

# Study of Administrator password policy costs Survey 1

Showing 5 of 5 responses

Showing **all** responses

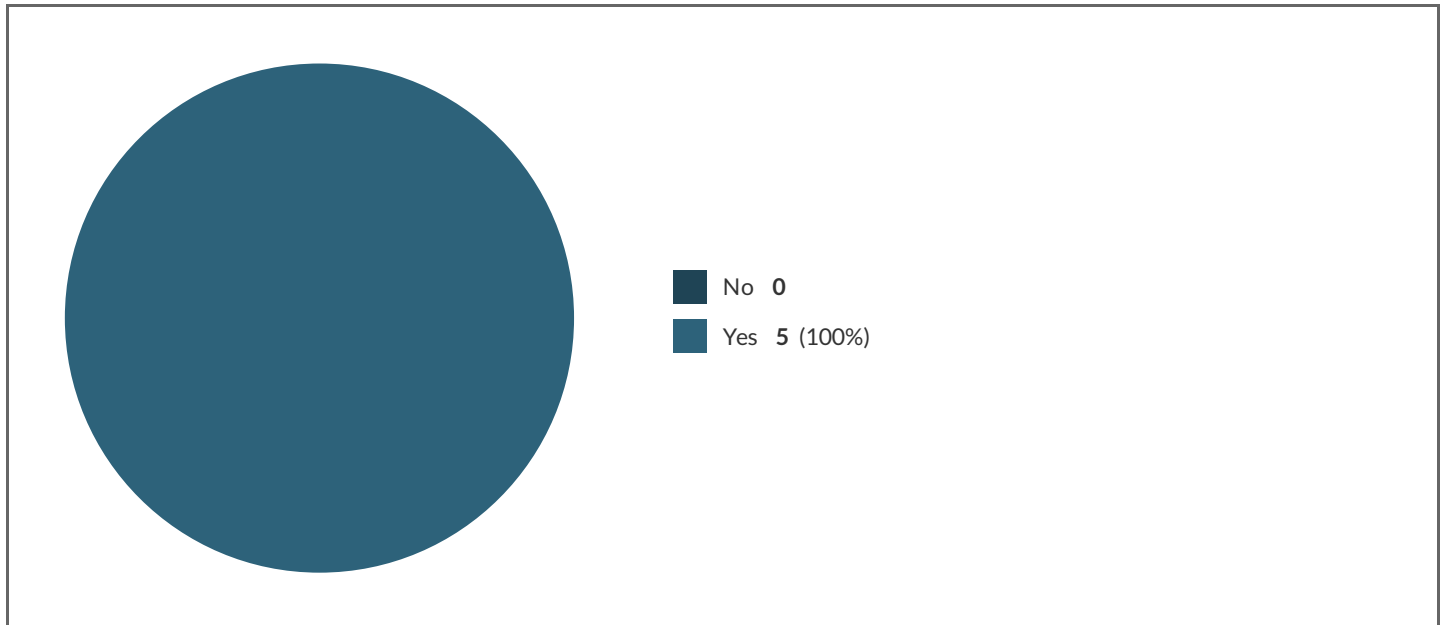
Showing **all** questions

Response rate: 5%

## 1 Informed consent

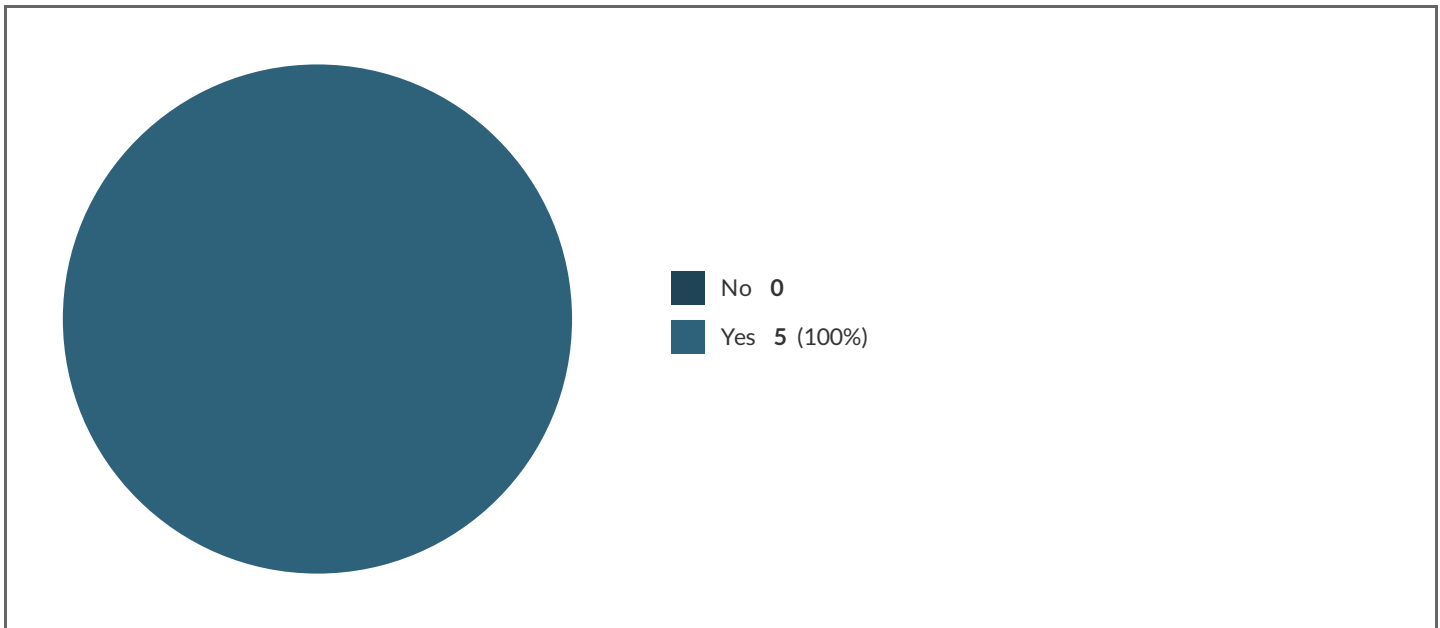
1.1 The purpose and nature of this study has been explained to me.

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



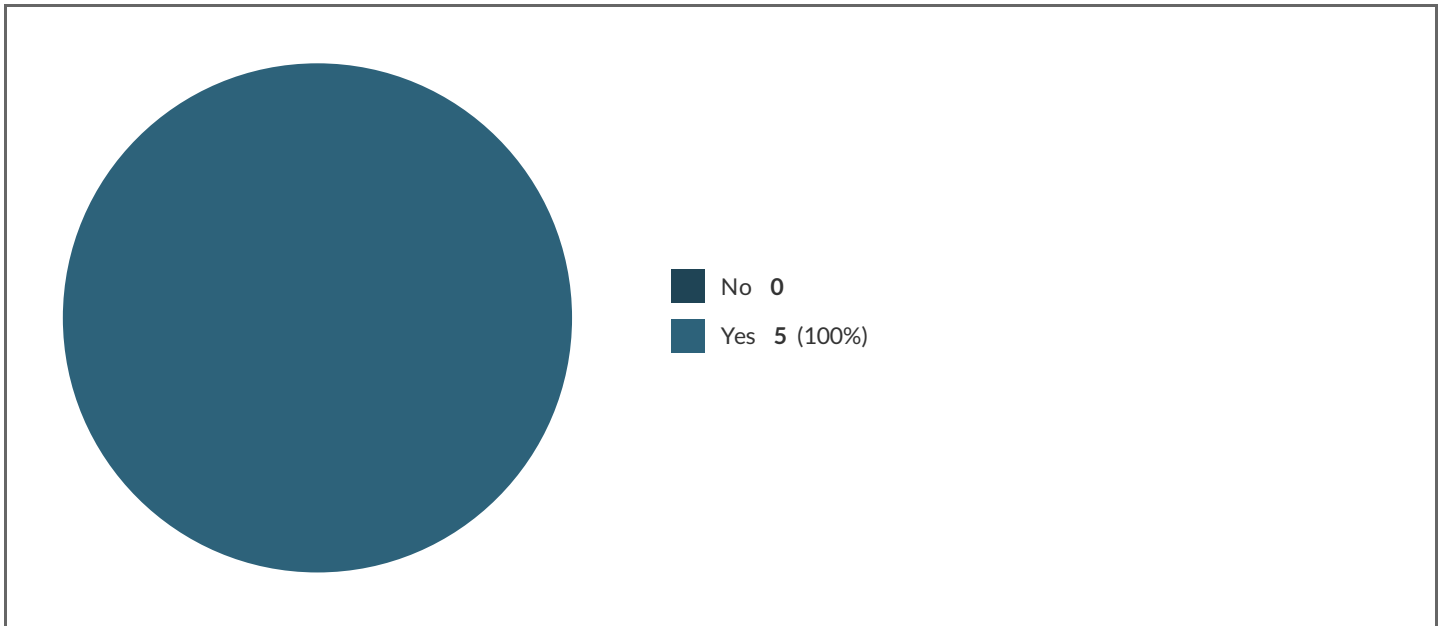
1.2 I am participating voluntarily.

1.2.a I am participating voluntarily.



