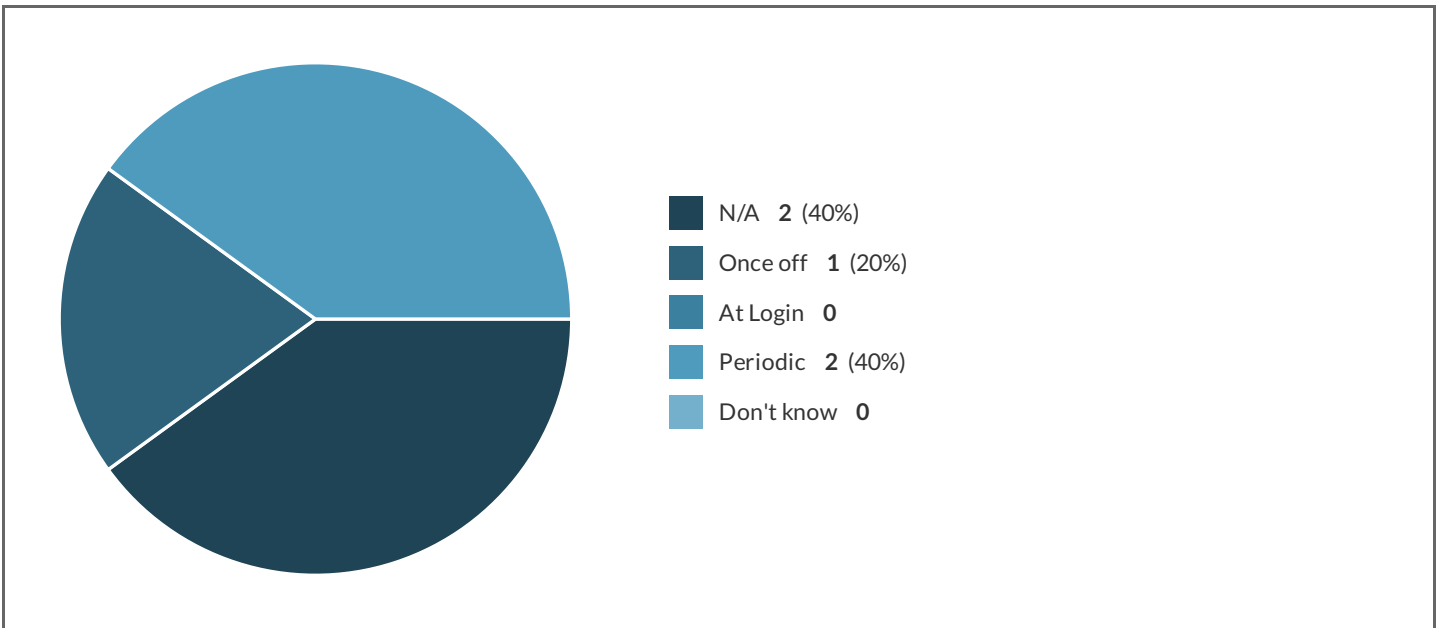


11.3 Organization needs extra resources

11.3.a Organization needs extra resources - Severity of Cost

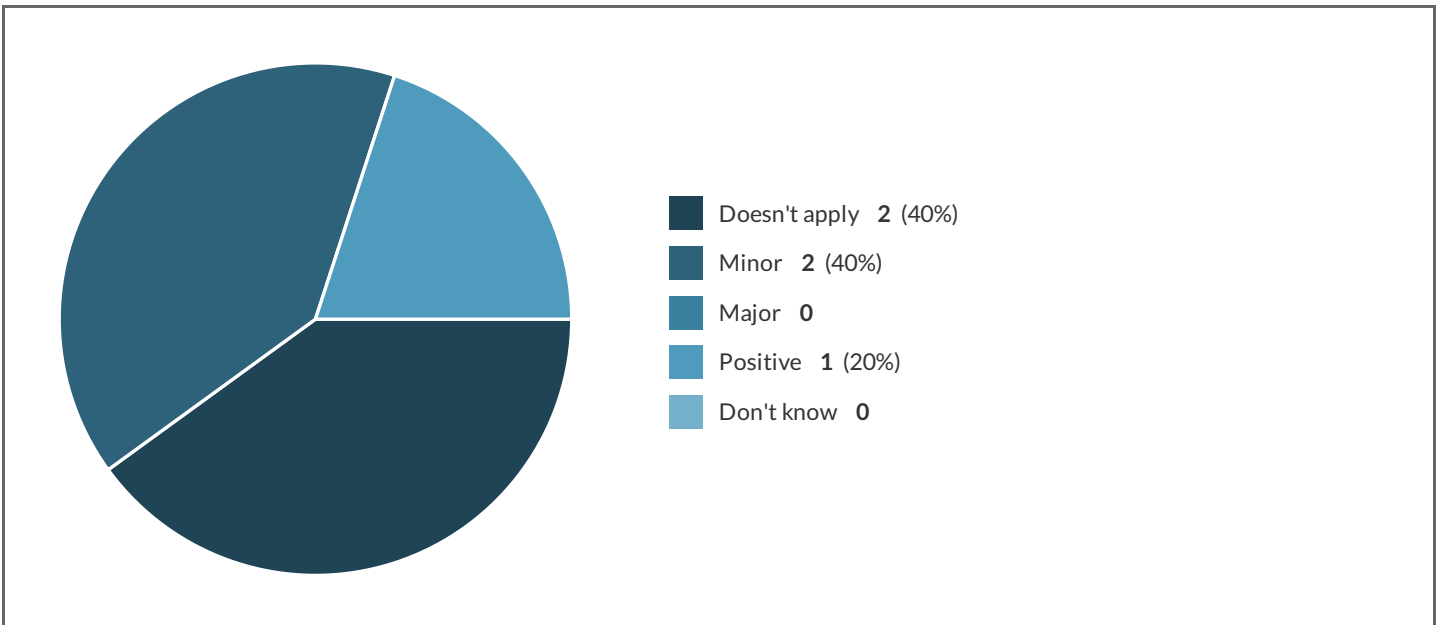


11.3.b Organization needs extra resources - Frequency Cost is Experienced

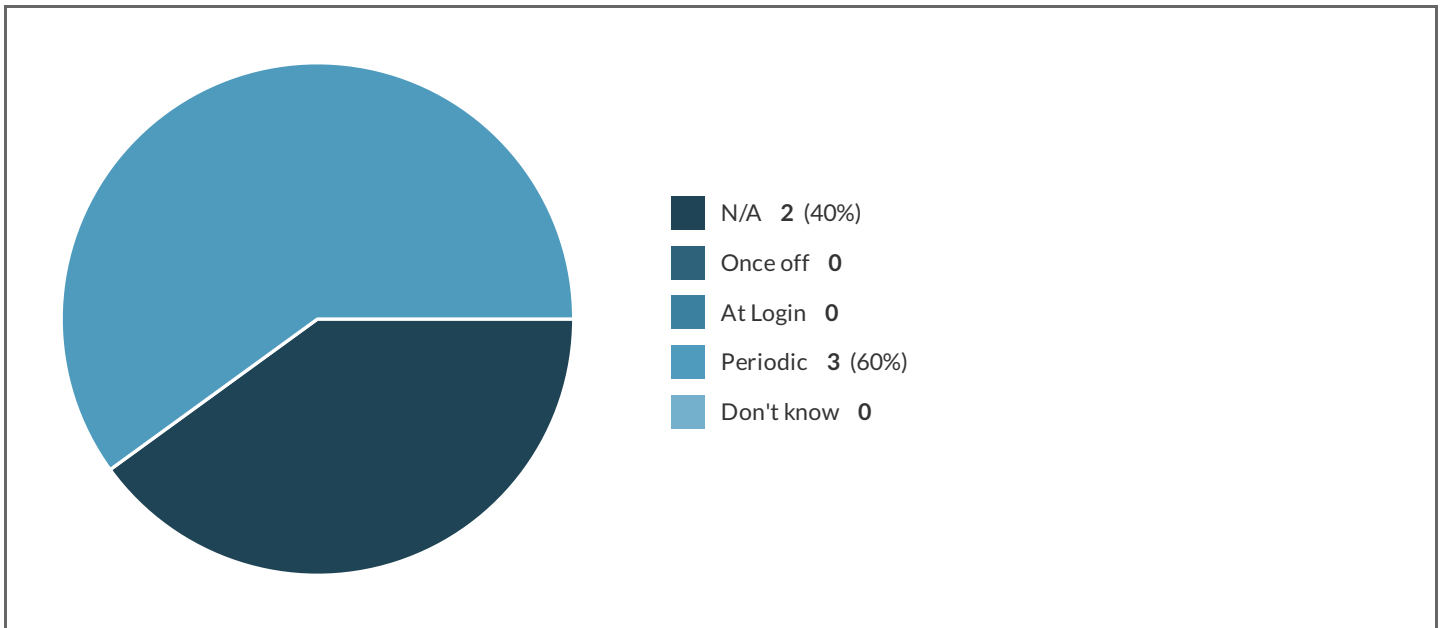


11.4 Takes organization time to implement

11.4.a Takes organization time to implement - Severity of Cost

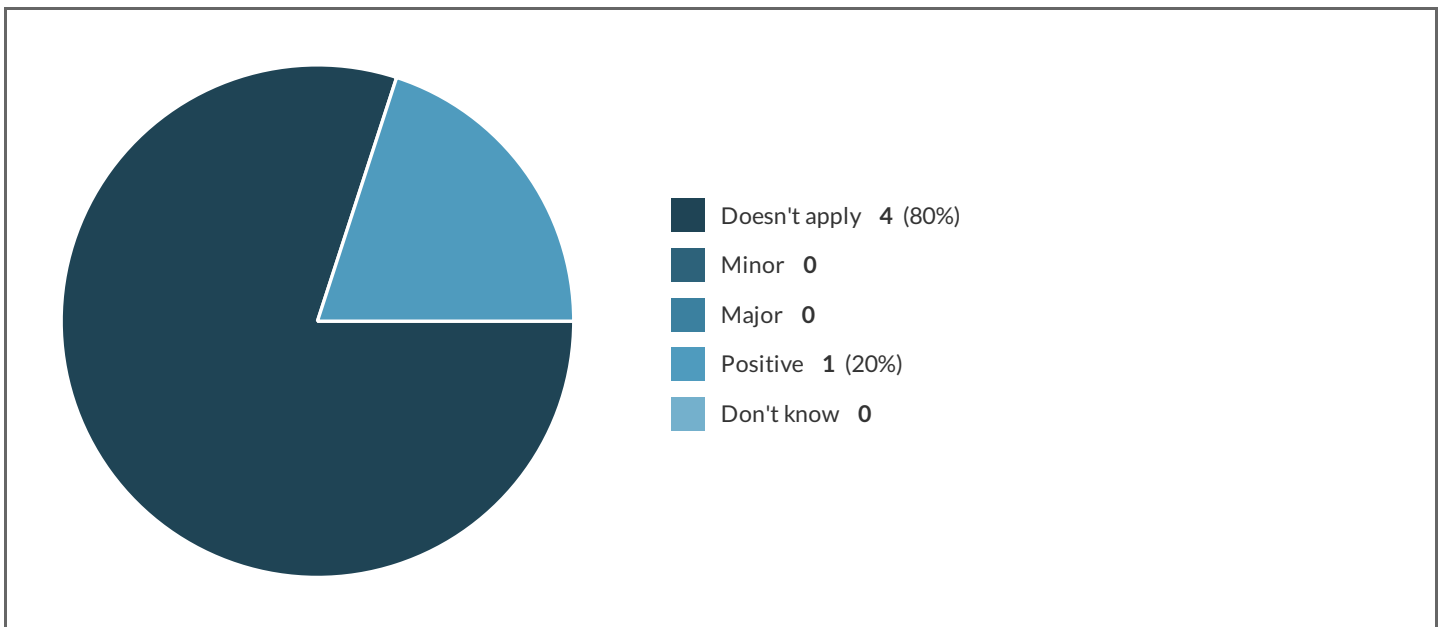


11.4.b Takes organization time to implement - Frequency Cost is Experienced

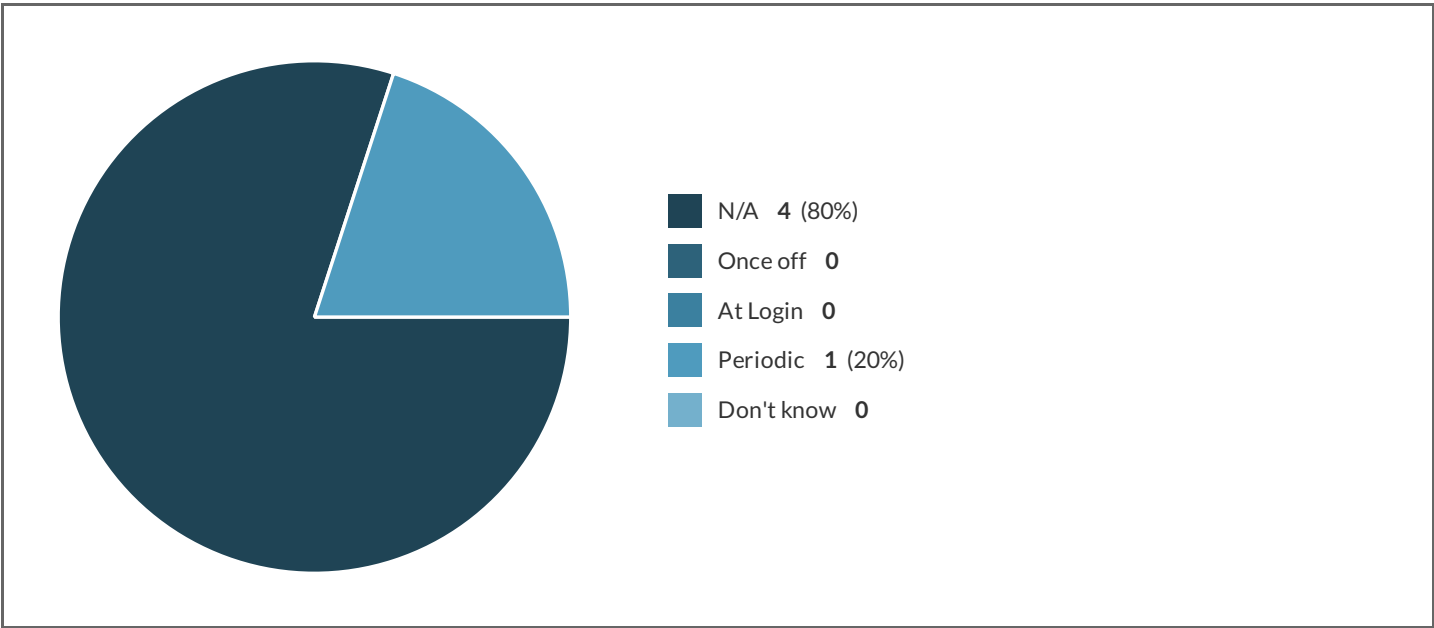


11.5 Increases the organization's computing power needed

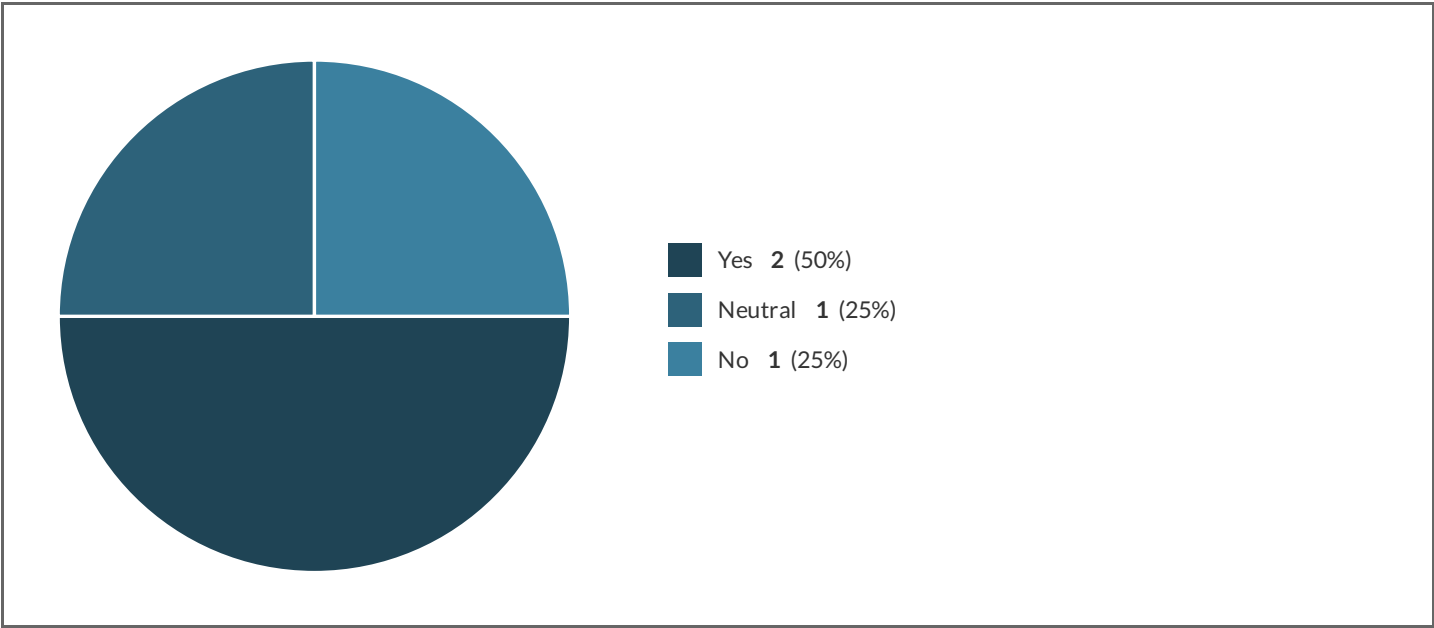
11.5.a Increases the organization's computing power needed - Severity of Cost



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



11.a Do you approve of this advice?