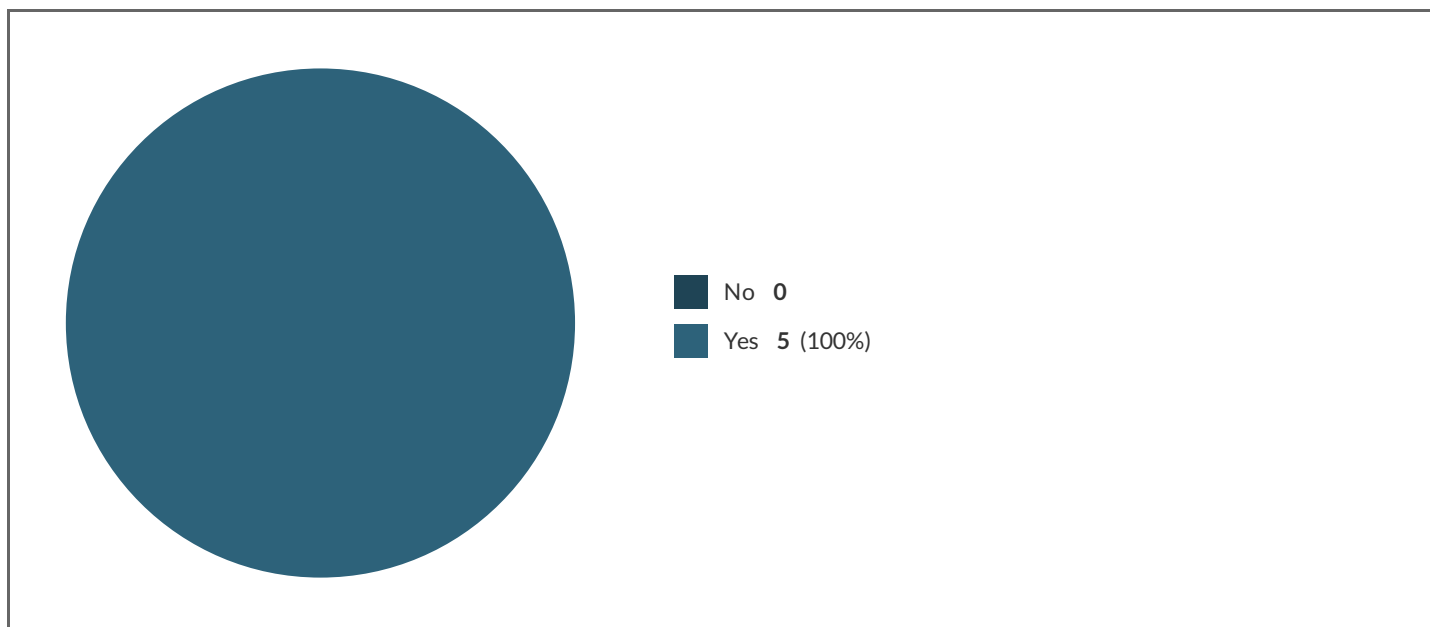
1.3 I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.

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.



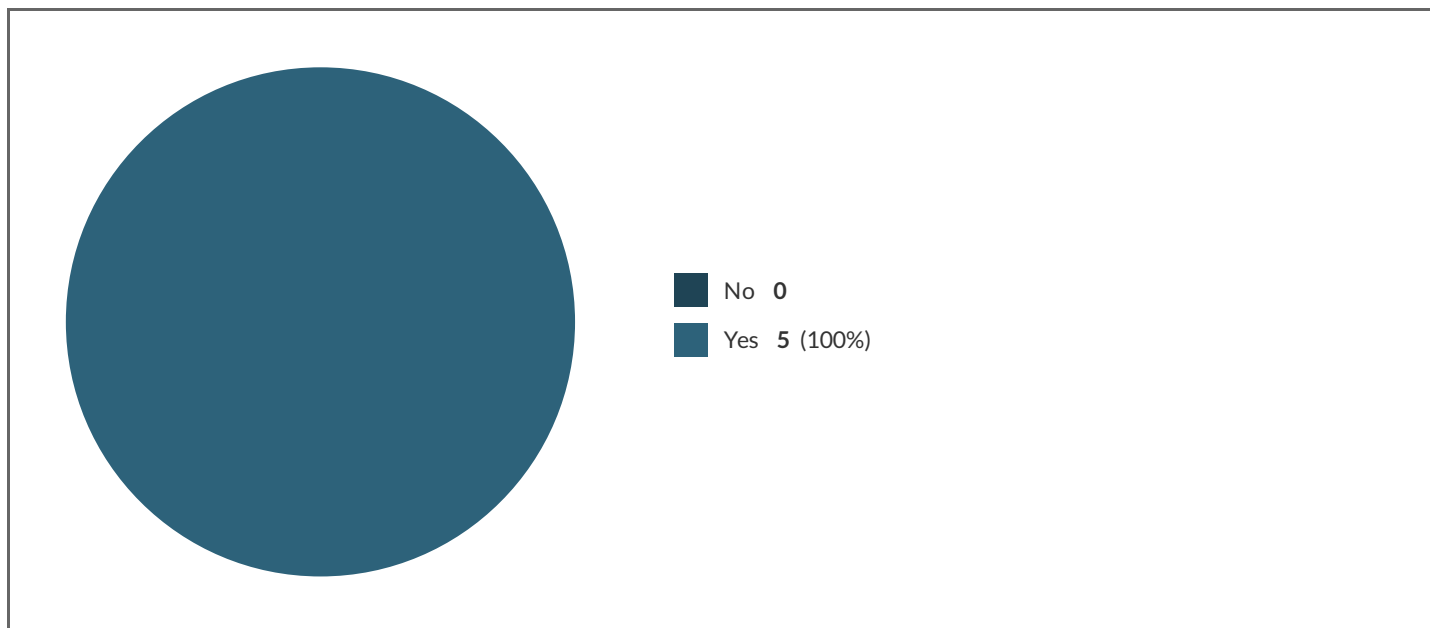
1.4 I understand the limits of confidentiality as described in the information sheet.

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

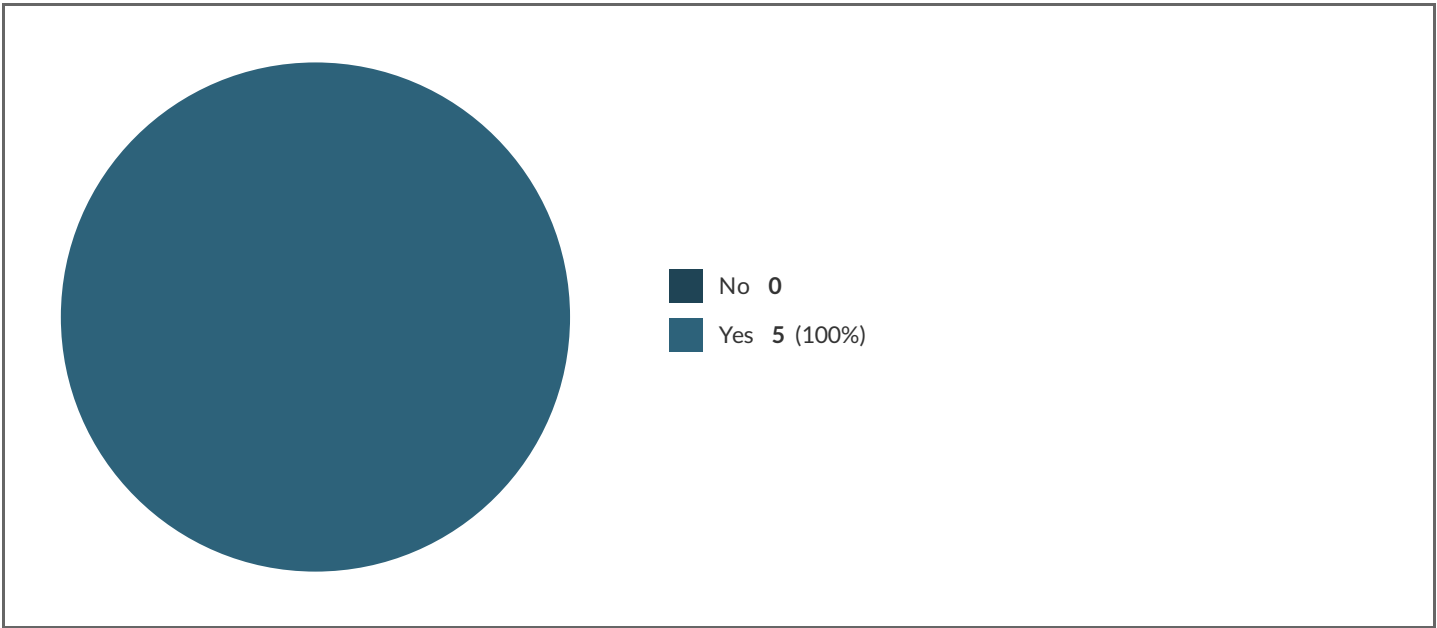


1.5 I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:

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:



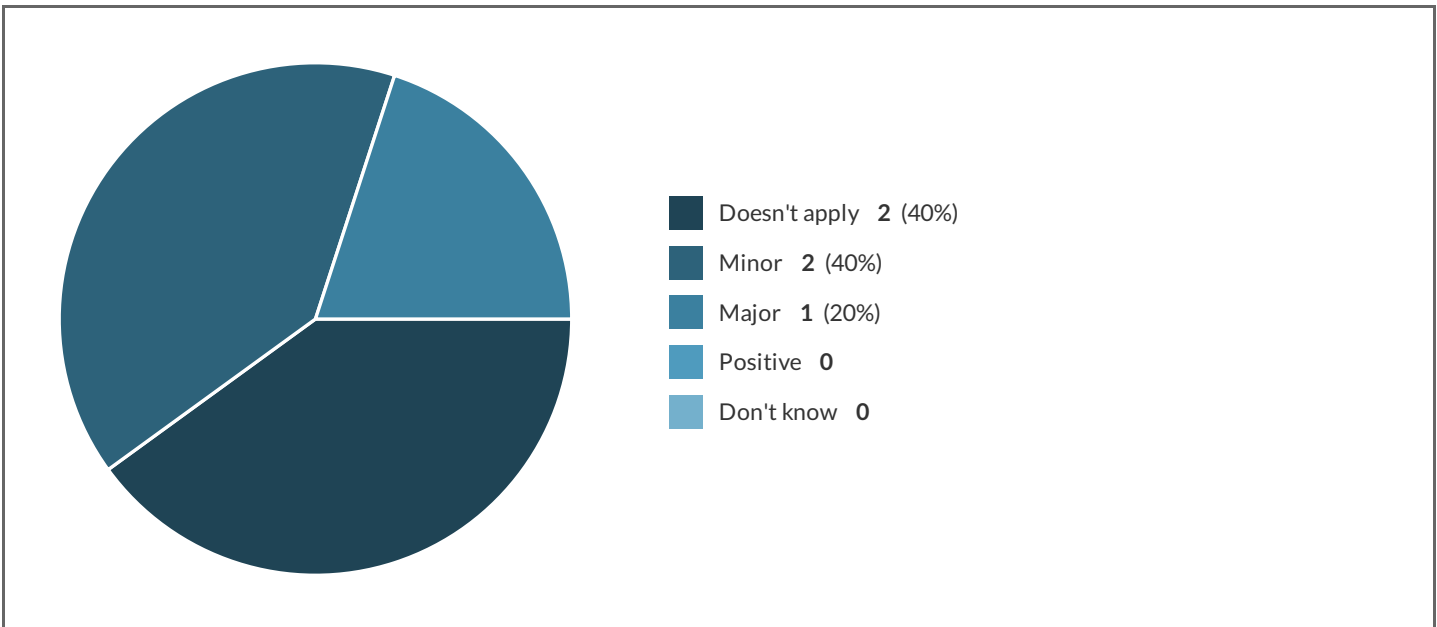
2 I consent to participate in this survey:



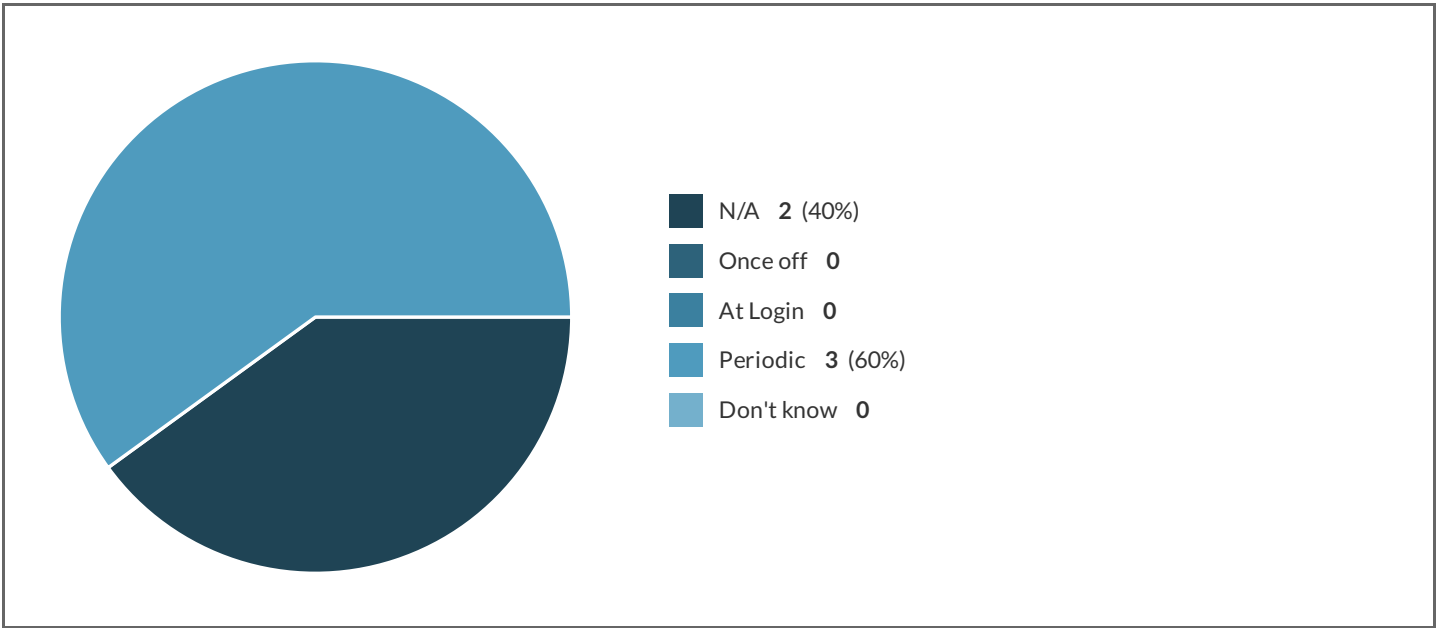
### 3 Access to password files should be restricted