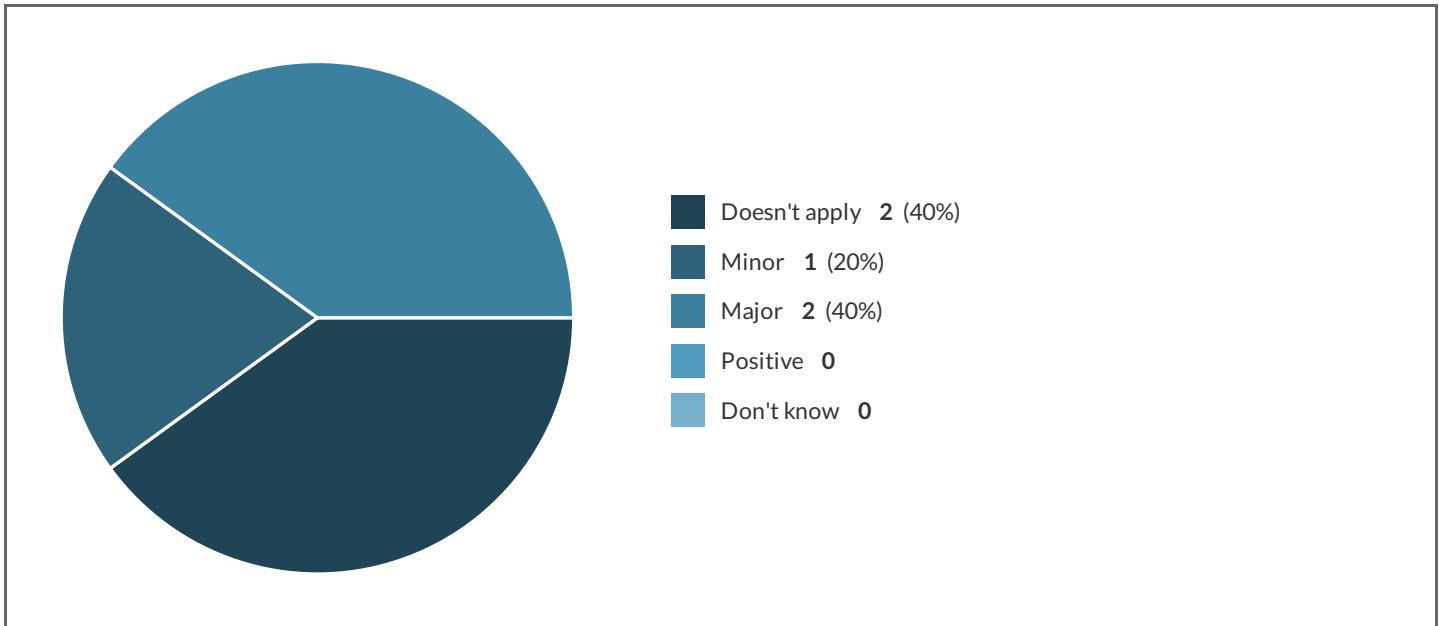
11.b Comments

Showing all 2 responses	
Hints are only useful if a password is being reused and you need to know which one is on this site. Use a password manager and generate a new random one for each site, secured with a strong master password.	634104-634095-66146336
Not fully sure I understand the statement. But website password resets via email is now the norm.	634104-634095-66909943

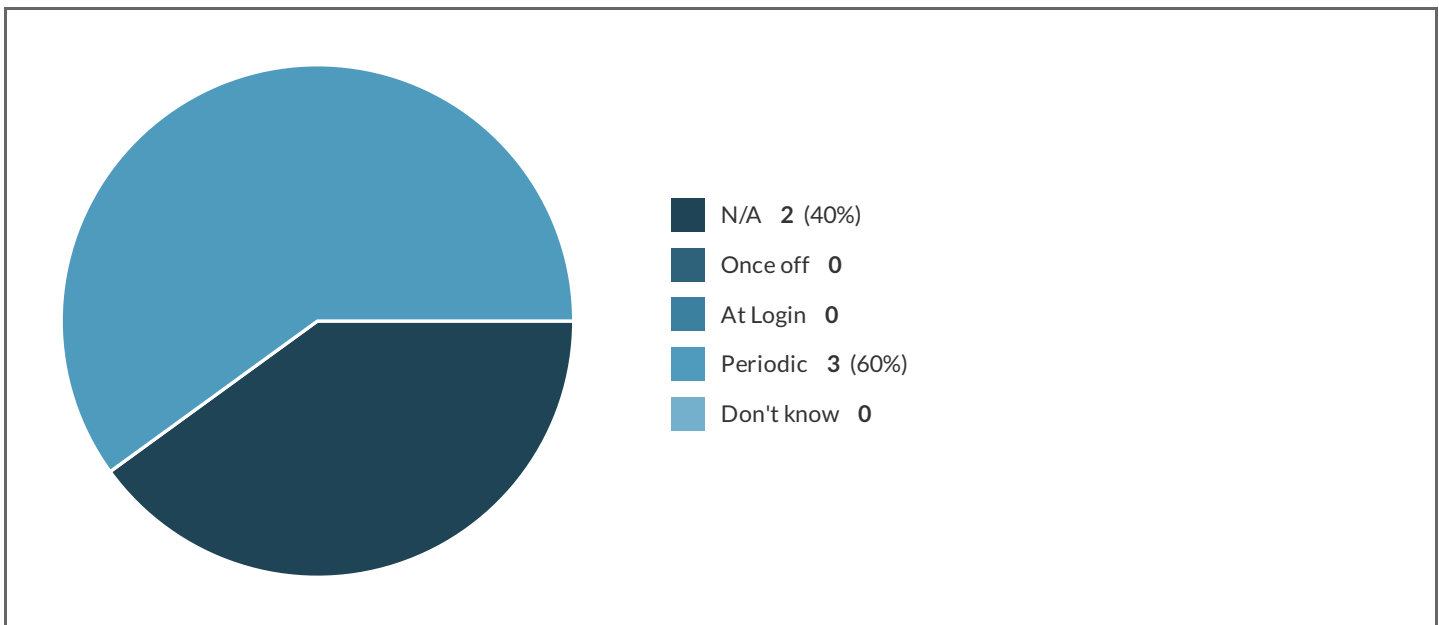
12 Users should not open emails from strangers