#### 3.1 Increased help desk/user support time

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

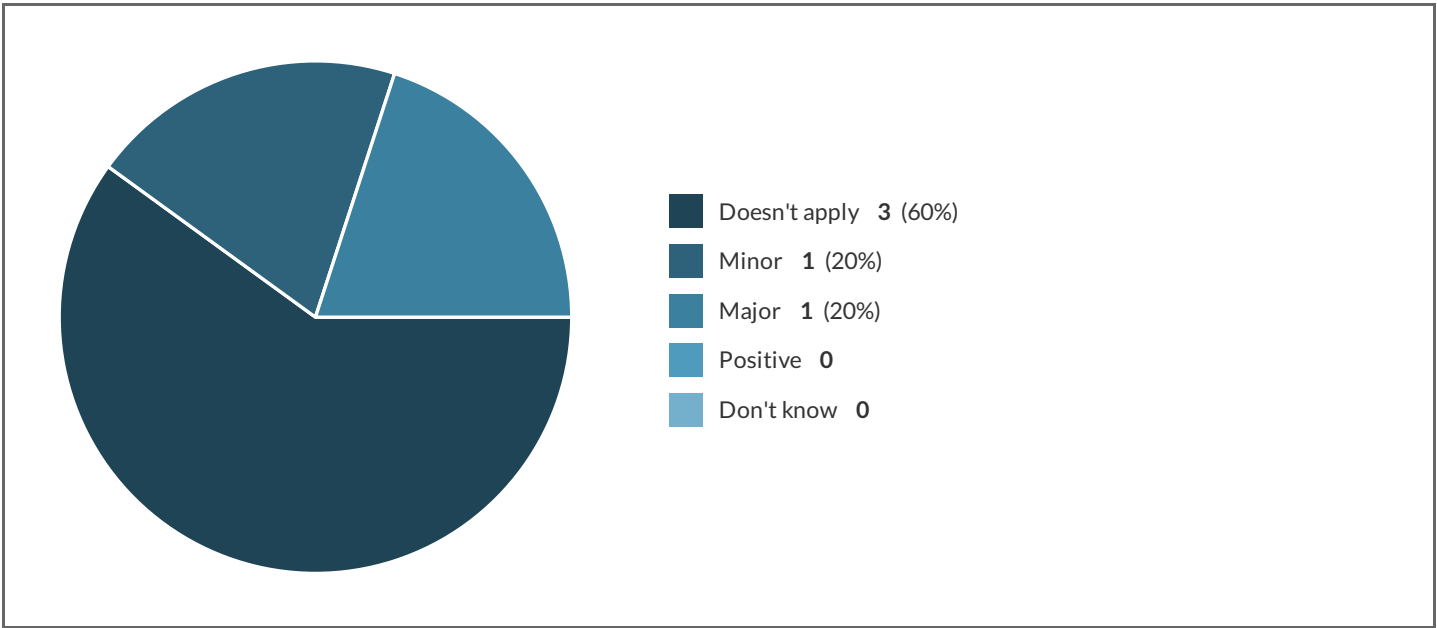


##### 3.1.b Increased help desk/user support time - Frequency Cost is Experienced

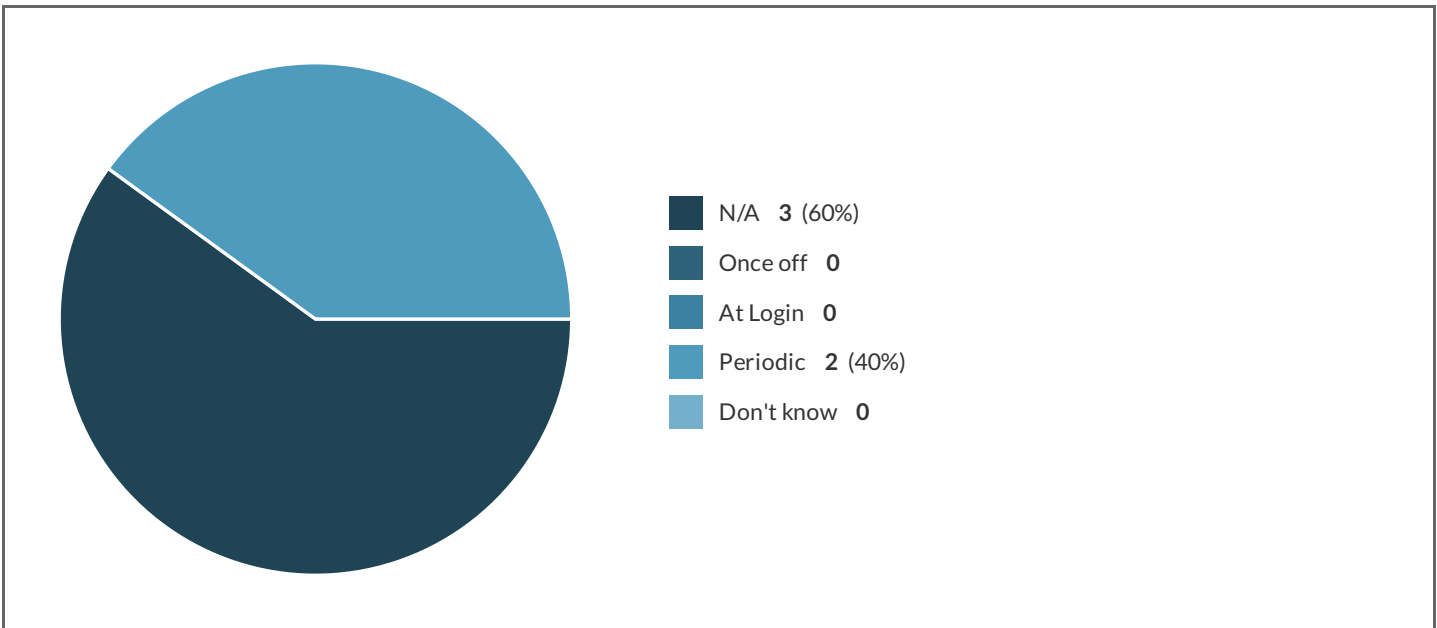


### 3.2 User education required

#### 3.2.a User education required - Severity of Cost

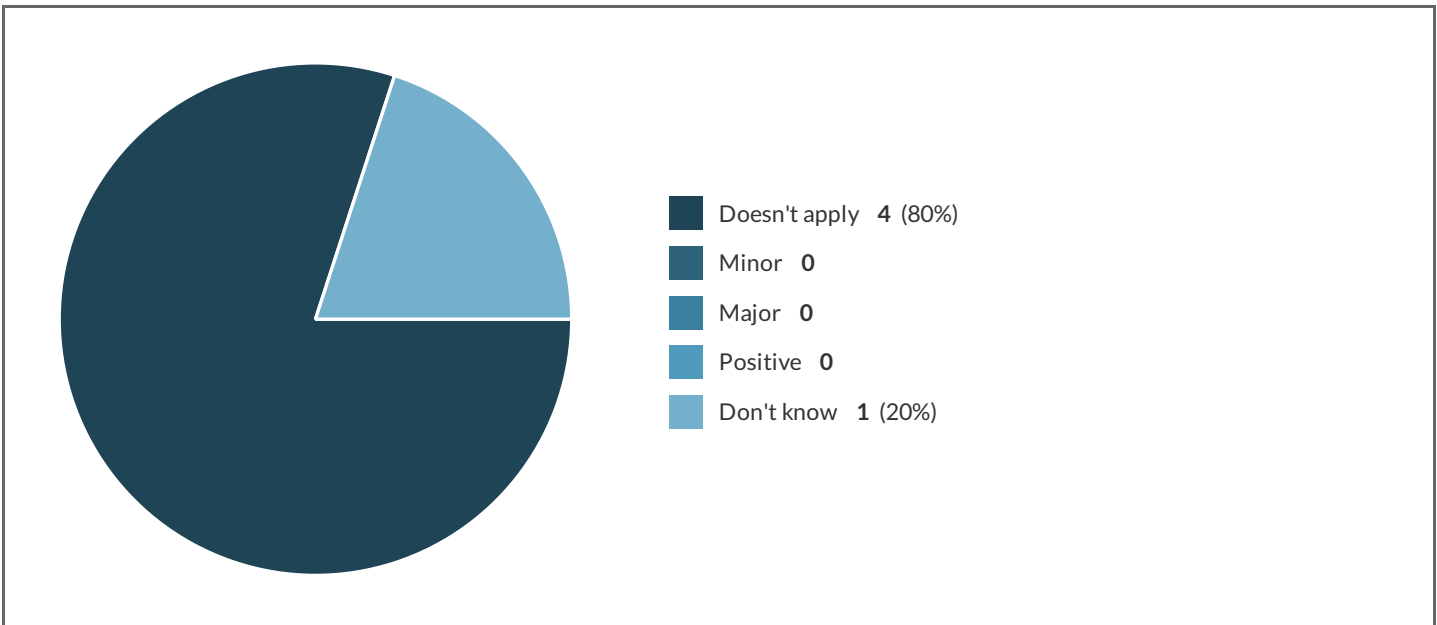


#### 3.2.b User education required - Frequency Cost is Experienced

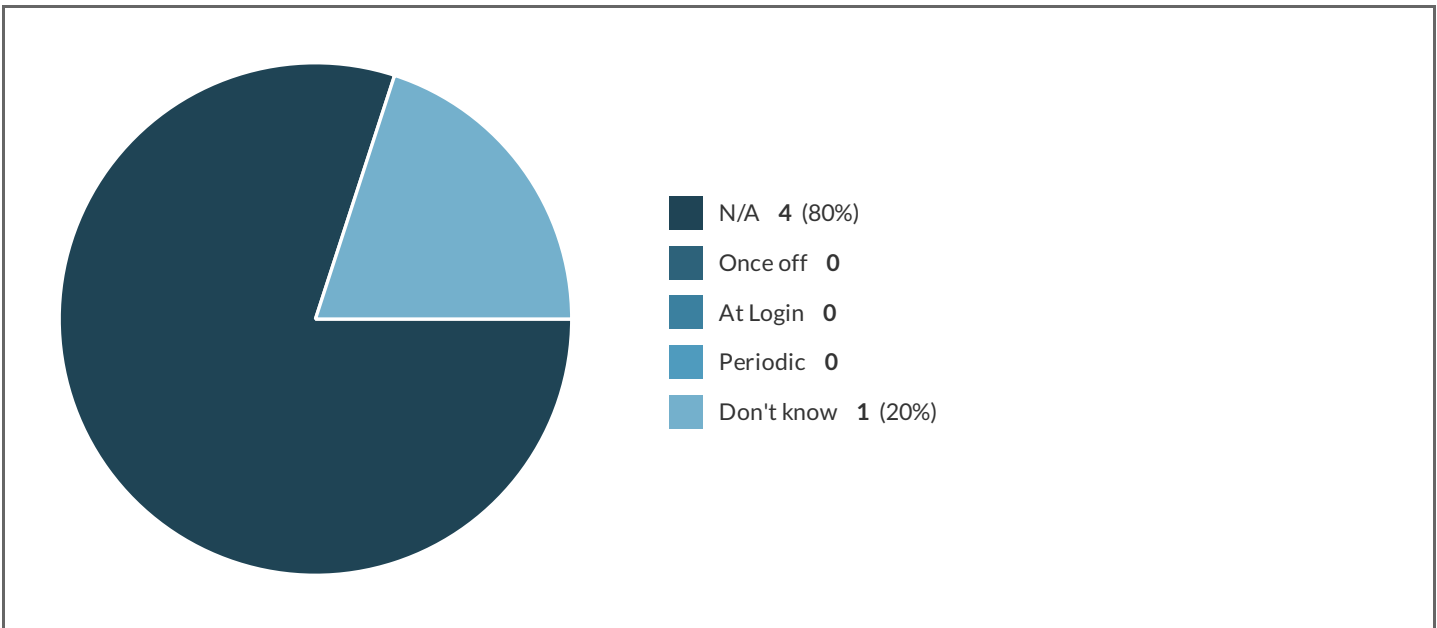