12.1 Increased help desk/user support time

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

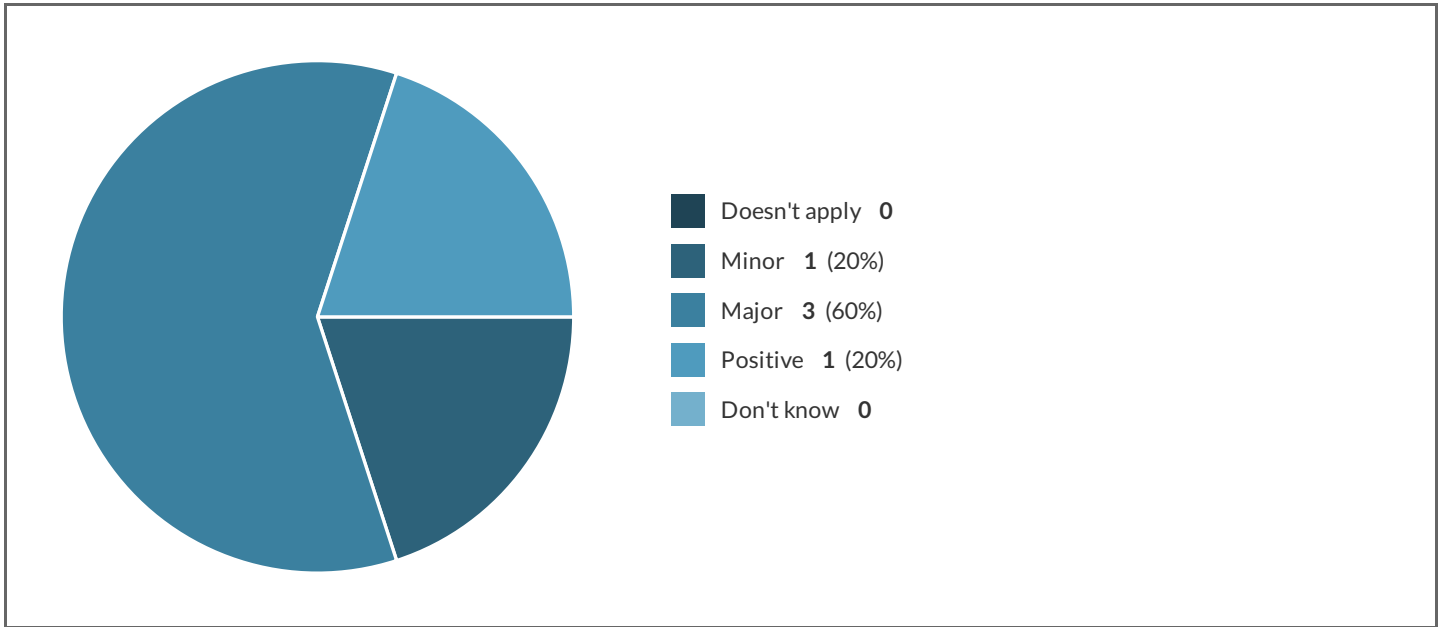


12.1.b Increased help desk/user support time - Frequency Cost is Experienced

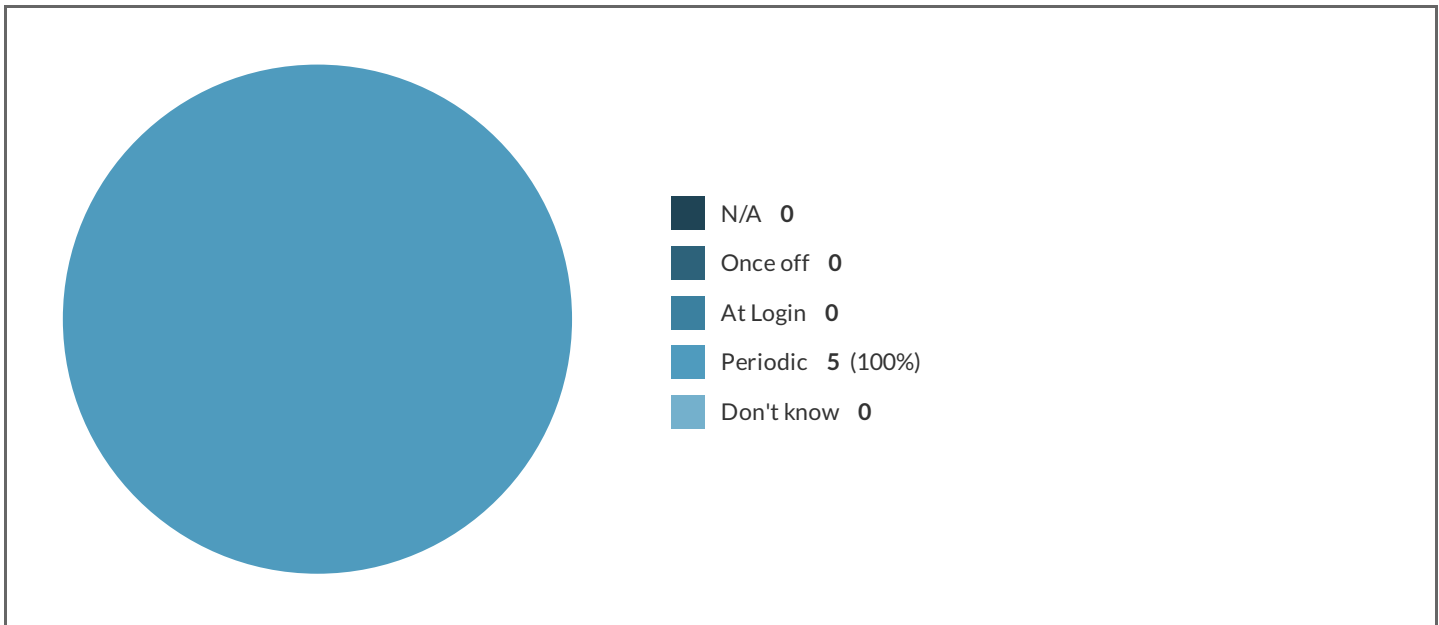


12.2 User education required

12.2.a User education required - Severity of Cost

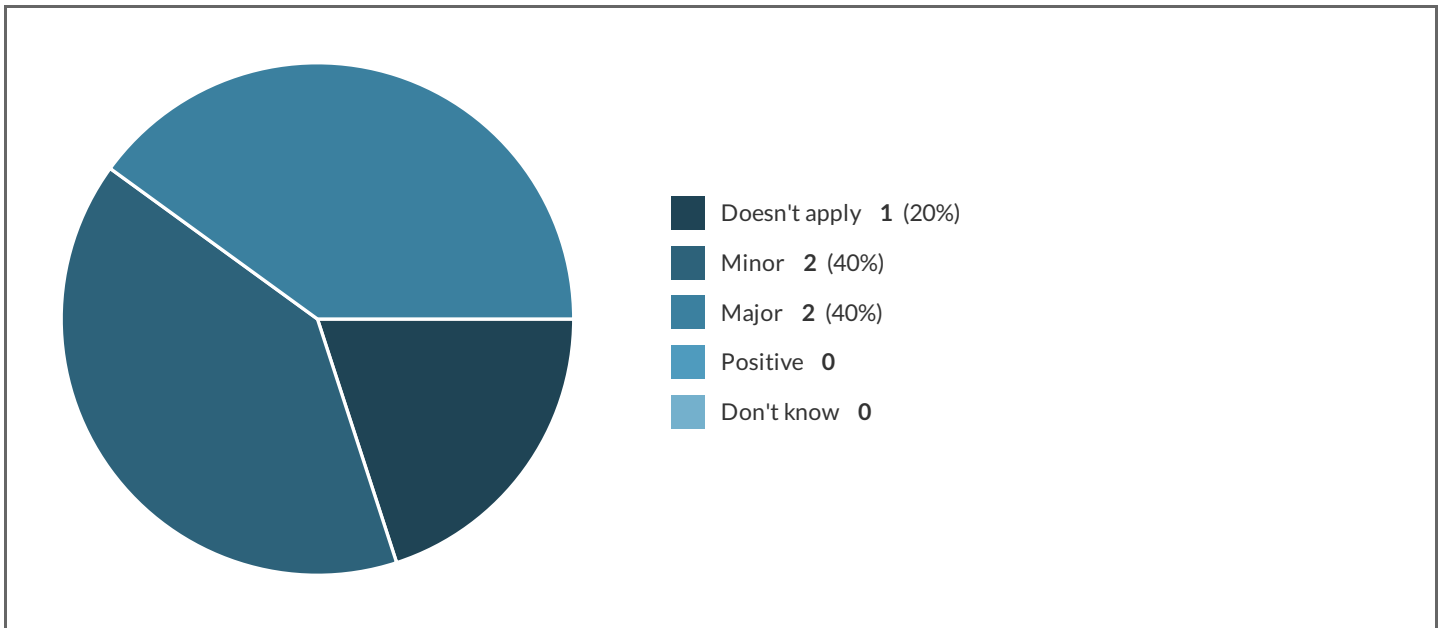


12.2.b User education required - Frequency Cost is Experienced

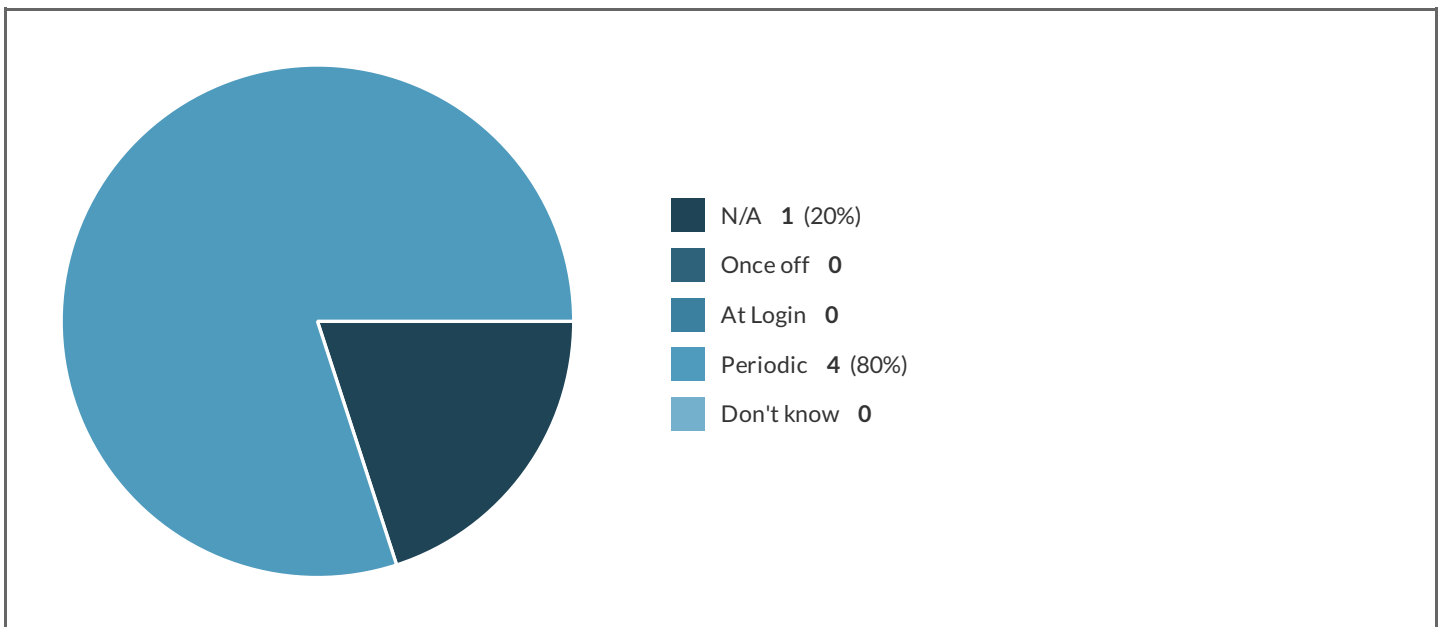


12.3 Organization needs extra resources

12.3.a Organization needs extra resources - Severity of Cost

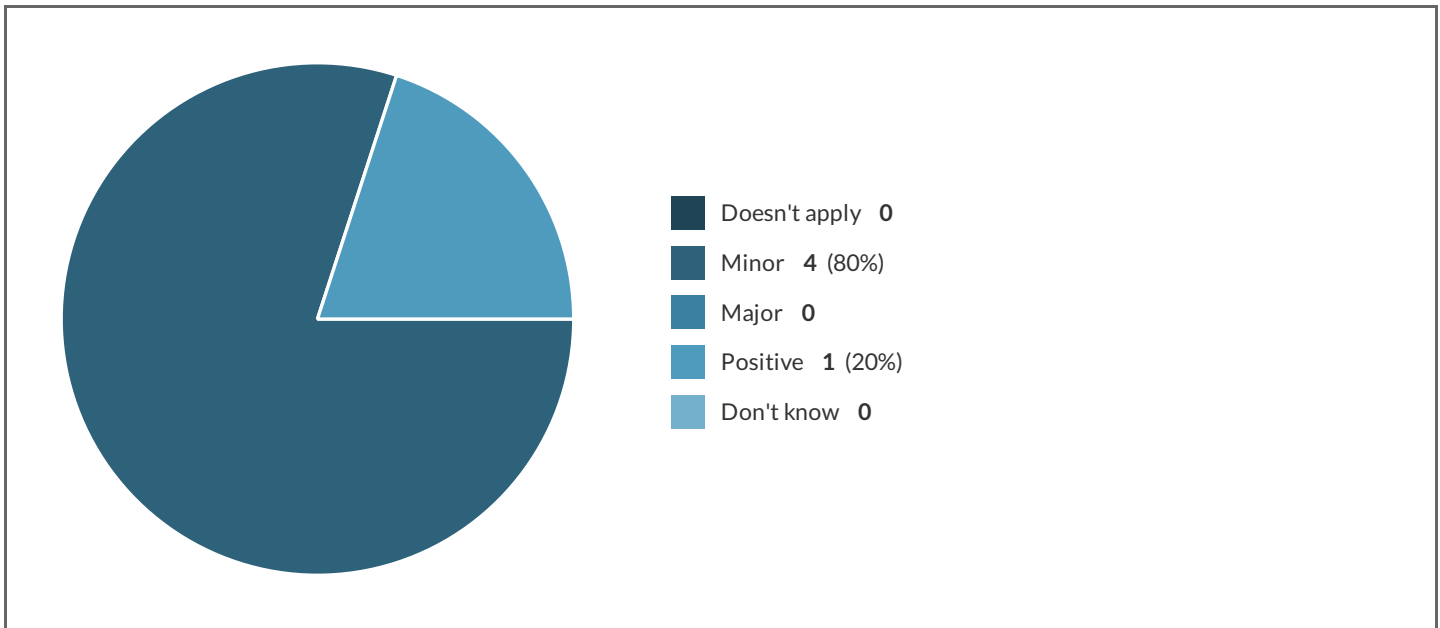


12.3.b Organization needs extra resources - Frequency Cost is Experienced

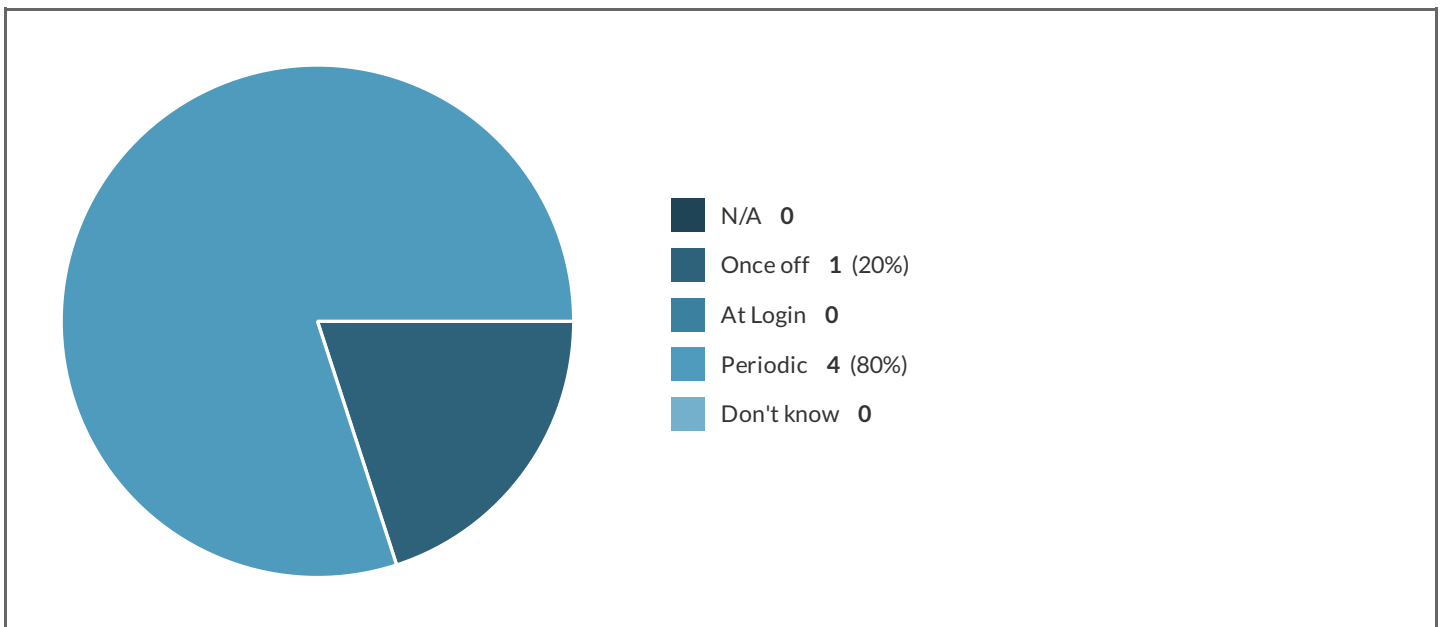


12.4 Takes organization time to implement

12.4.a Takes organization time to implement - Severity of Cost

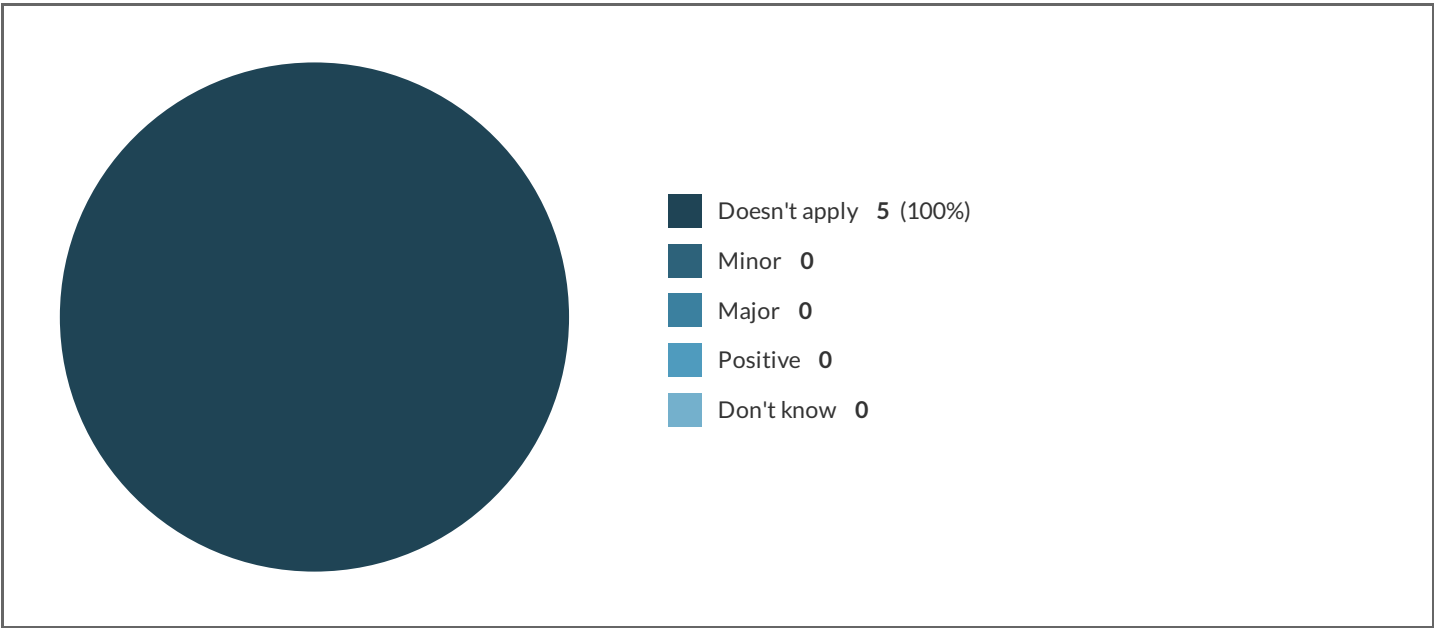