### 3.3 Organization needs extra resources

#### 3.3.a Organization needs extra resources - Severity of Cost

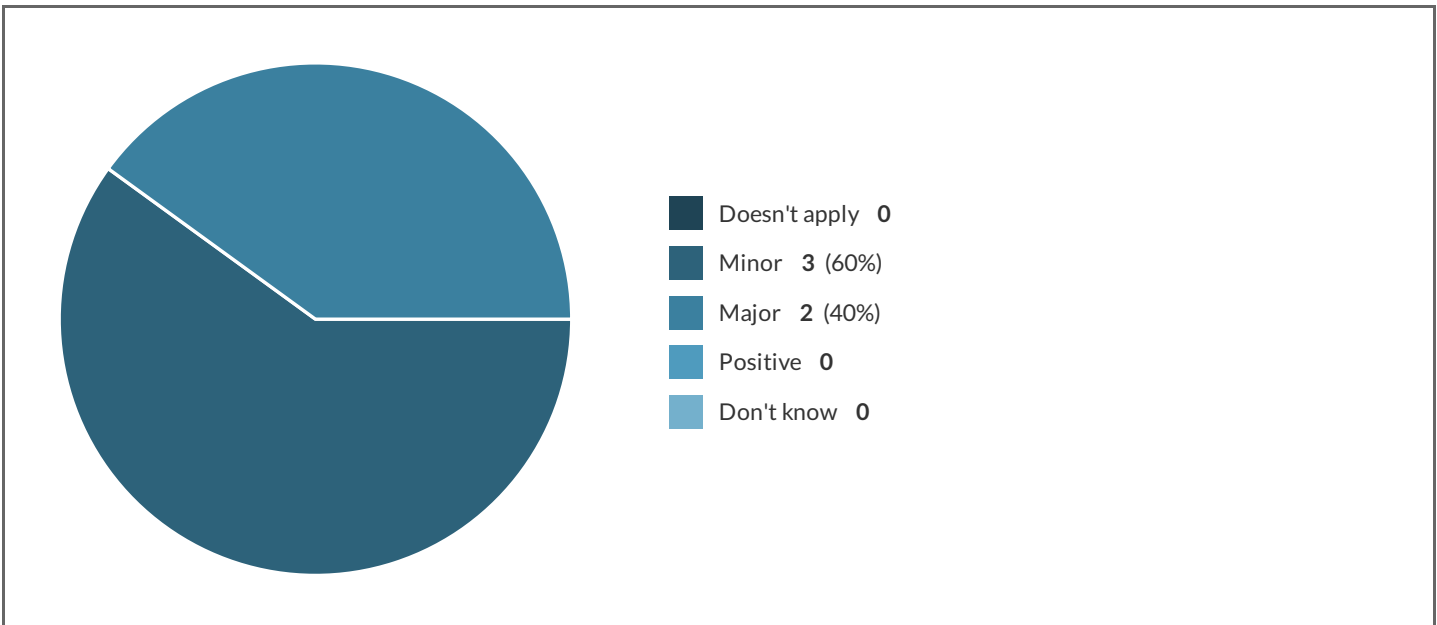


#### 3.3.b Organization needs extra resources - Frequency Cost is Experienced

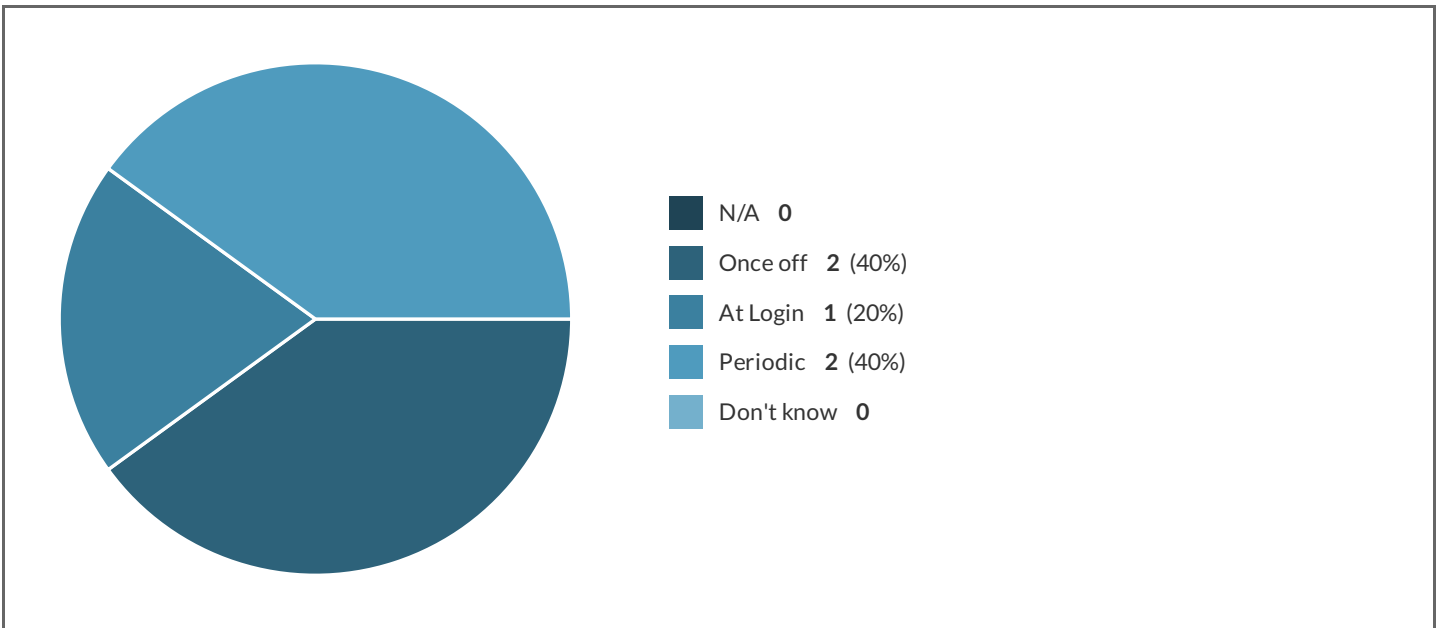


### 3.4 Takes organization time to implement

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

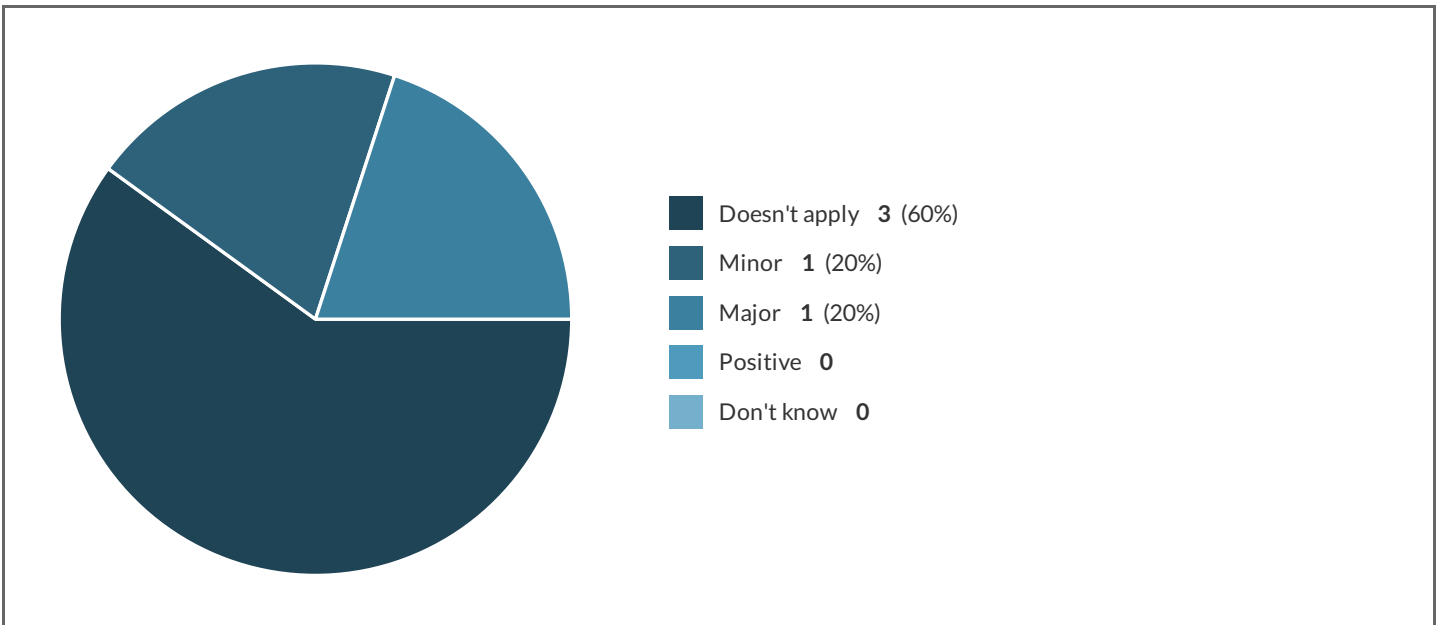


#### 3.4.b Takes organization time to implement - Frequency Cost is Experienced



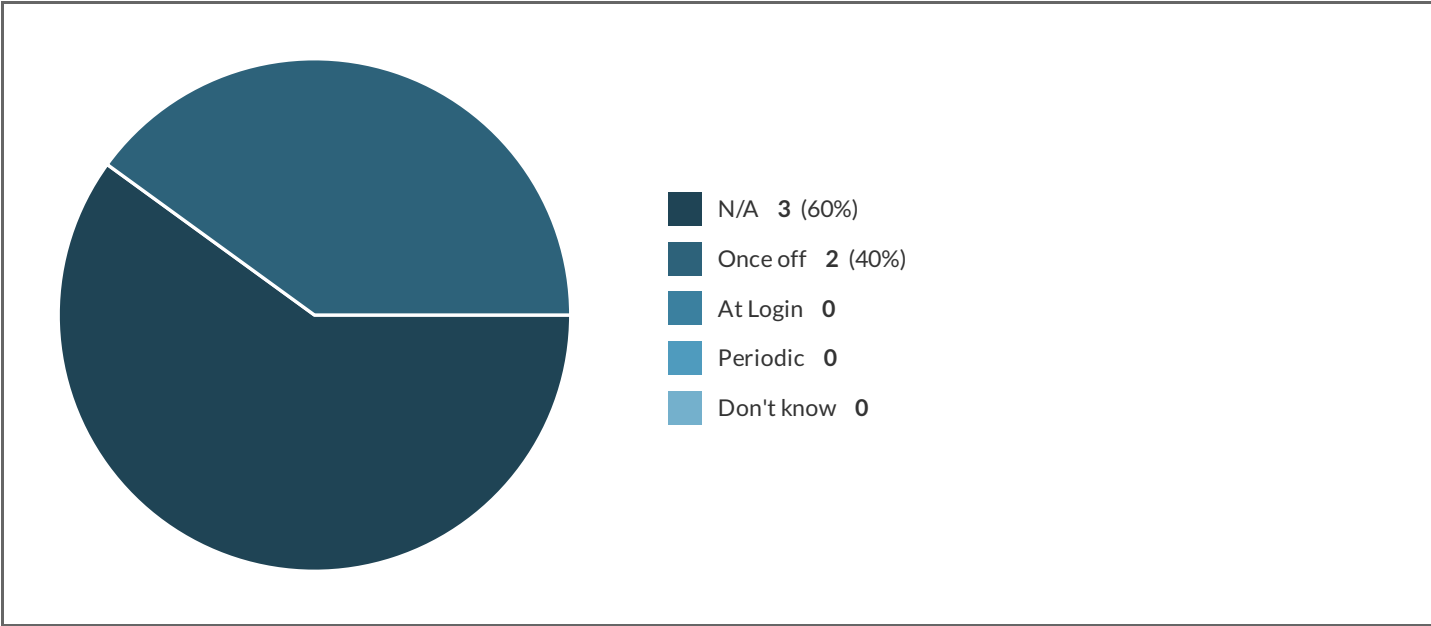
### 3.5 Increases the organization's computing power needed