12.4.b Takes organization time to implement - Frequency Cost is Experienced

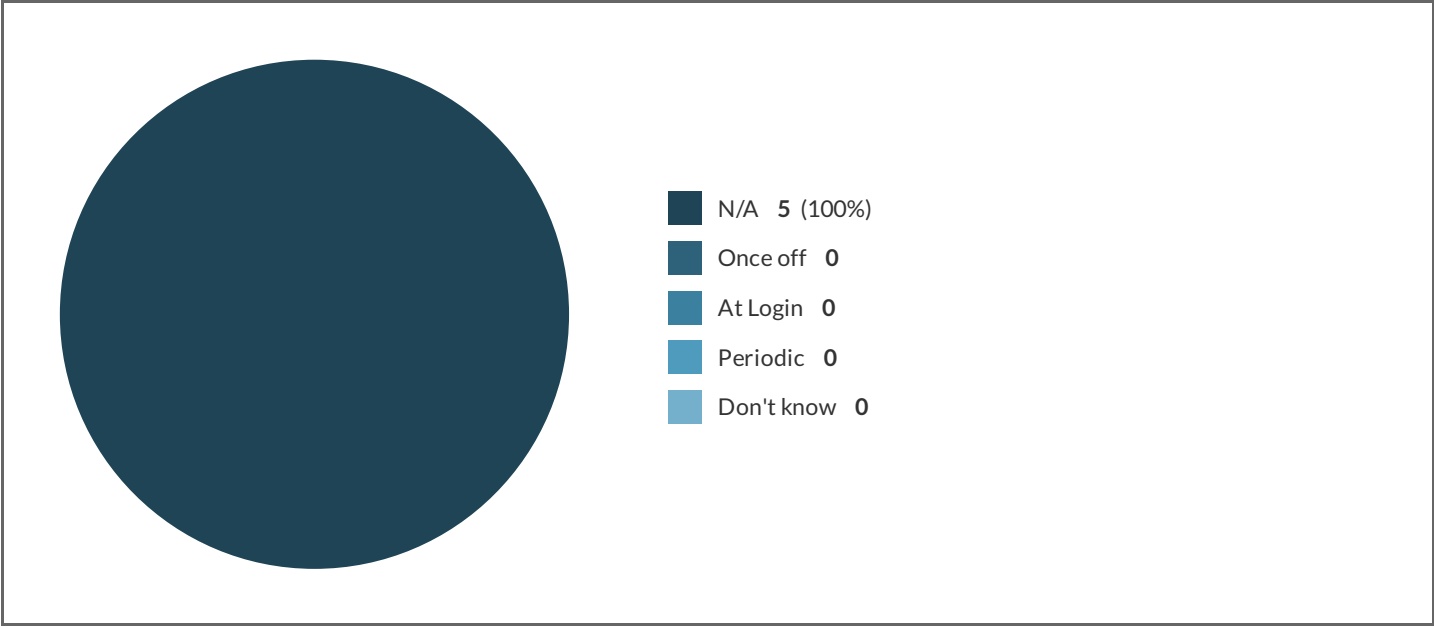


12.5 Increases the organization's computing power needed

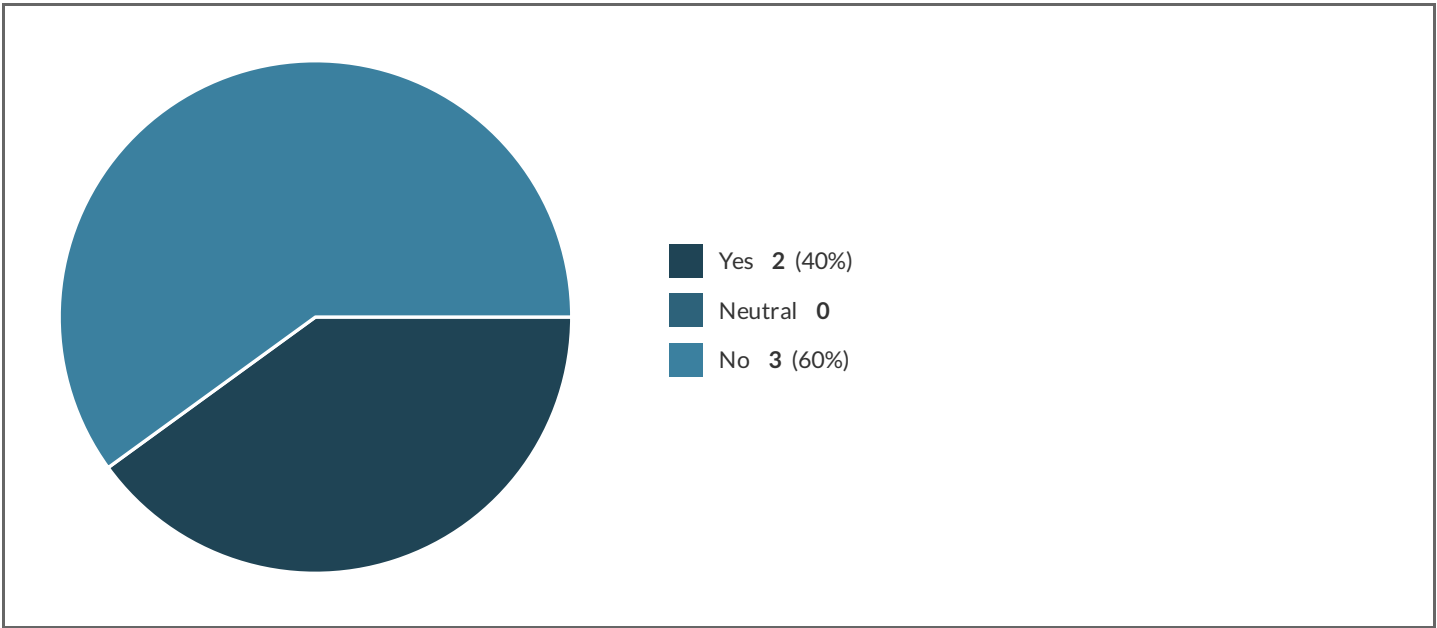
12.5.a Increases the organization's computing power needed - Severity of Cost



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



12.a Do you approve of this advice?



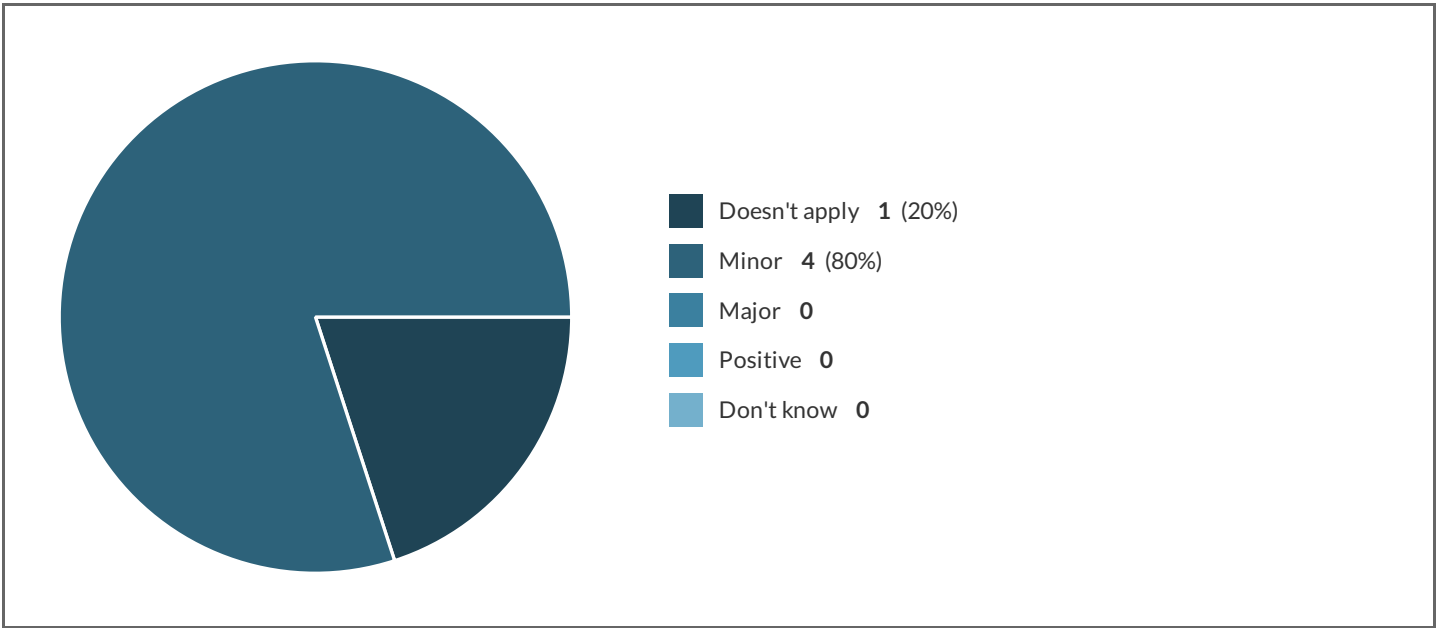
12.b Comments

Showing all 3 responses	
There has to be a better way to ensure email authenticitiy. Like, widespread use of S/MIME.	634104-634095-66102451
This is a user education problem. Valid emails come from strangers - just need to be able to distinguish between good and bad.	634104-634095-66146336
But they should be wary - and check headers etc	634104-634095-66909943

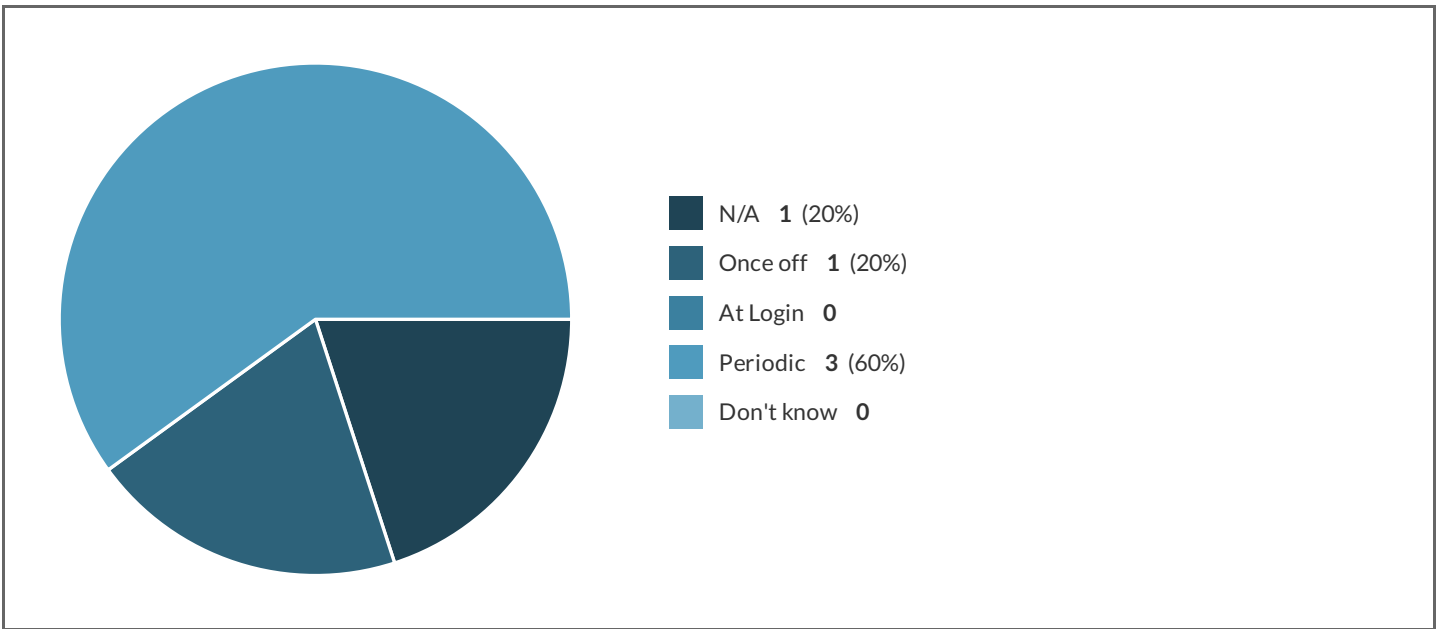
13 A user's Security Answers should be difficult to guess

13.1 Increased help desk/user support time

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

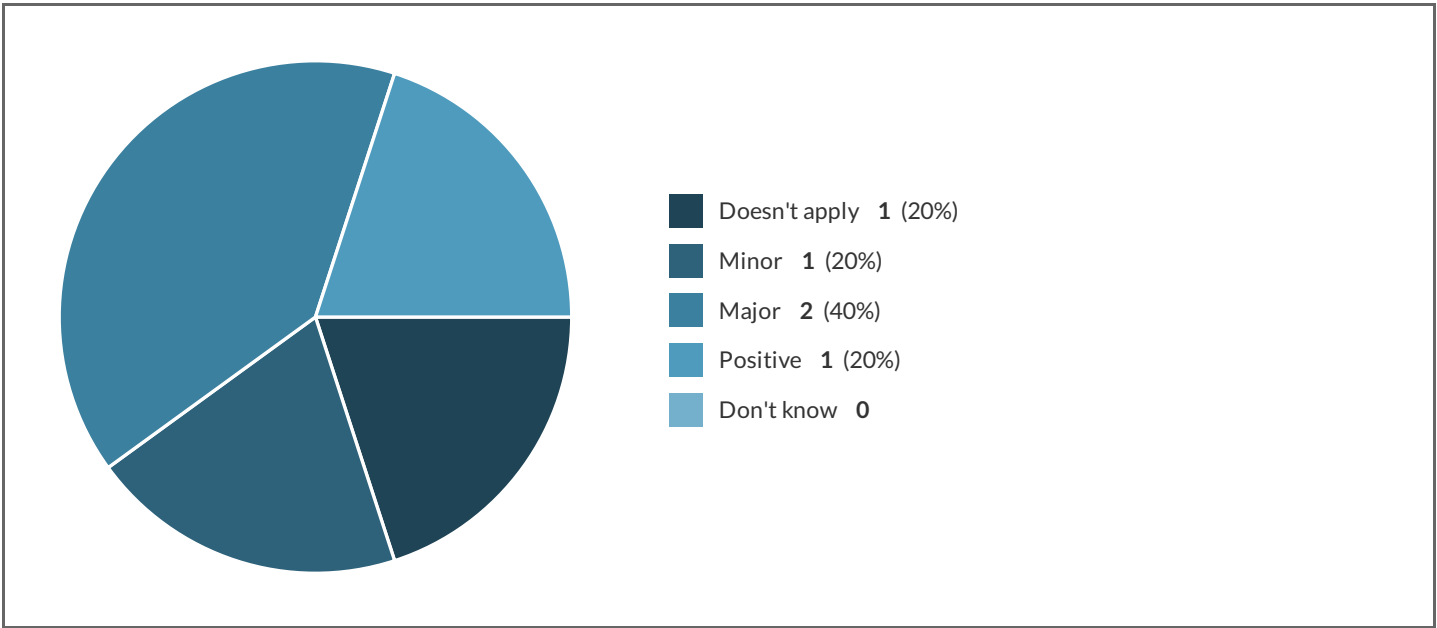


13.1.b Increased help desk/user support time - Frequency Cost is Experienced

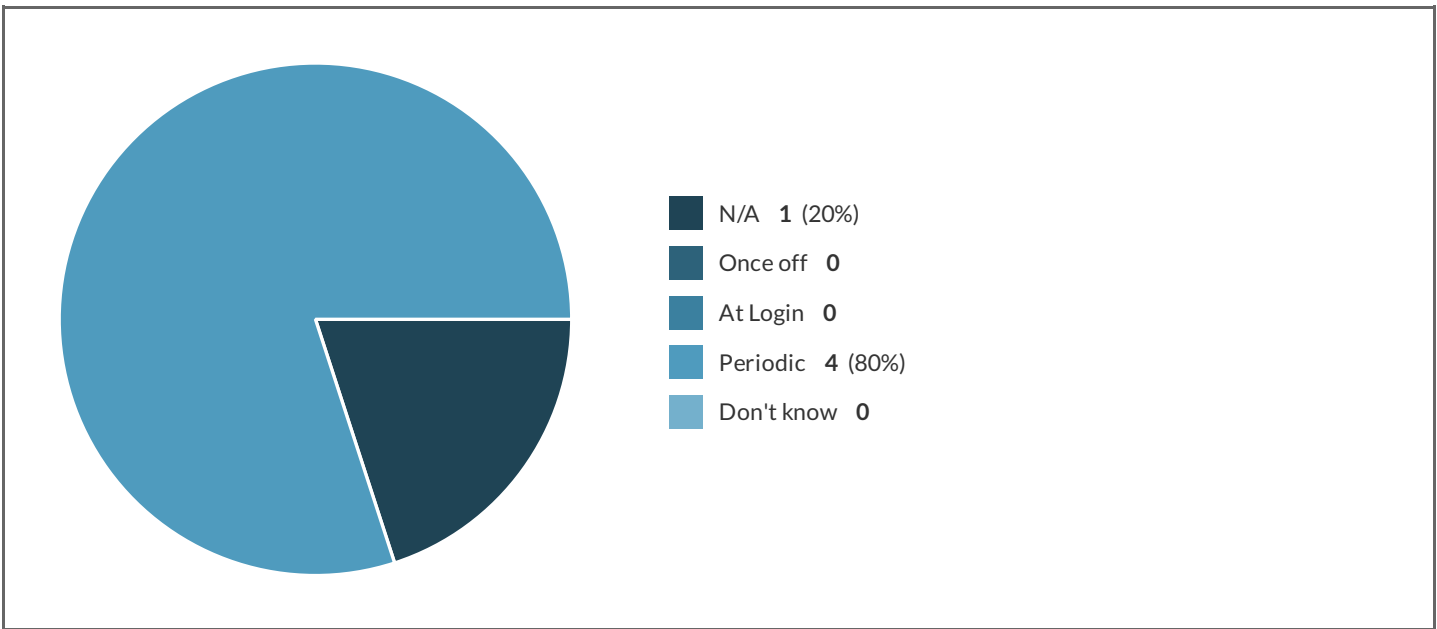


13.2 User education required

13.2.a User education required - Severity of Cost

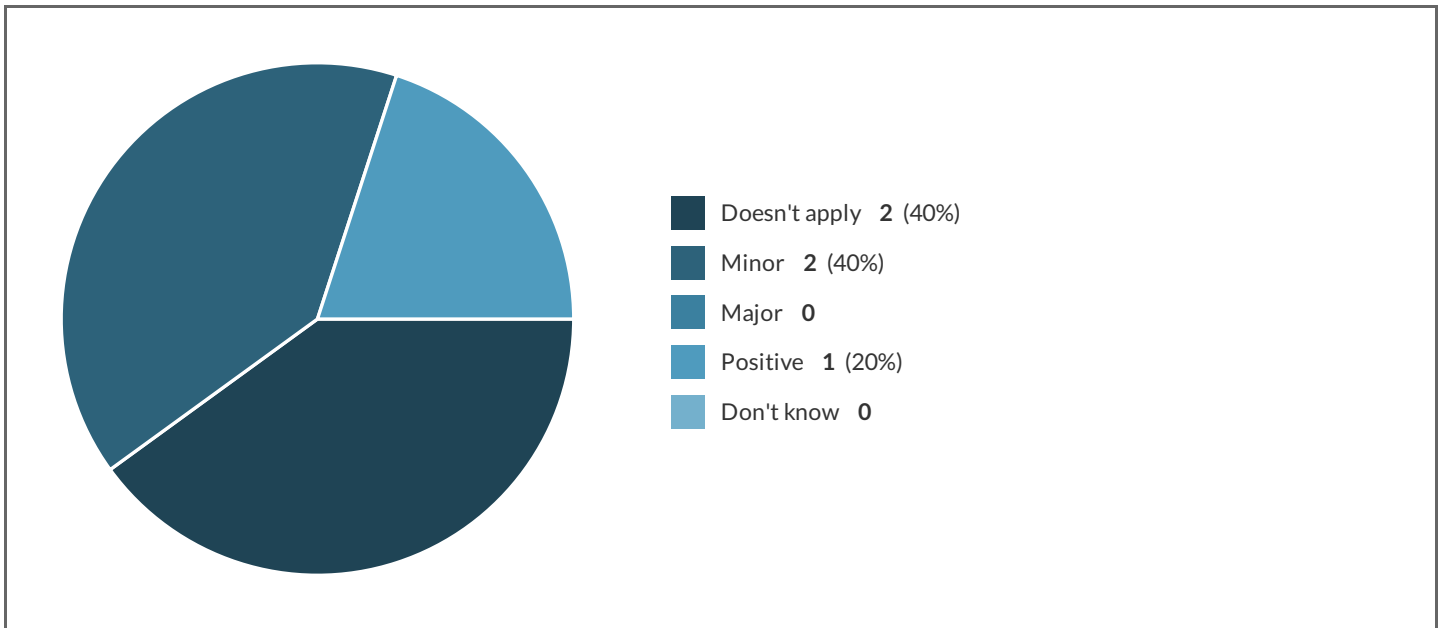


13.2.b User education required - Frequency Cost is Experienced

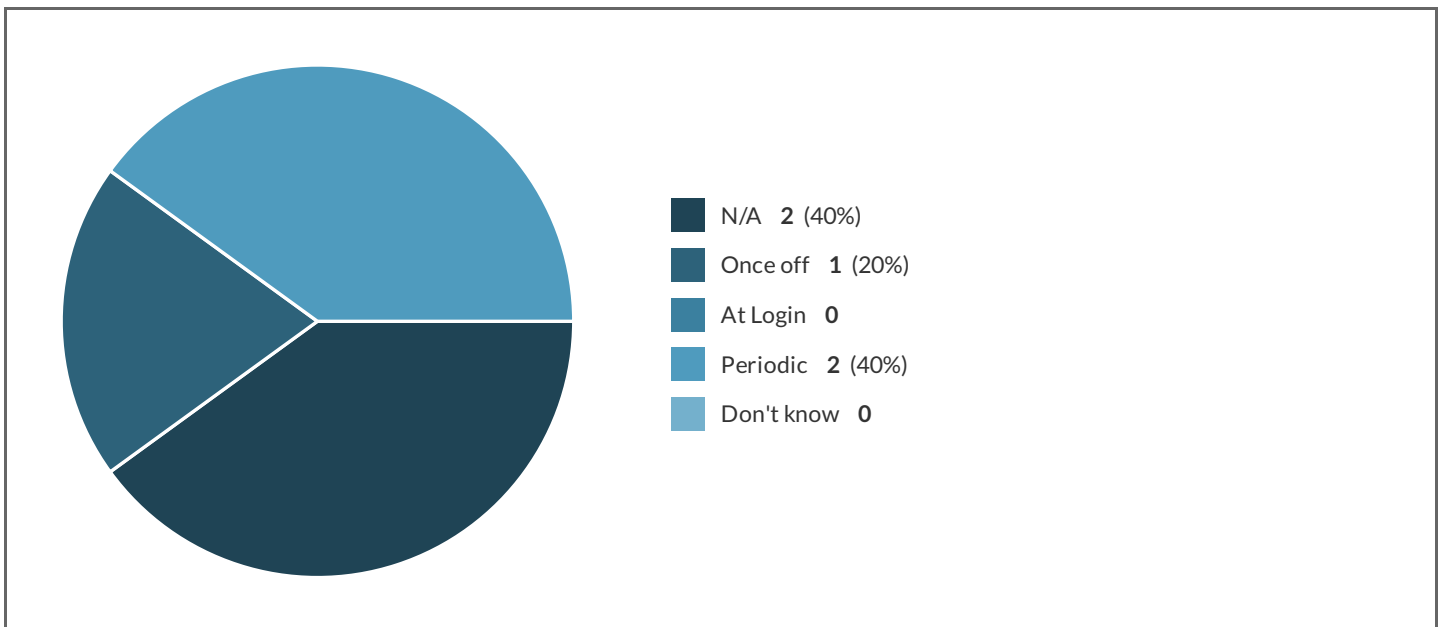


13.3 Organization needs extra resources

13.3.a Organization needs extra resources - Severity of Cost

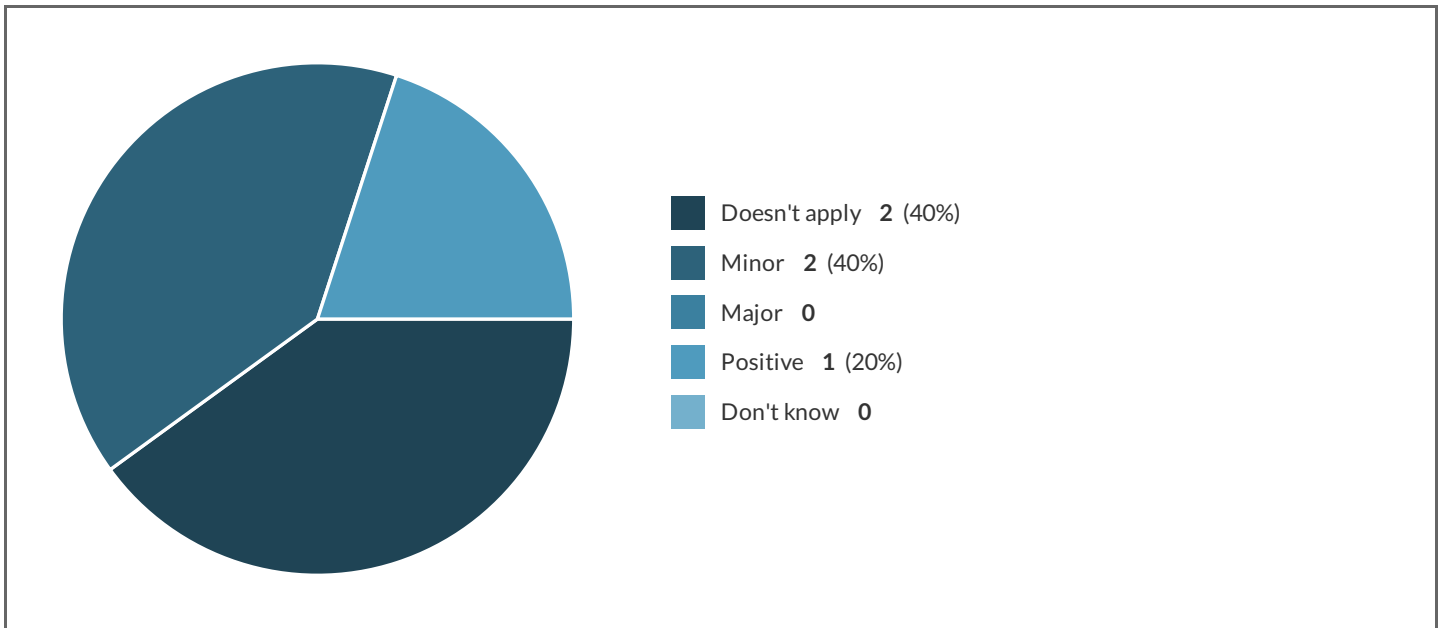


13.3.b Organization needs extra resources - Frequency Cost is Experienced

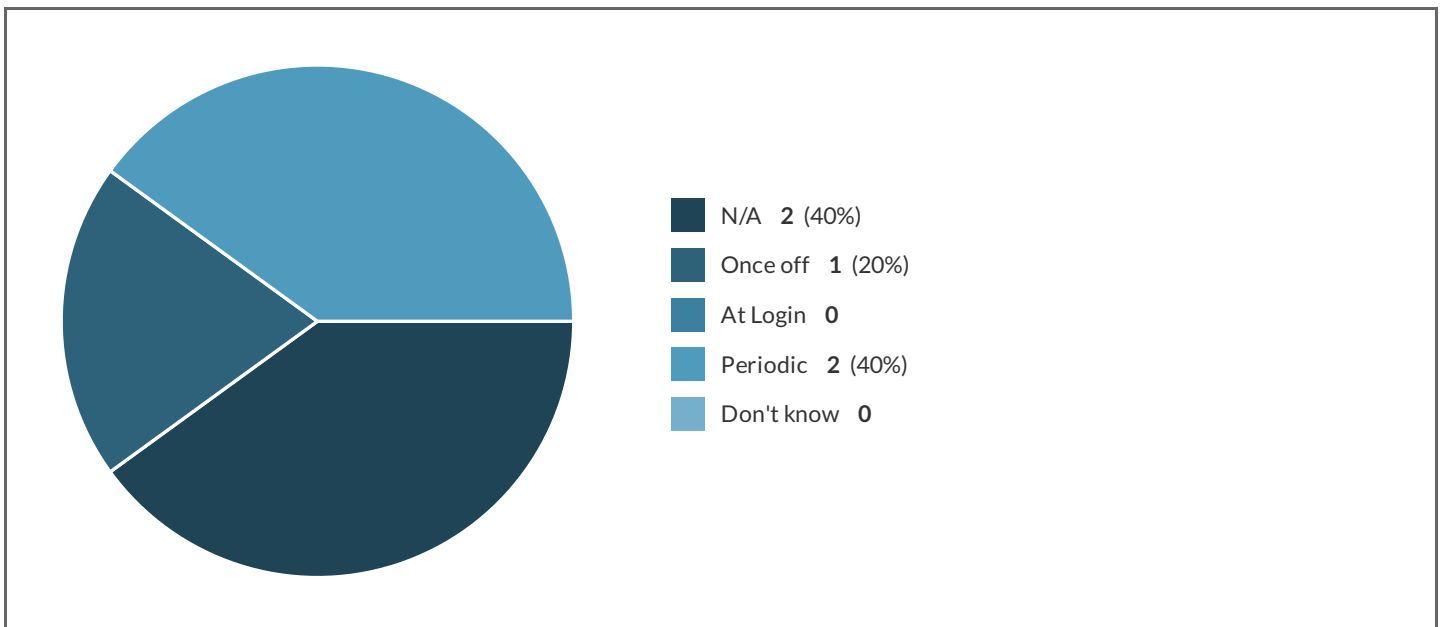


13.4 Takes organization time to implement

13.4.a Takes organization time to implement - Severity of Cost

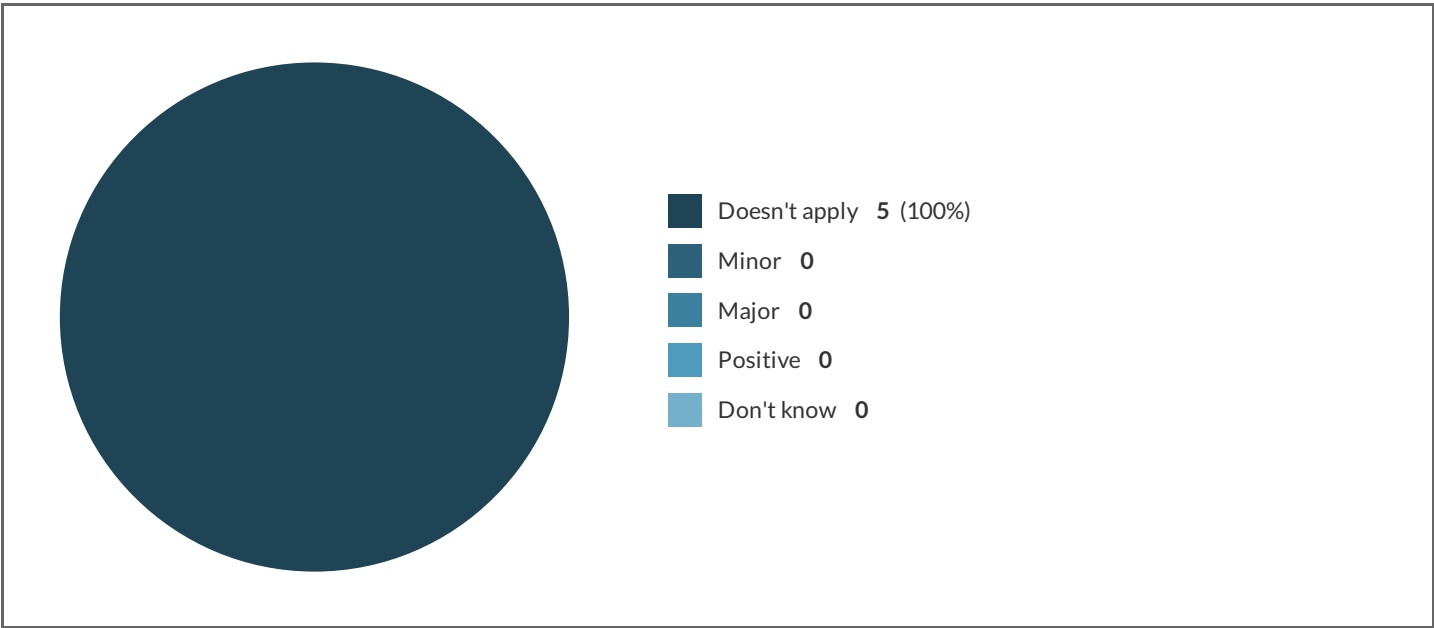


13.4.b Takes organization time to implement - Frequency Cost is Experienced

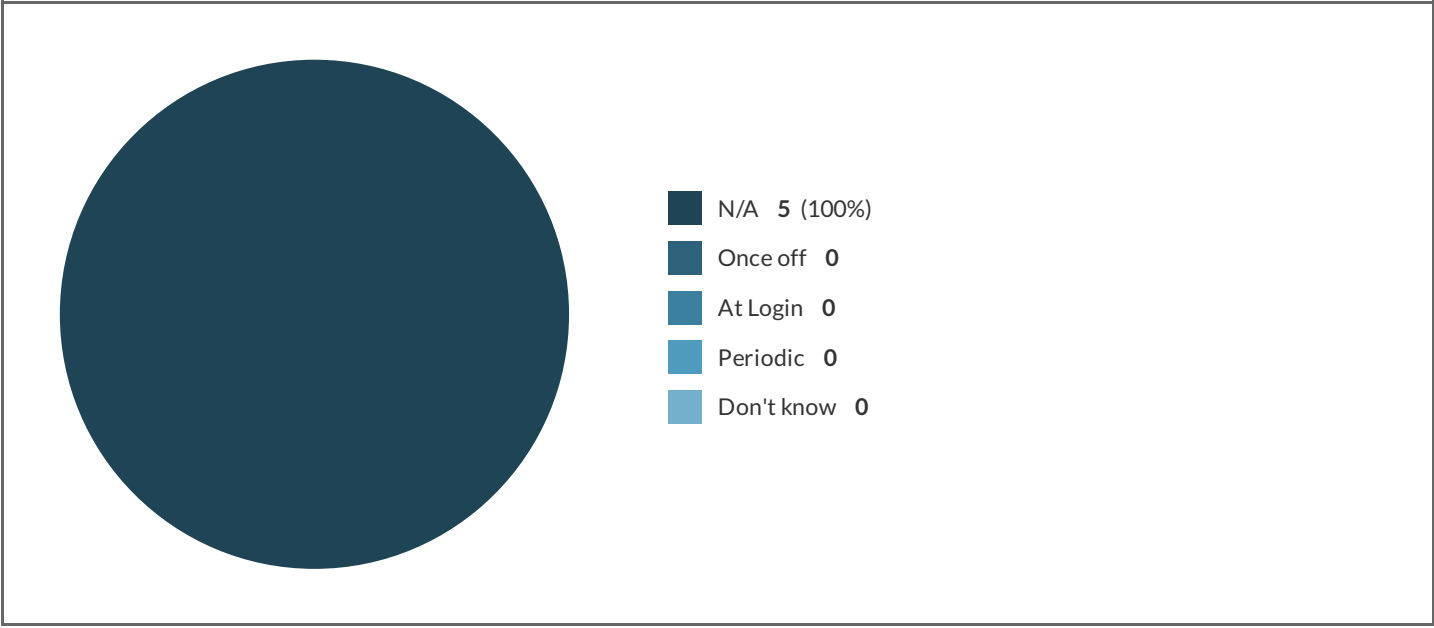


13.5 Increases the organization's computing power needed

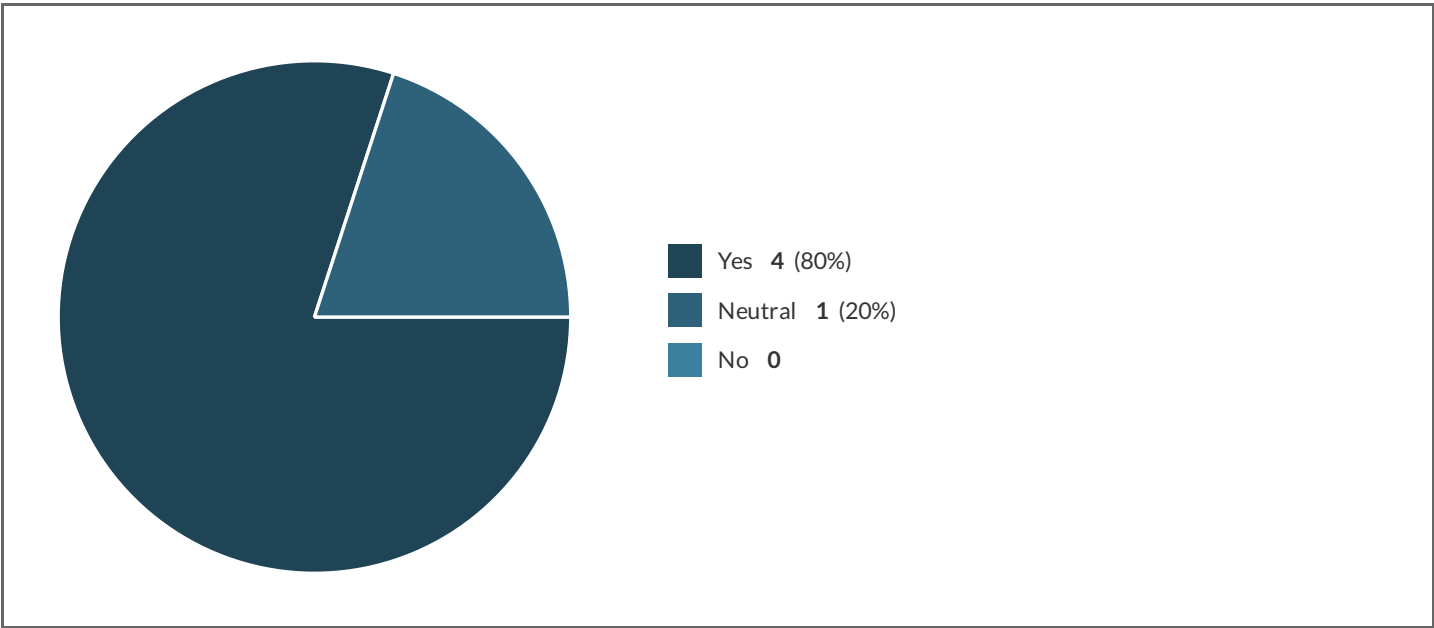
13.5.a Increases the organization's computing power needed - Severity of Cost



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



13.a Do you approve of this advice?



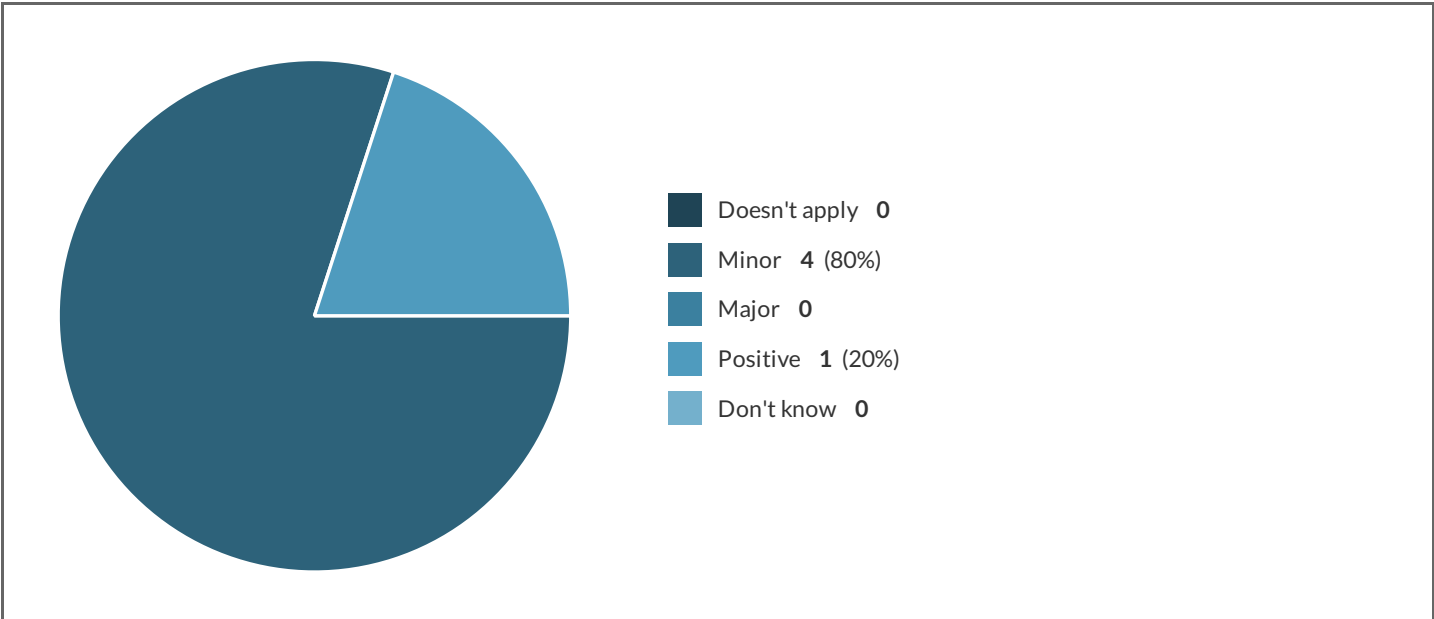
13.b Comments

Showing 1 response	
I don't agree with security questions. Too much leakage of information to untrusted sites that can be pieced together for identity theft.	634104-634095-66146336