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

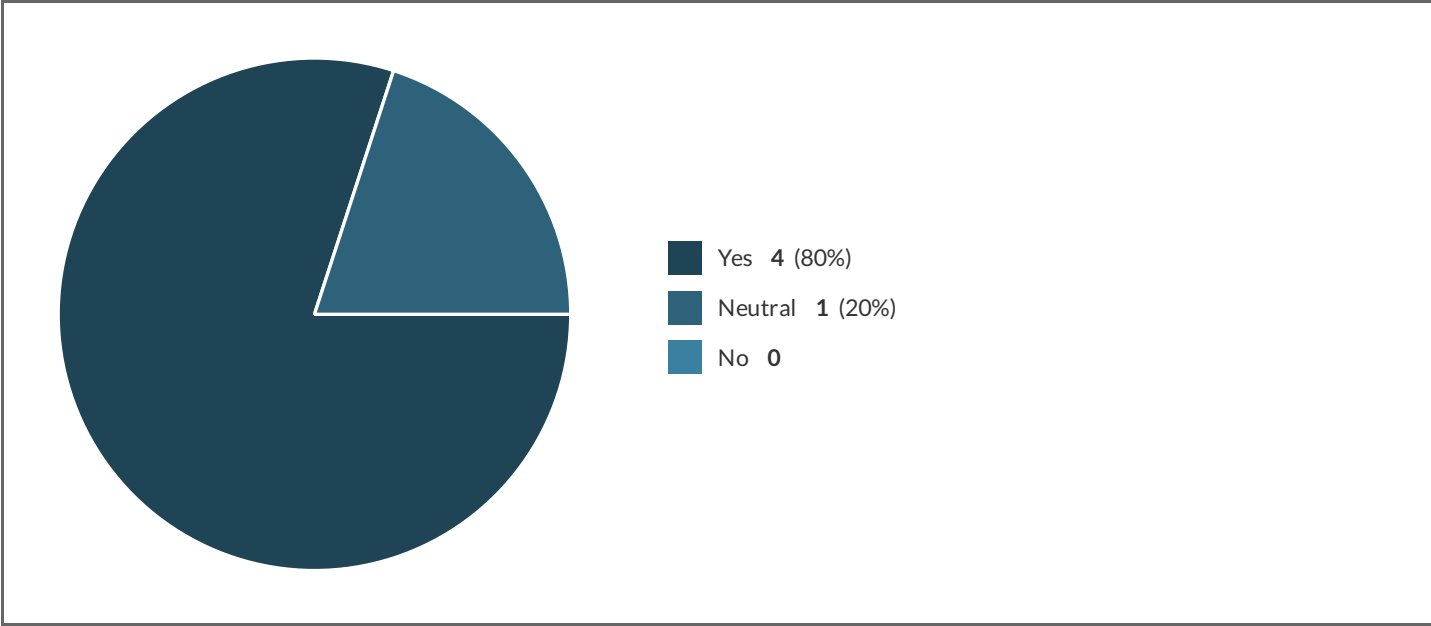


#### 3.5.b Increases the organization's computing power needed - Frequency Cost is Experienced





3.a Do you approve of this advice?



3.b Comments

Showing 1 response	
It is dependent on the type of organisation	<a href="#">633683-633674-66285572</a>

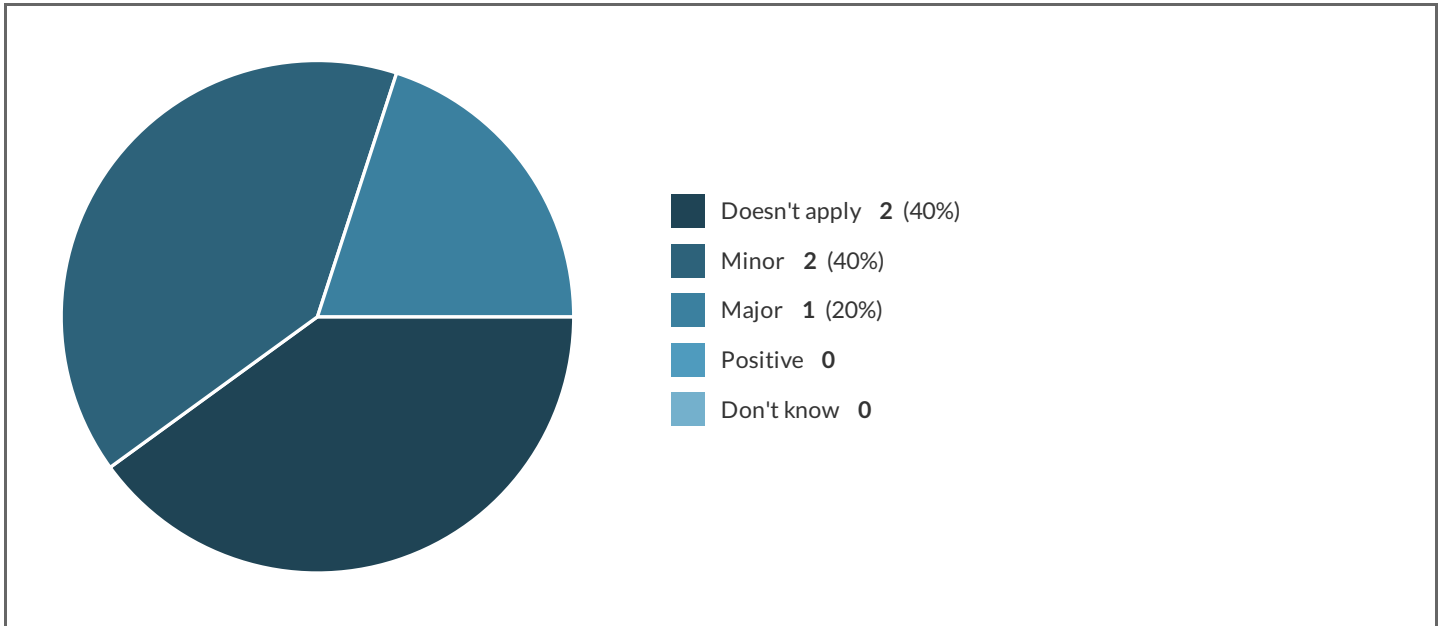
4 Passwords should not be transmitted in clear text

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#### 4.1 Increased help desk/user support time

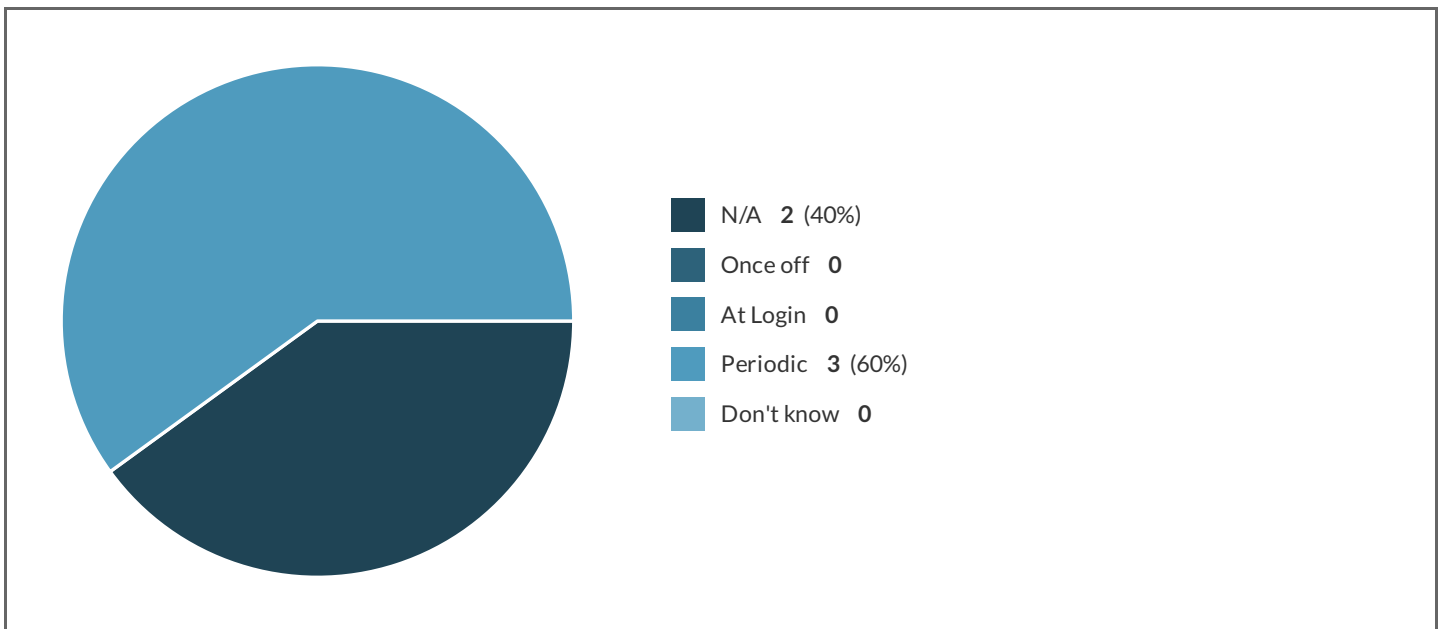
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##### 4.1.a Increased help desk/user support time - Severity of Cost