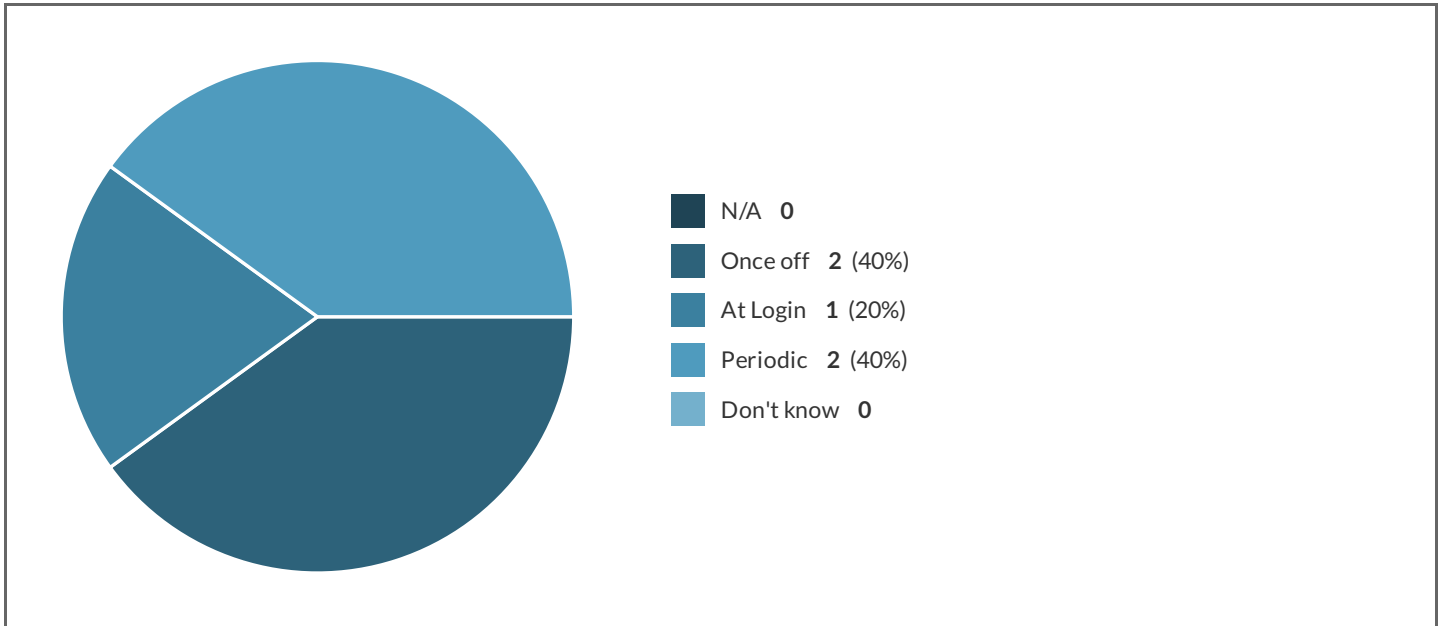
14 Users should use a password manager

14.1 Increased help desk/user support time

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

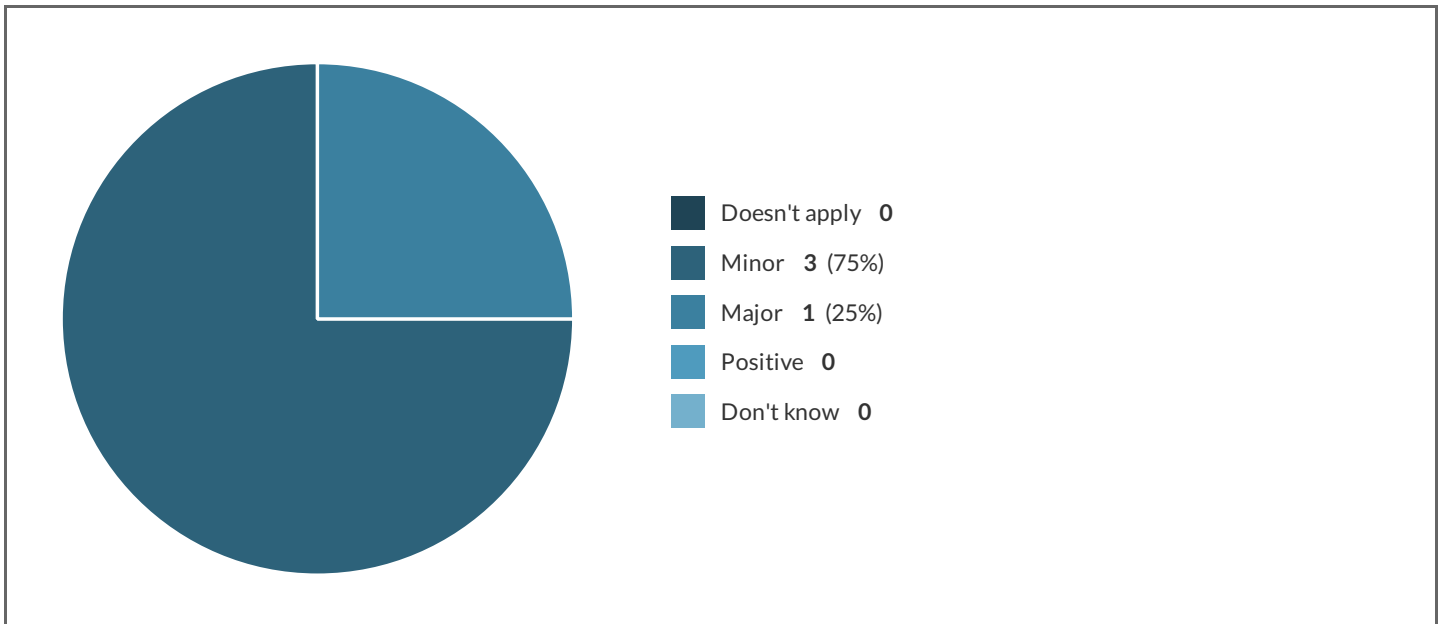


14.1.b Increased help desk/user support time - Frequency Cost is Experienced

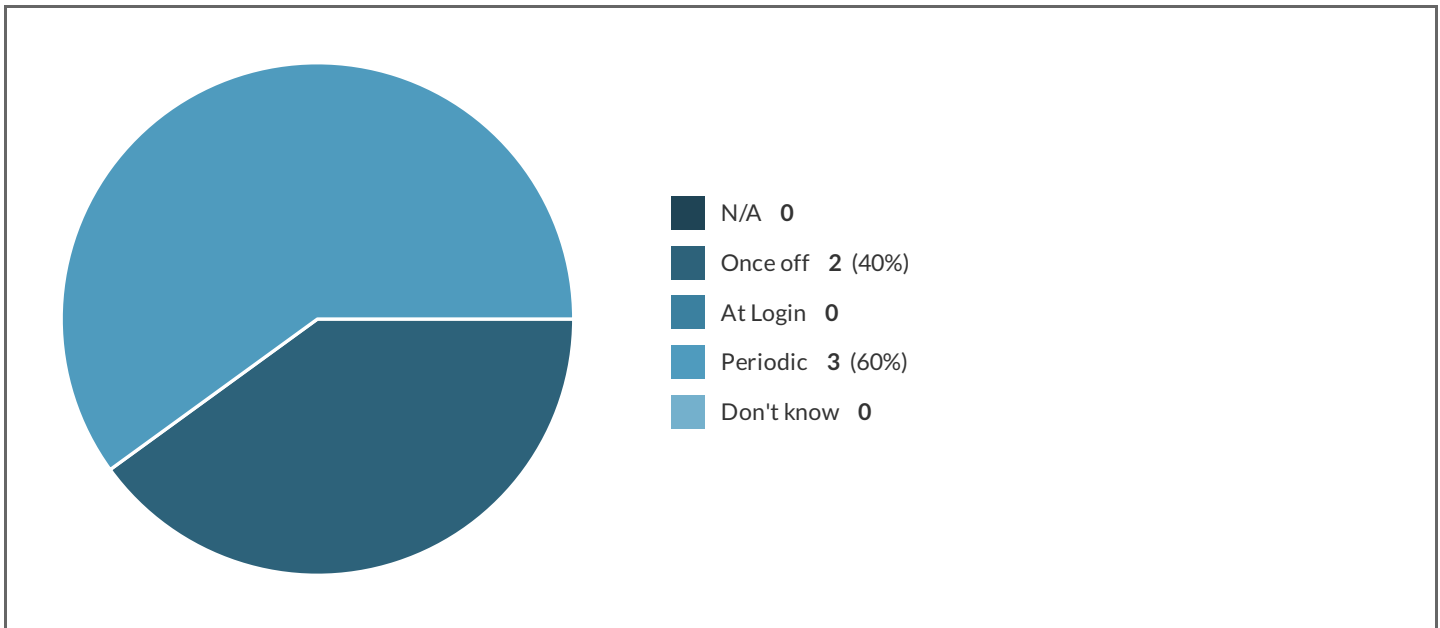


14.2 User education required

14.2.a User education required - Severity of Cost

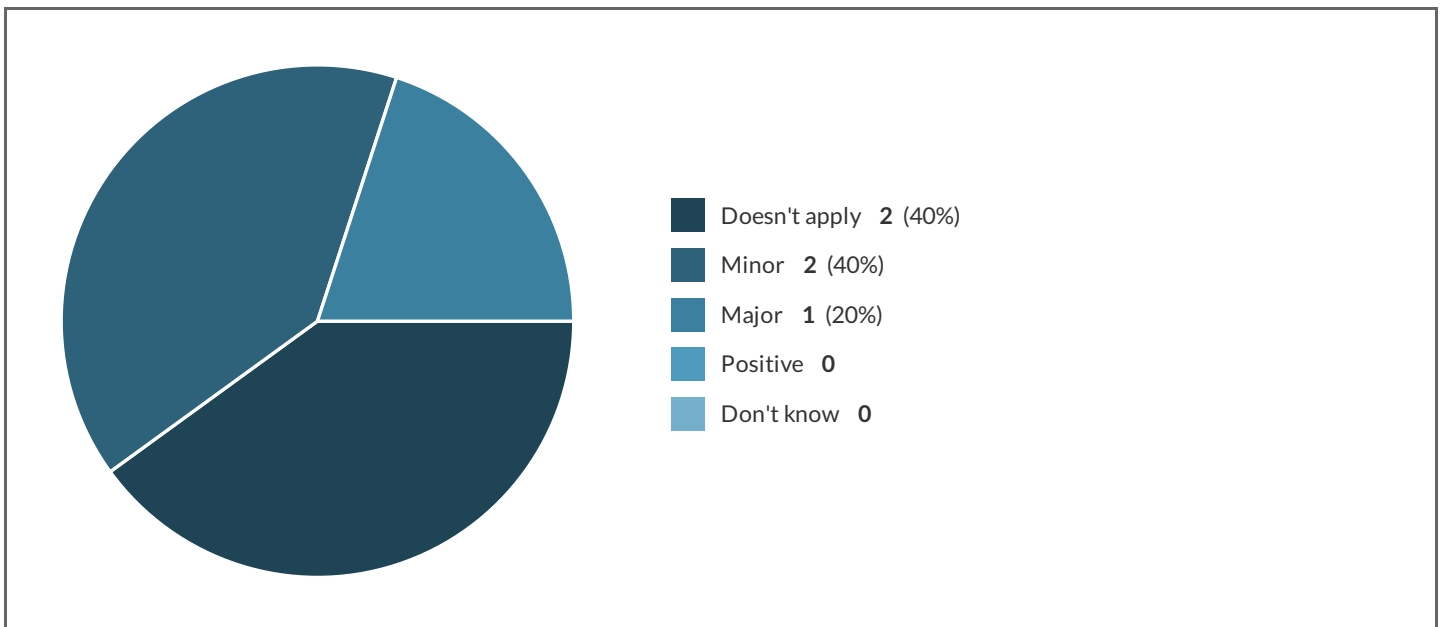


14.2.b User education required - Frequency Cost is Experienced

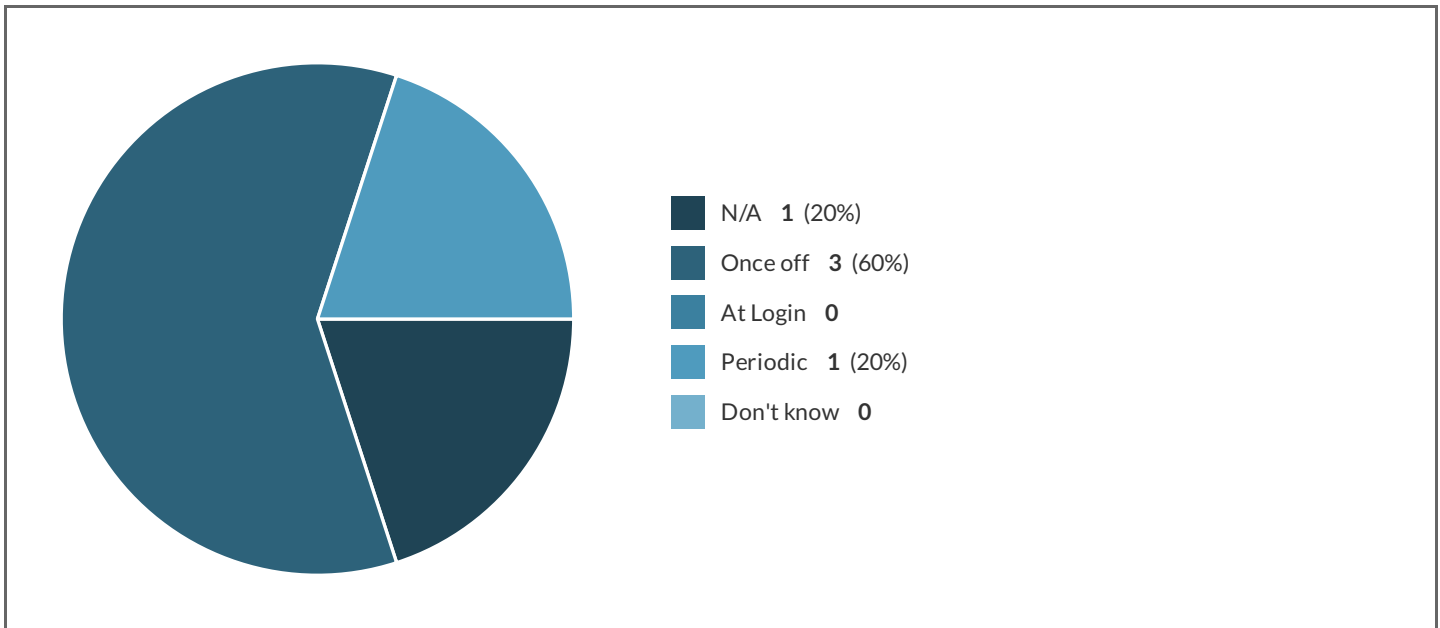


14.3 Organization needs extra resources

14.3.a Organization needs extra resources - Severity of Cost

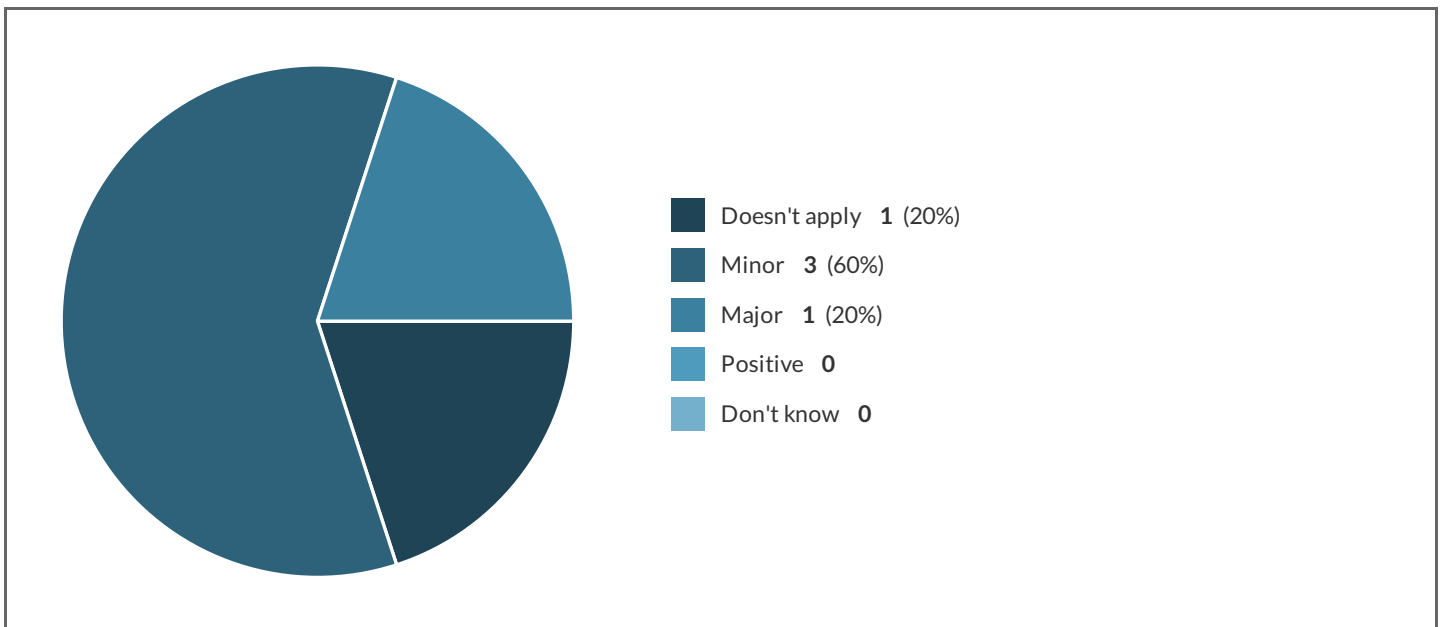


14.3.b Organization needs extra resources - Frequency Cost is Experienced

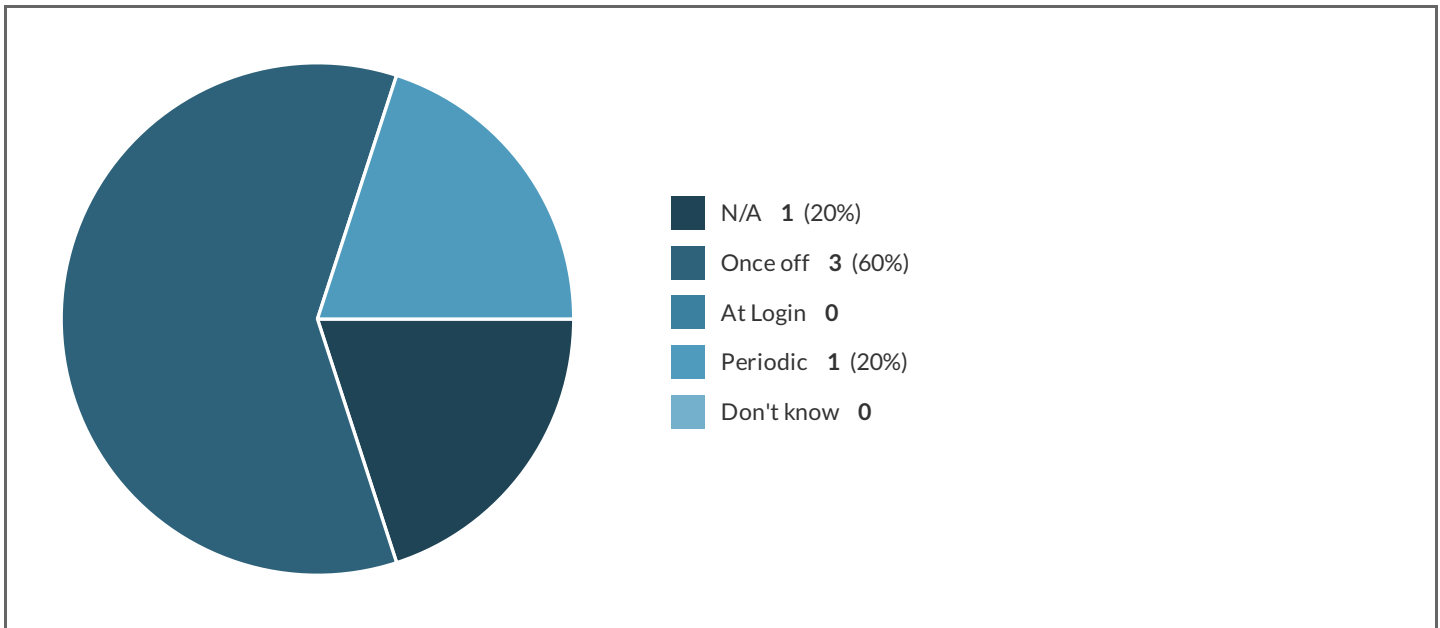


14.4 Takes organization time to implement

14.4.a Takes organization time to implement - Severity of Cost

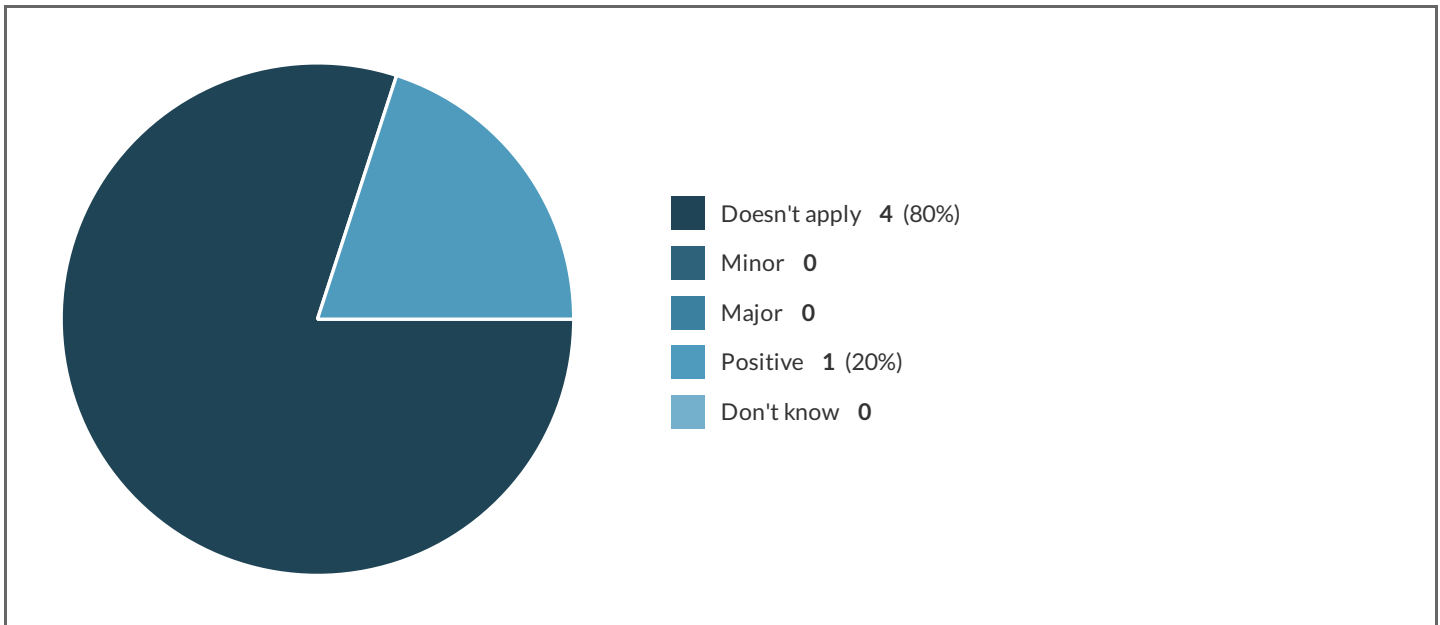


14.4.b Takes organization time to implement - Frequency Cost is Experienced

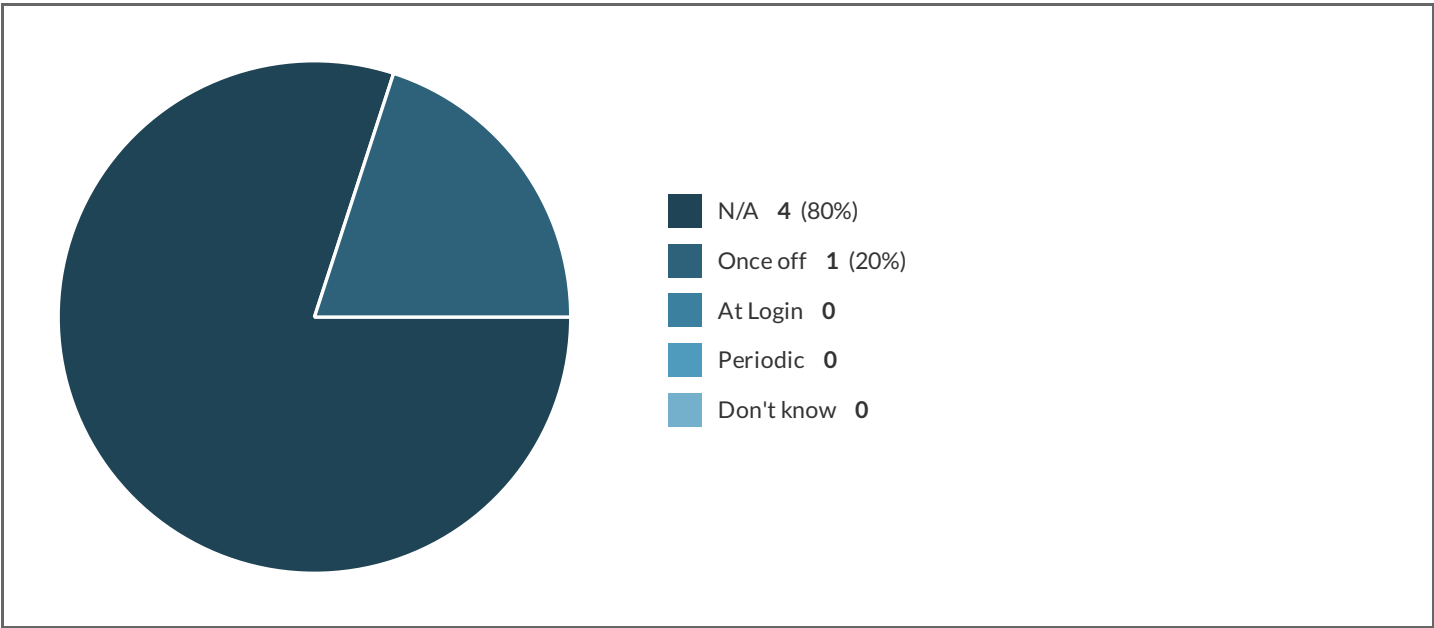


14.5 Increases the organization's computing power needed

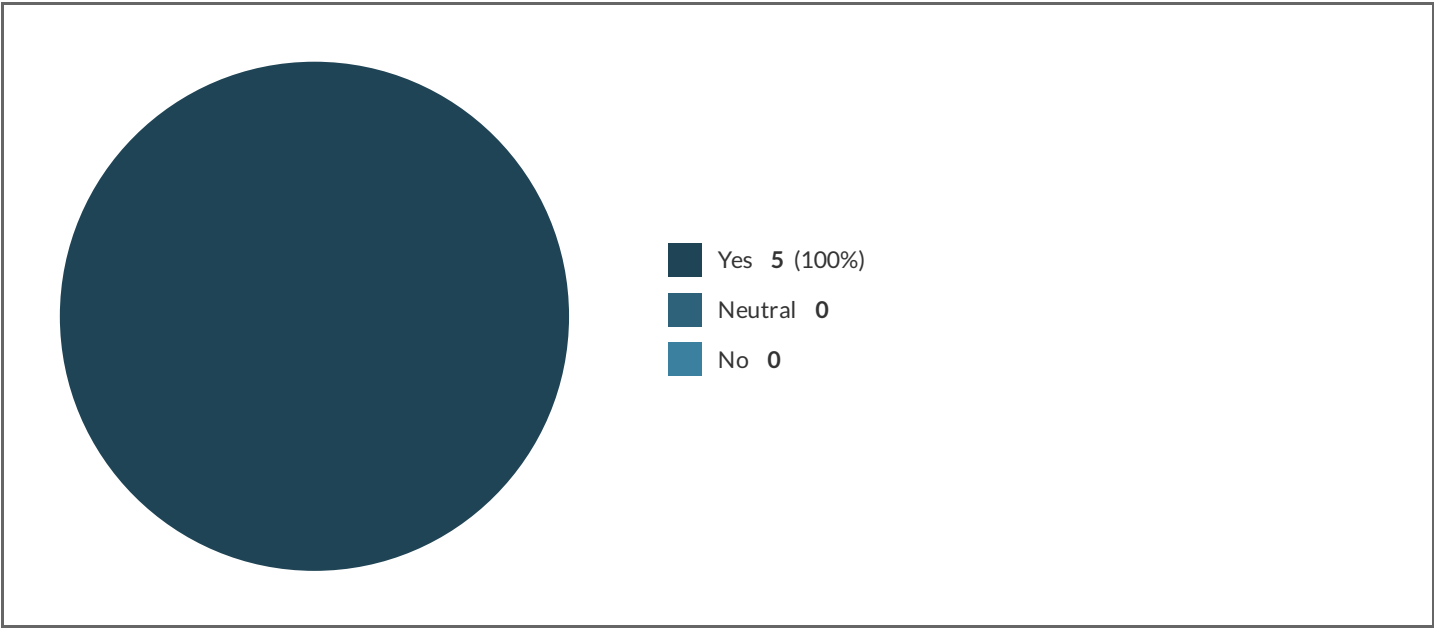
14.5.a Increases the organization's computing power needed - Severity of Cost



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



14.a Do you approve of this advice?



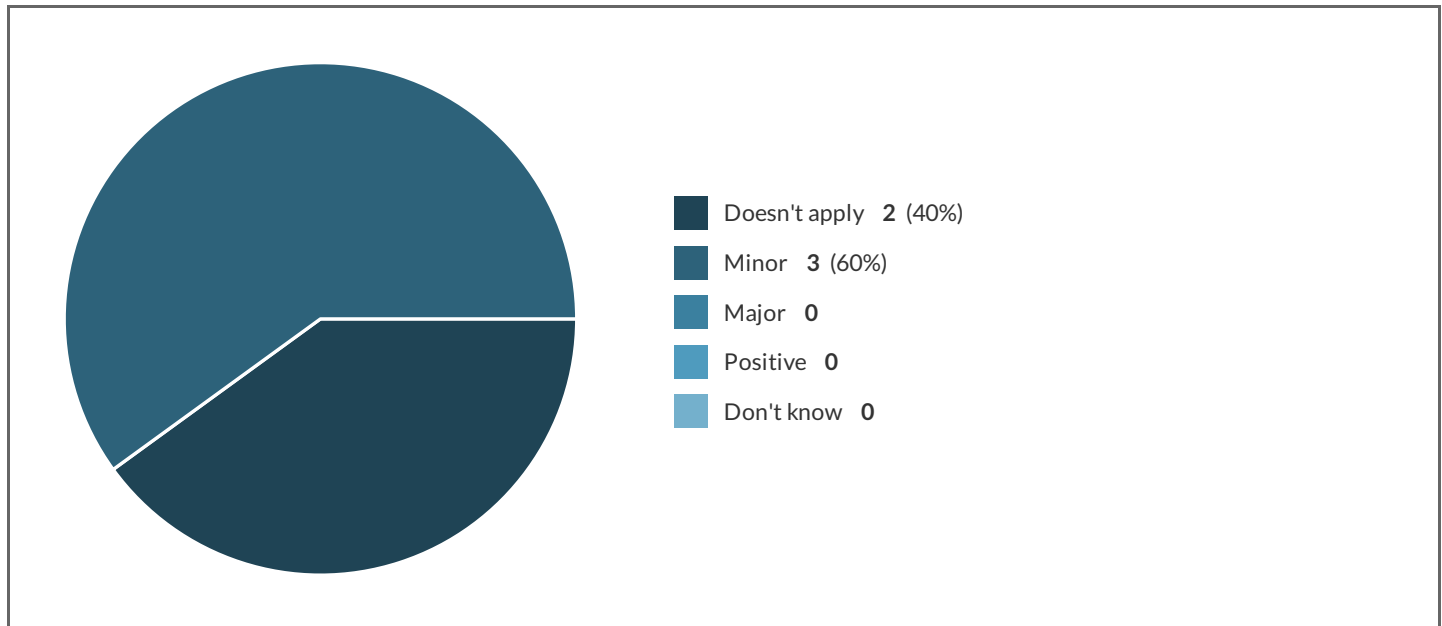
14.b Comments

Showing all 2 responses	
Absolutely.	634104-634095-66146336
As long as they keep the key / secret to that safe.	634104-634095-66909943

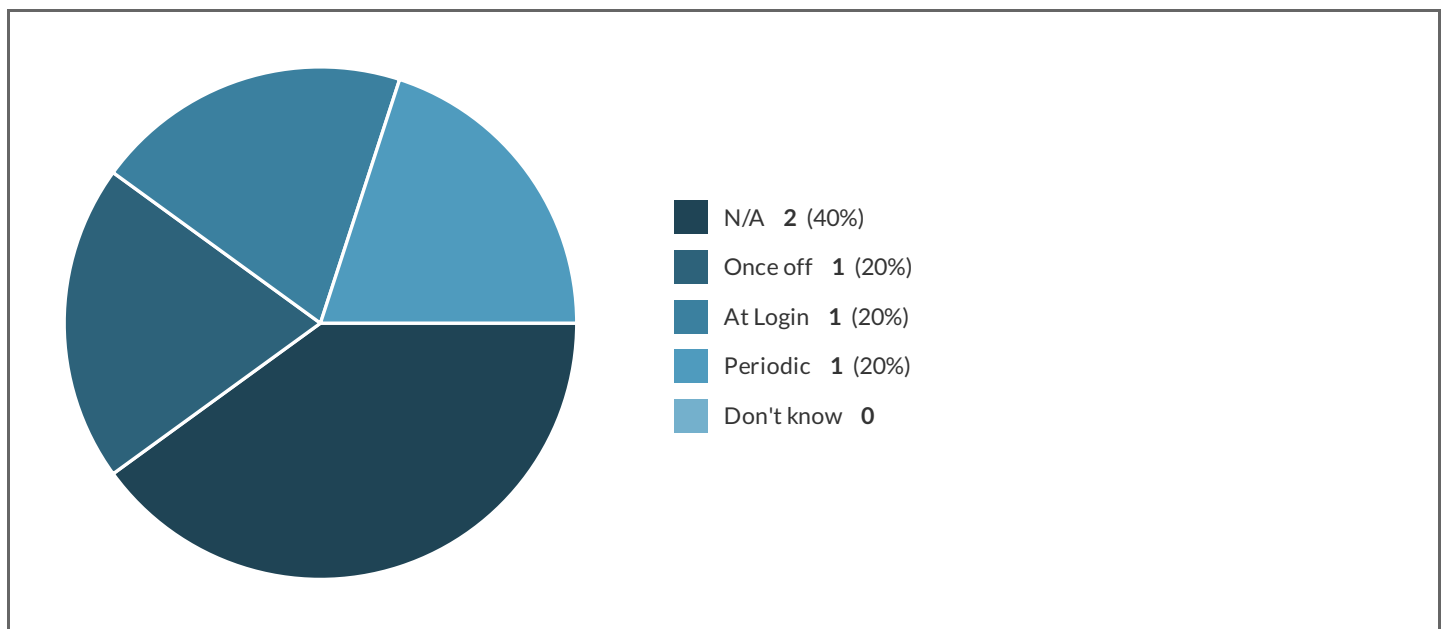
15 Generated passwords should be issued immediately