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

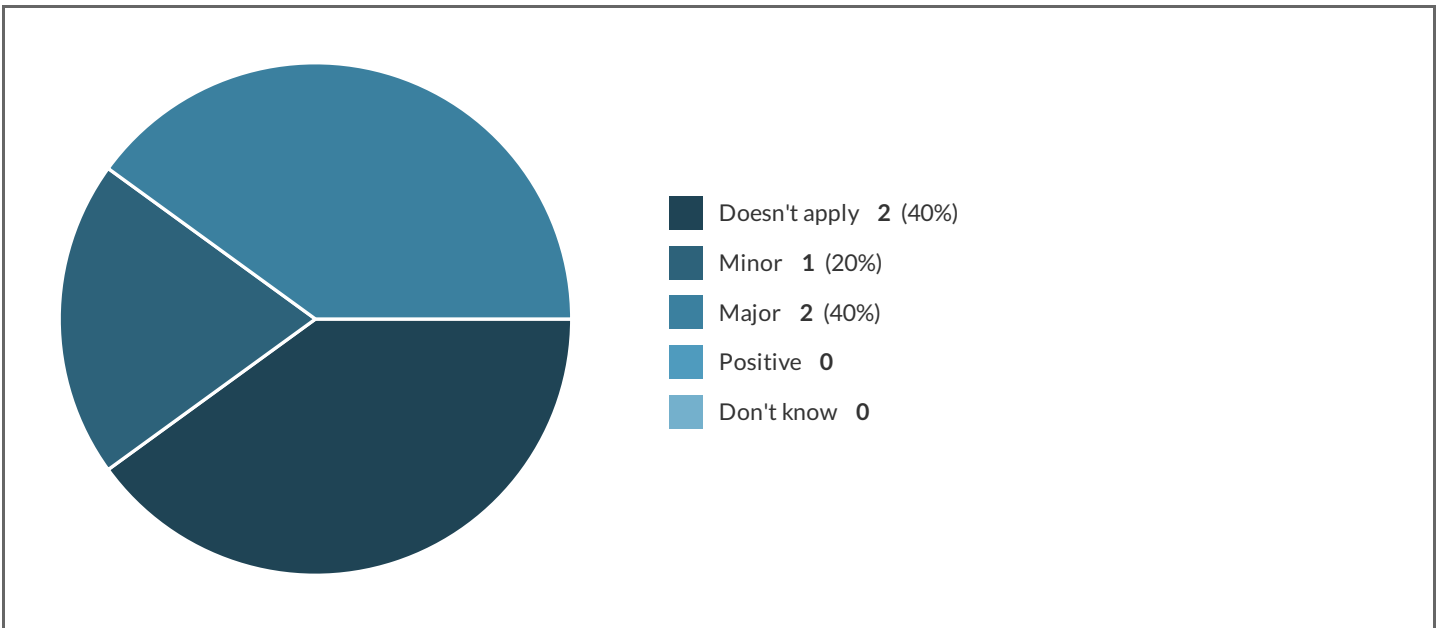


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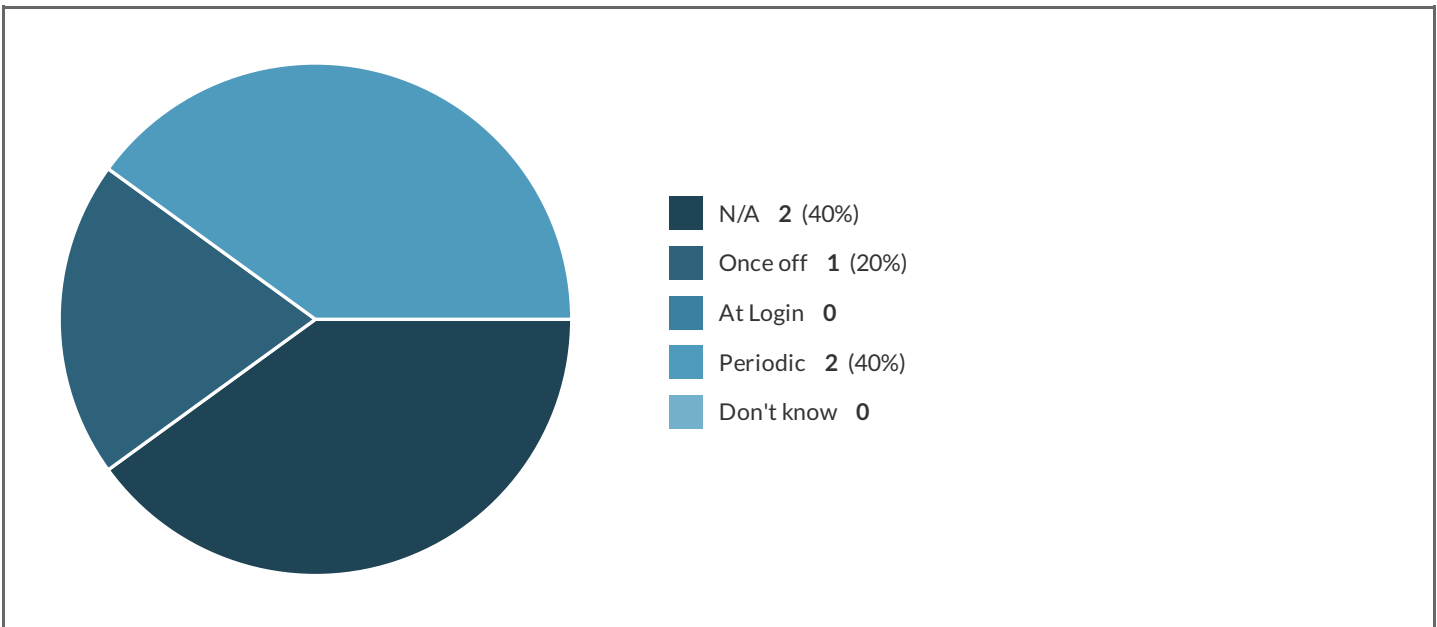
#### 4.2 User education required

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##### 4.2.a User education required - Severity of Cost