15.1 Increased help desk/user support time

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

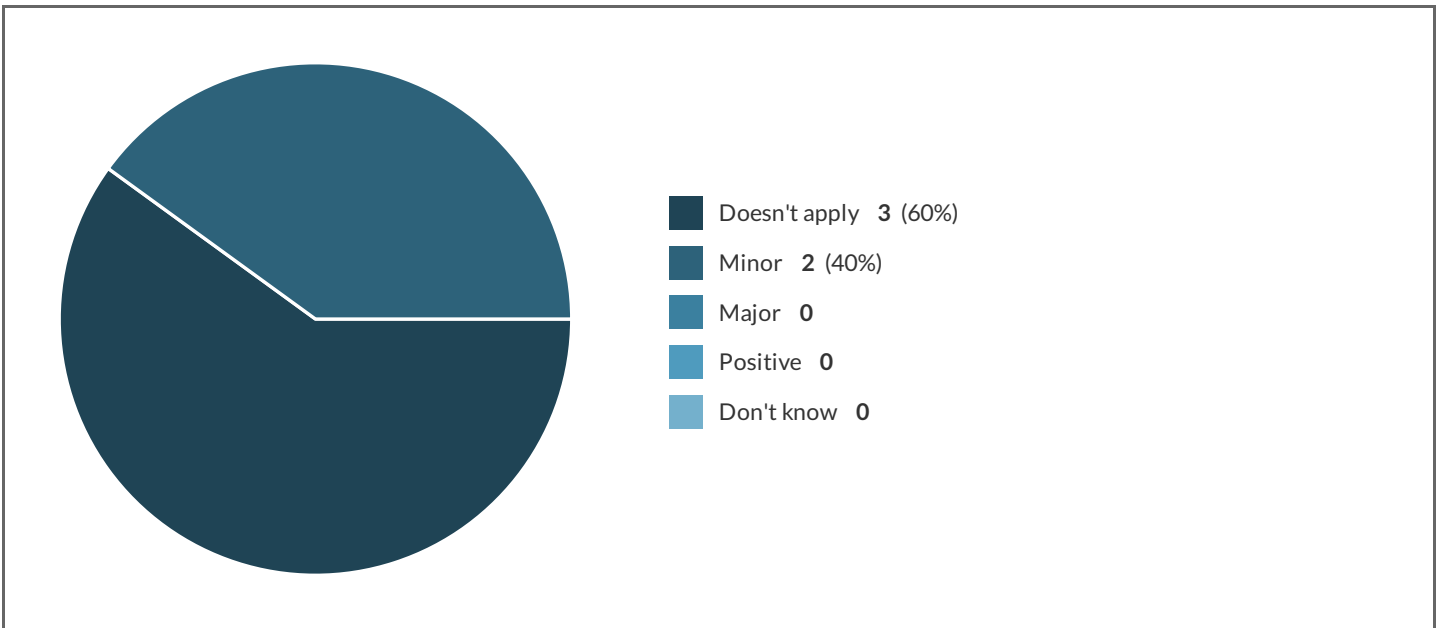


15.1.b Increased help desk/user support time - Frequency Cost is Experienced

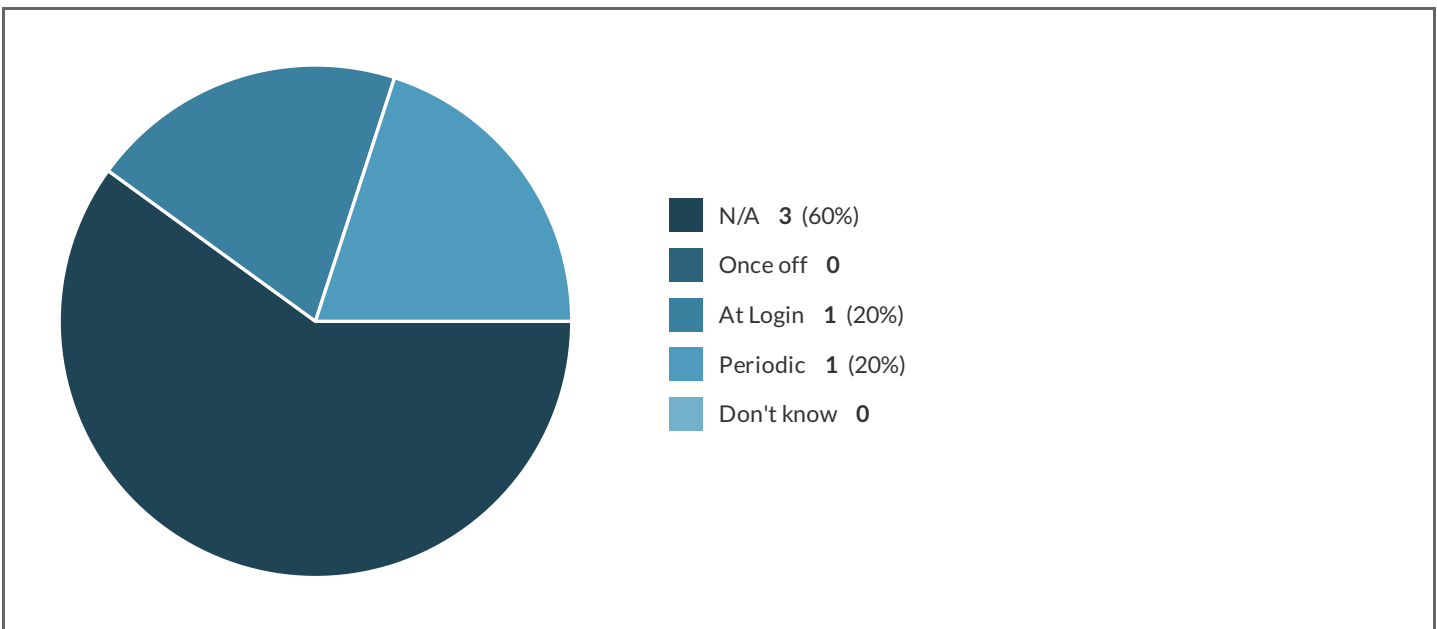


15.2 User education required

15.2.a User education required - Severity of Cost

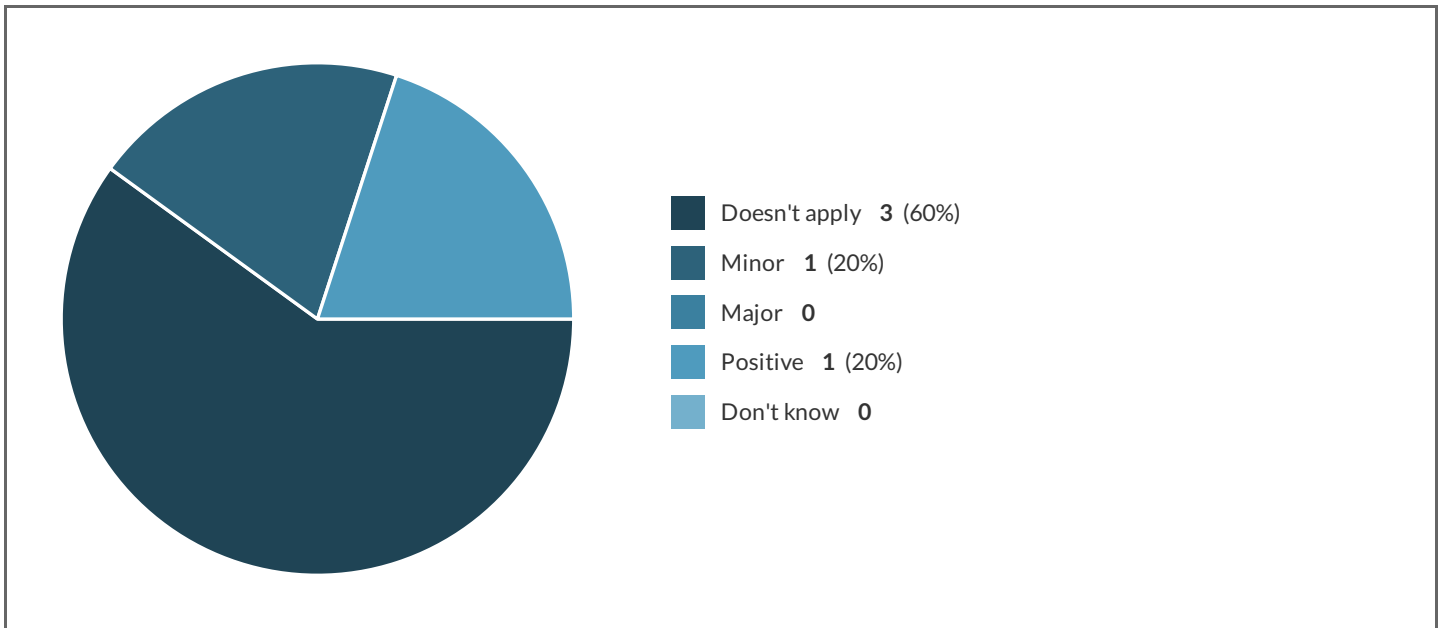


15.2.b User education required - Frequency Cost is Experienced

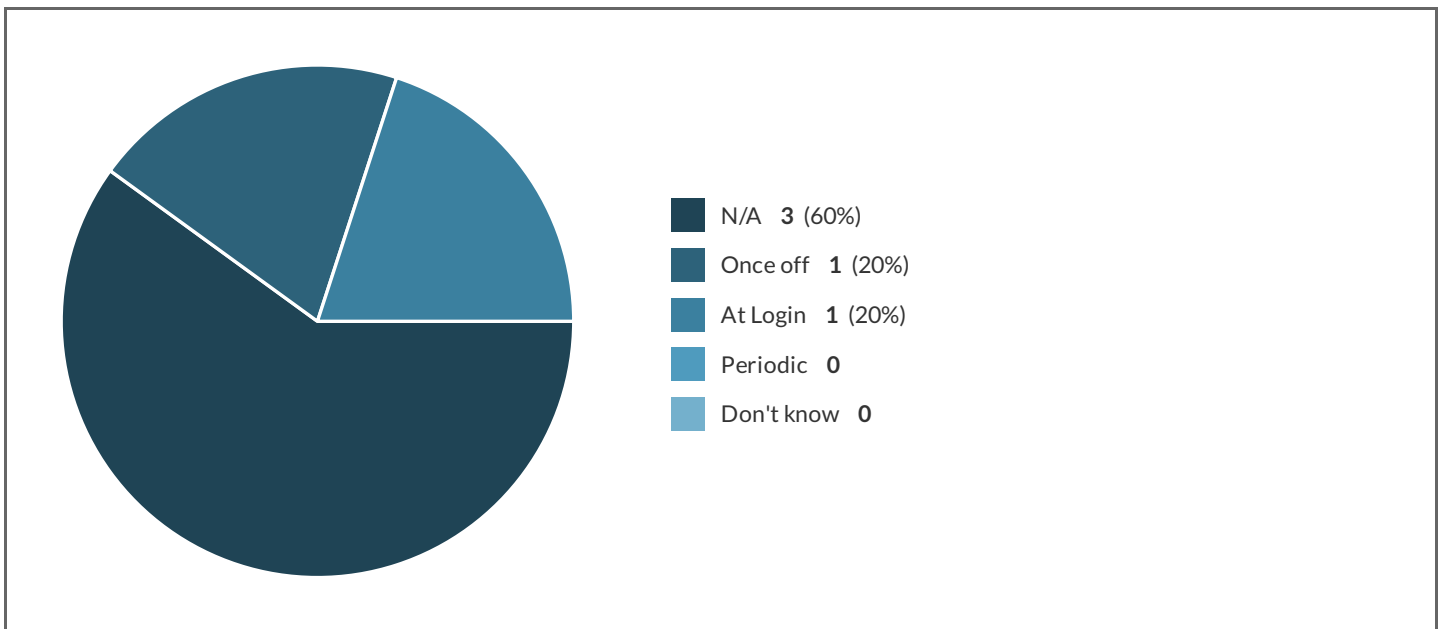


15.3 Organization needs extra resources

15.3.a Organization needs extra resources - Severity of Cost

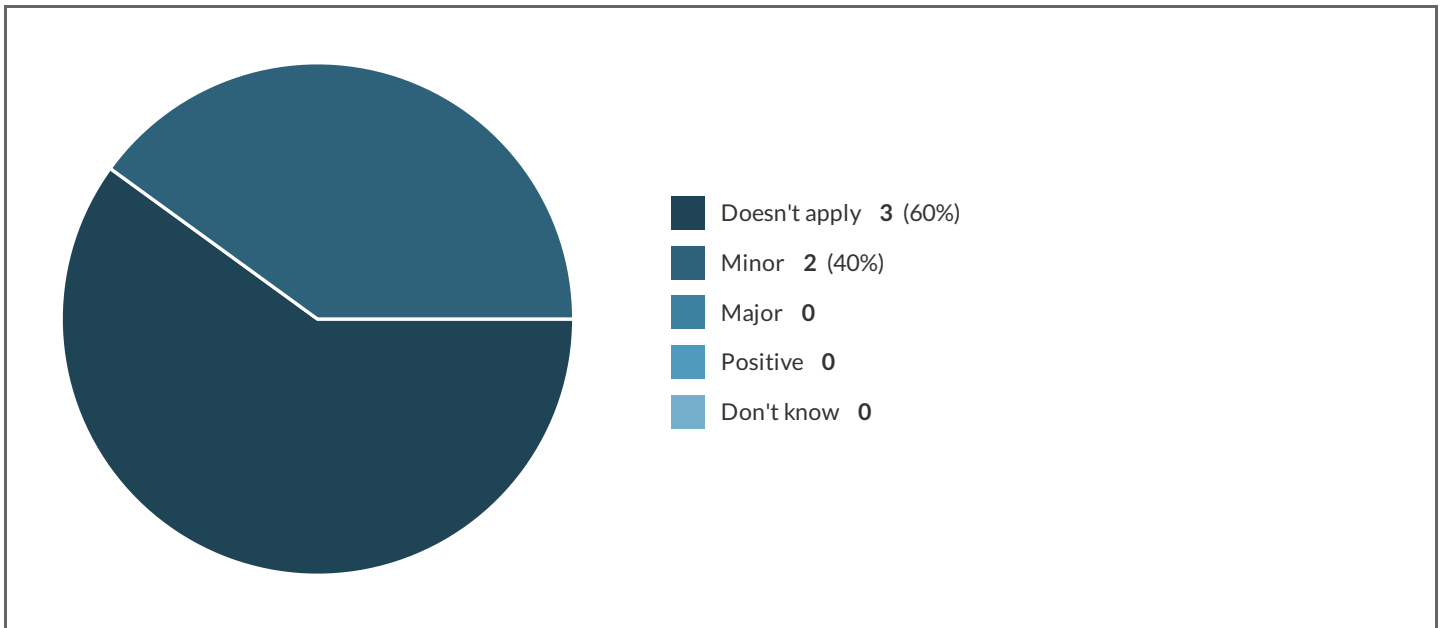


15.3.b Organization needs extra resources - Frequency Cost is Experienced

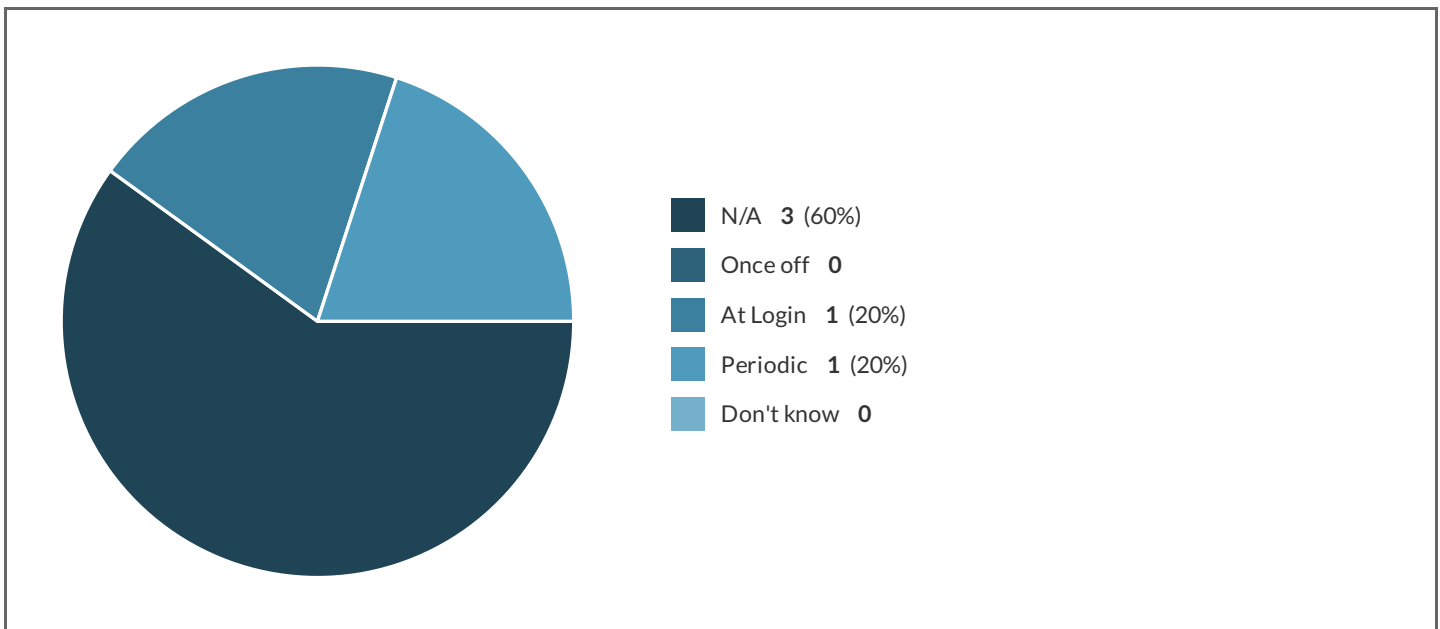


15.4 Takes organization time to implement

15.4.a Takes organization time to implement - Severity of Cost

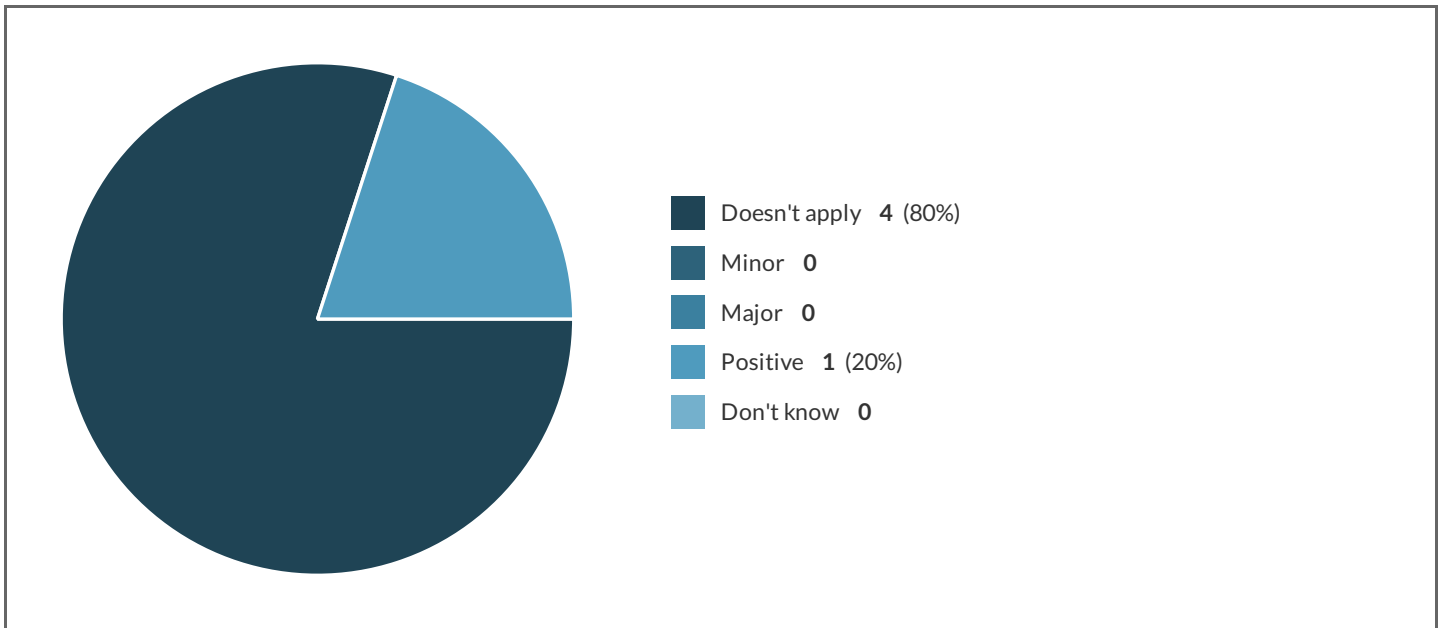


15.4.b Takes organization time to implement - Frequency Cost is Experienced

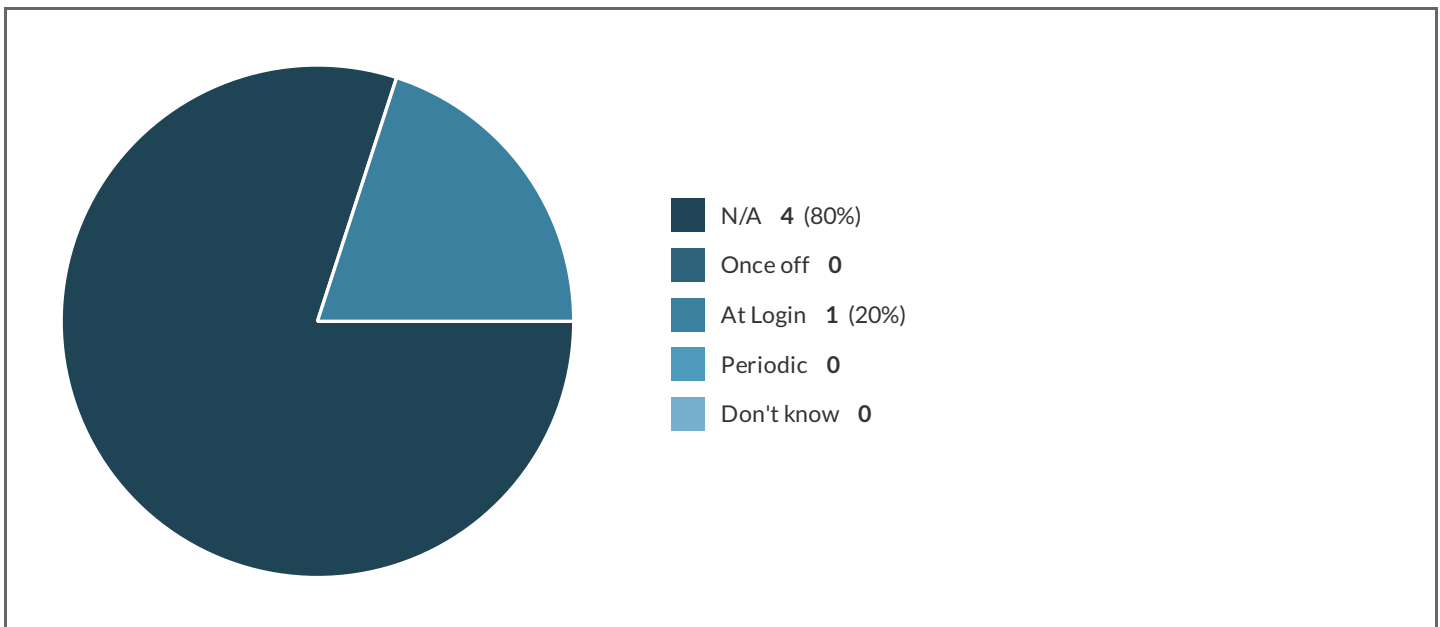


15.5 Increases the organization's computing power needed

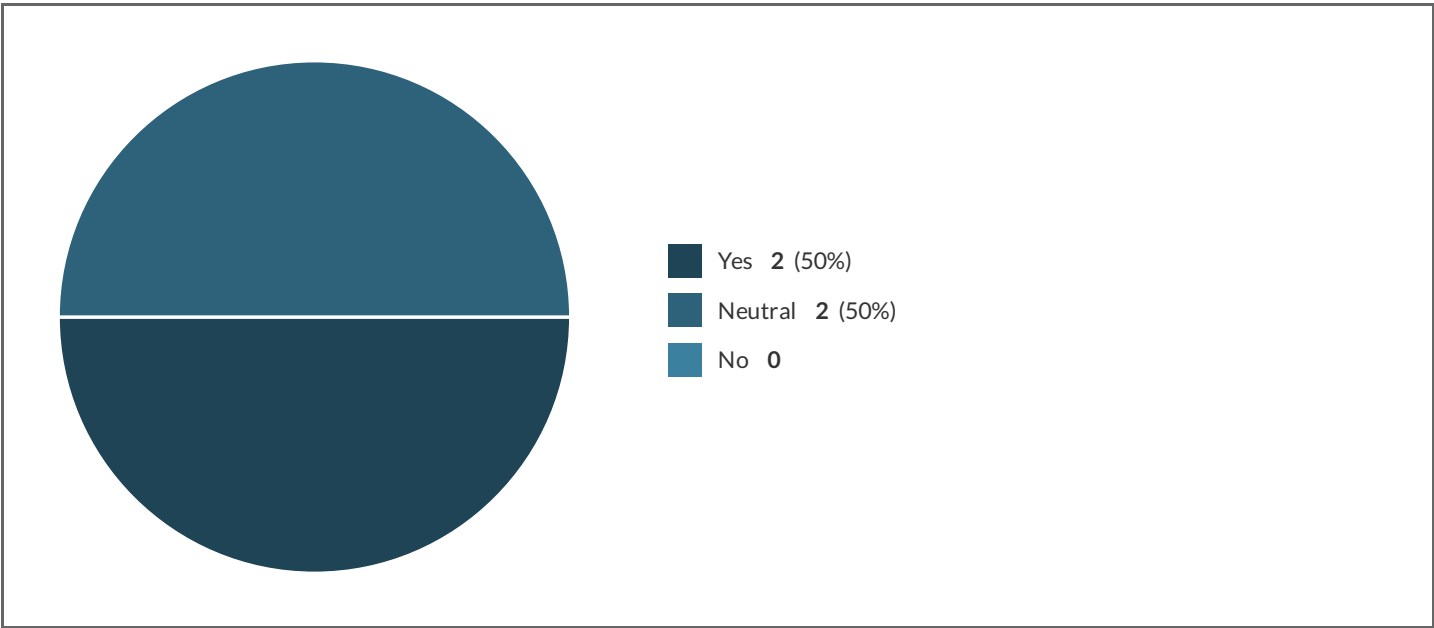
15.5.a Increases the organization's computing power needed - Severity of Cost



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



15.a Do you approve of this advice?

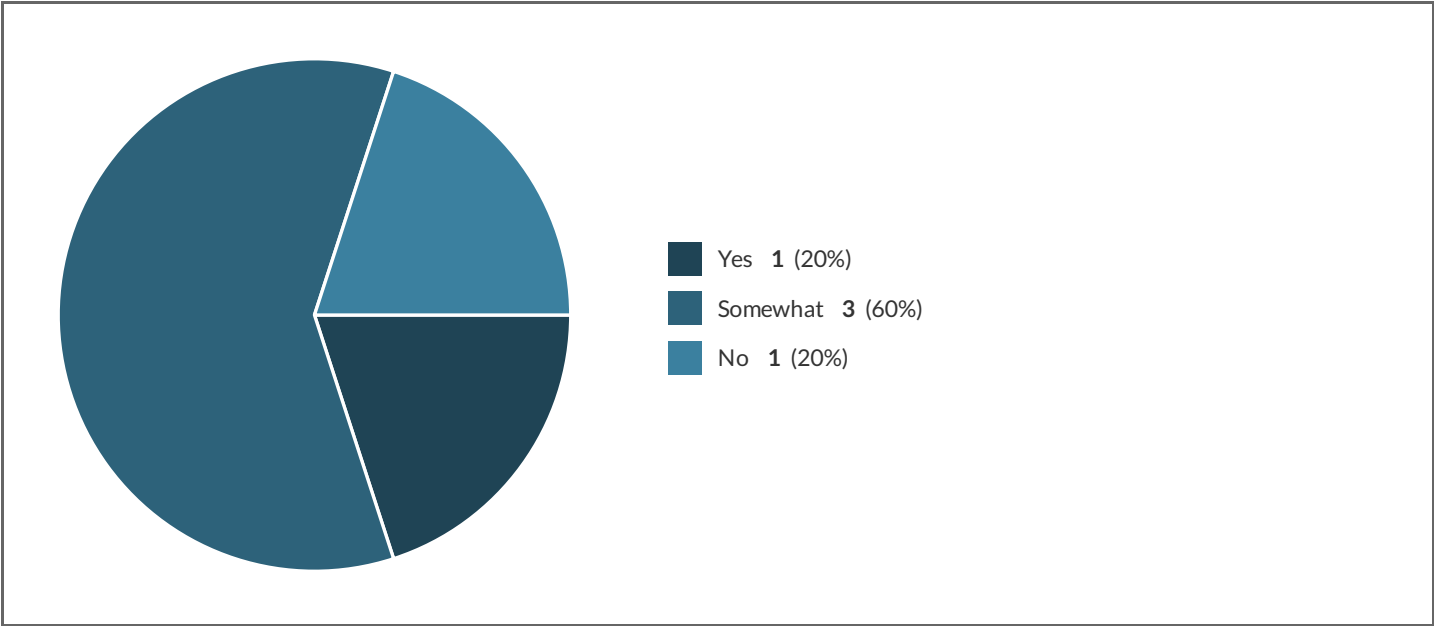


15.b Comments

Showing all 3 responses	
Not sure what this question means	634104-634095-66102451
Generally yes, with an instruction to change it immediately. Accounts left with passwords circulating in plain text are waiting to be compromised.	634104-634095-66146336
Not sure I understand the statement. I general yes I would agree that the passwords should be issued. This can be fully automated should minimal costs across the board.	634104-634095-66909943

Final Comments

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



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

Showing all 2 responses	
Ongoing	634104-634095-66102451
Increases the organization's computing power needed was irrelevant most of the time. Most of these questions were really around user behaviour and how to change that, so primarily education and monitoring.	634104-634095-66909943

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

Showing all 2 responses	
There were definitely times when I wasn't really sure about how the categories might apply. I guess that might change a lot depending on the organization type and size. Certainly made me think.	634104-634095-66146336
Yes, some of the statements were ambiguous, a 'more info' section on the statement would have been helpful to understand context etc.	634104-634095-66909943