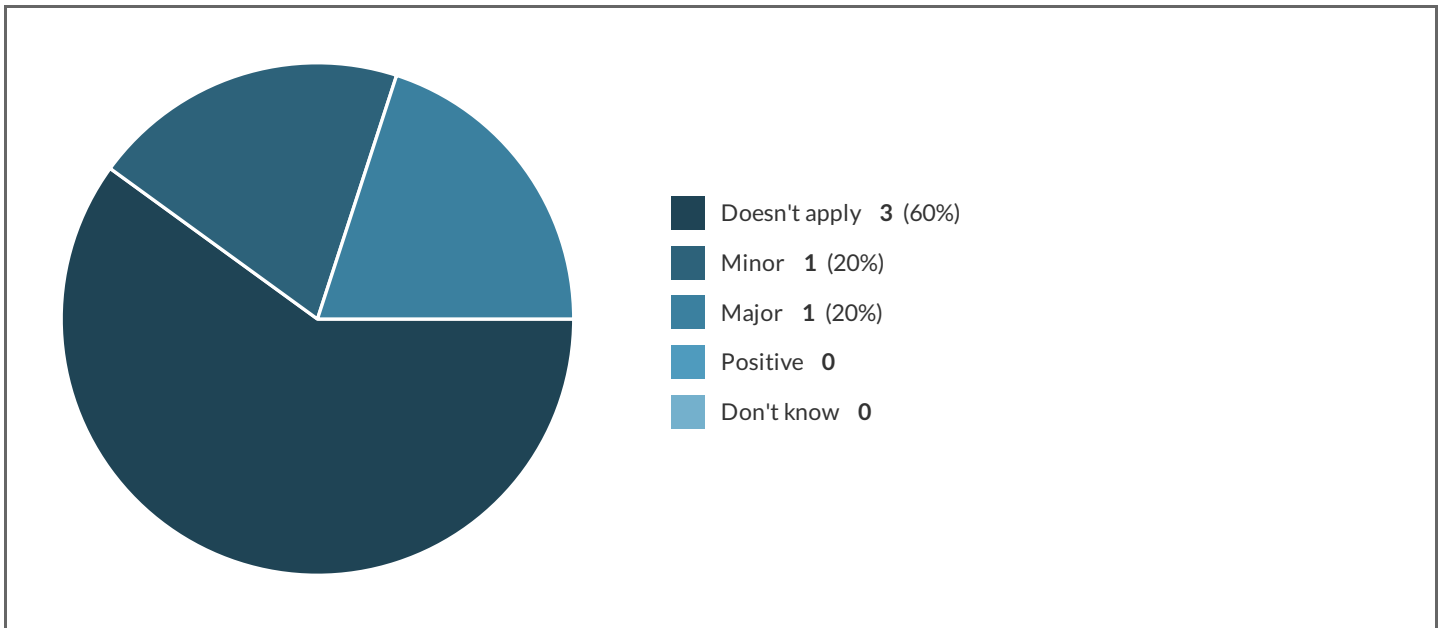


#### 4.2.b User education required - Frequency Cost is Experienced

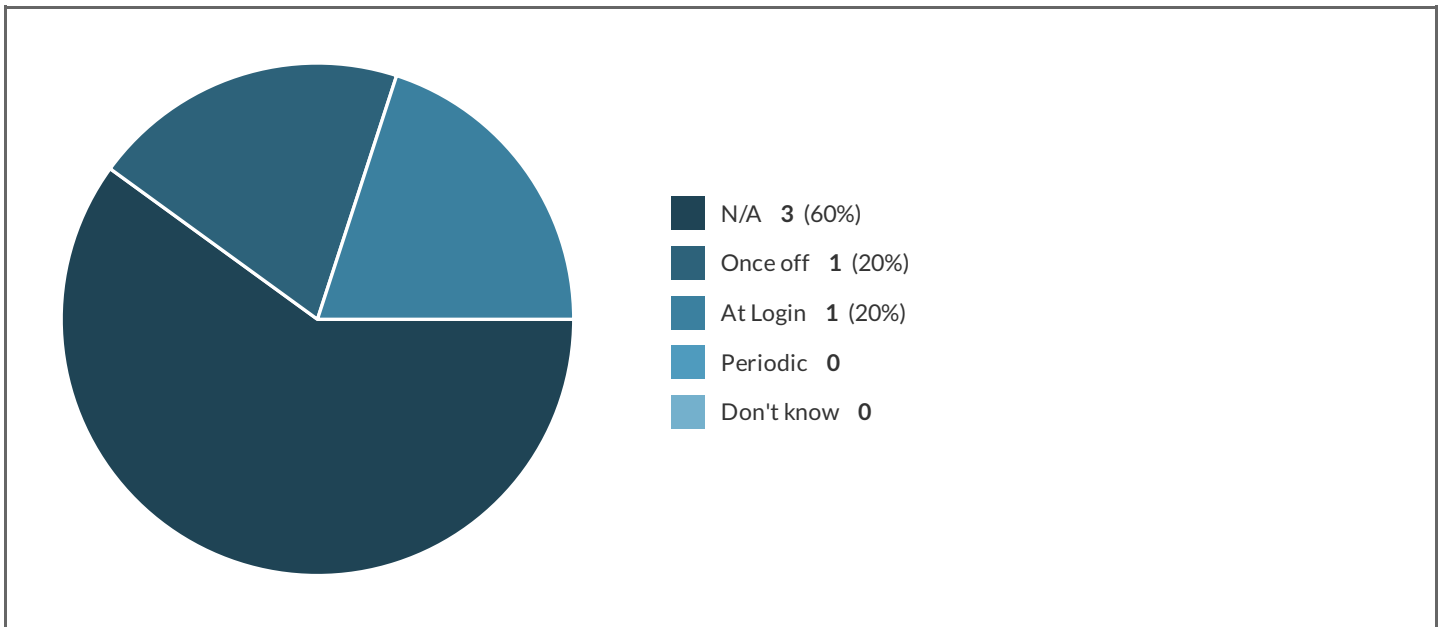


#### 4.3 Organization needs extra resources

##### 4.3.a Organization needs extra resources - Severity of Cost

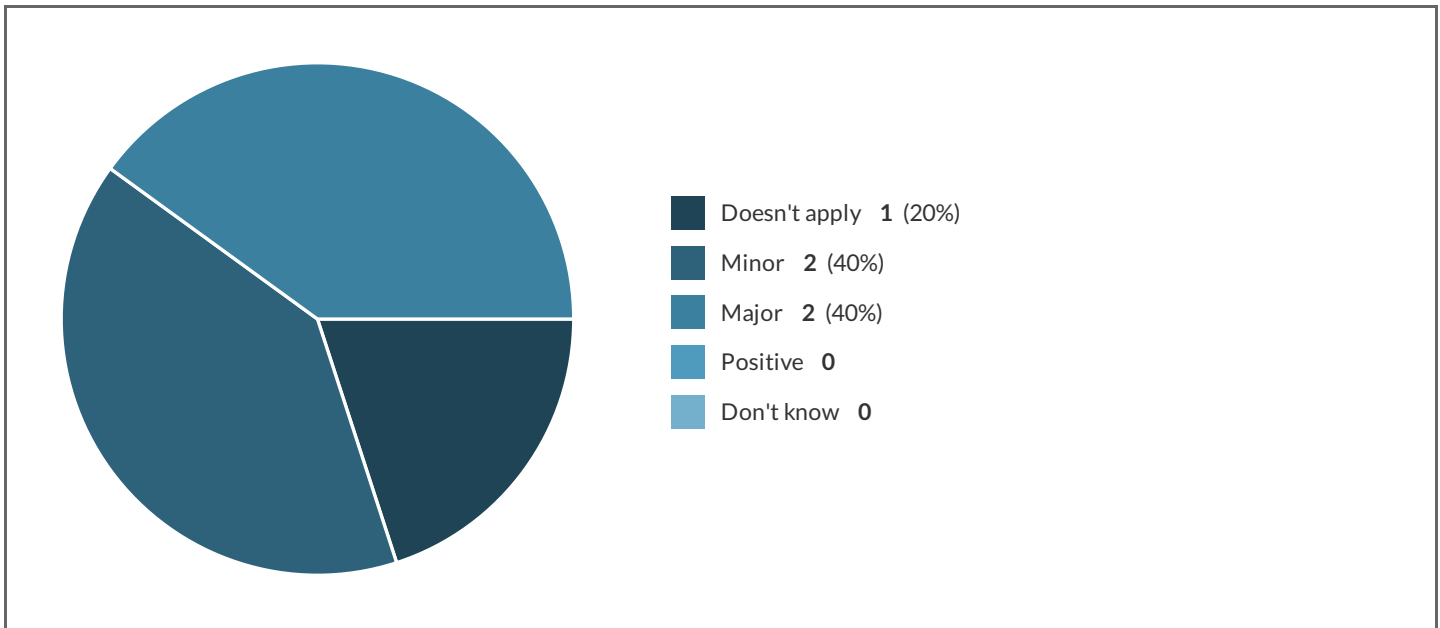


#### 4.3.b Organization needs extra resources - Frequency Cost is Experienced

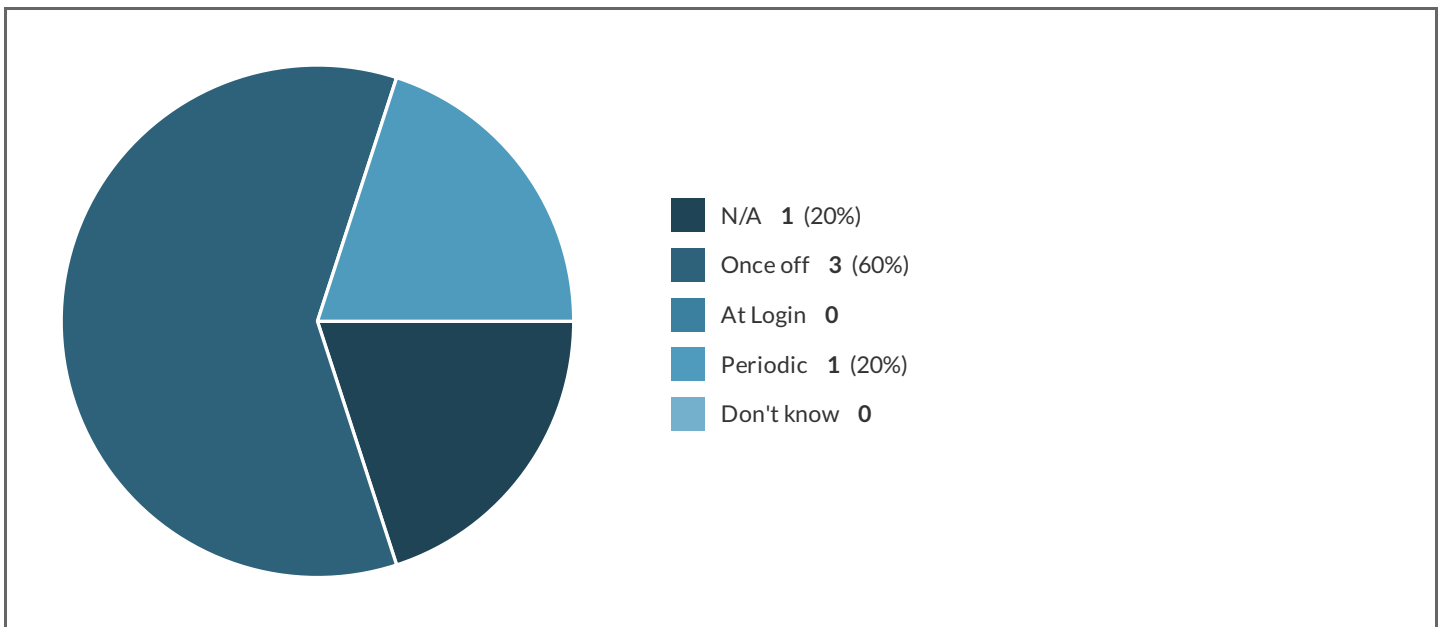


#### 4.4 Takes organization time to implement

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

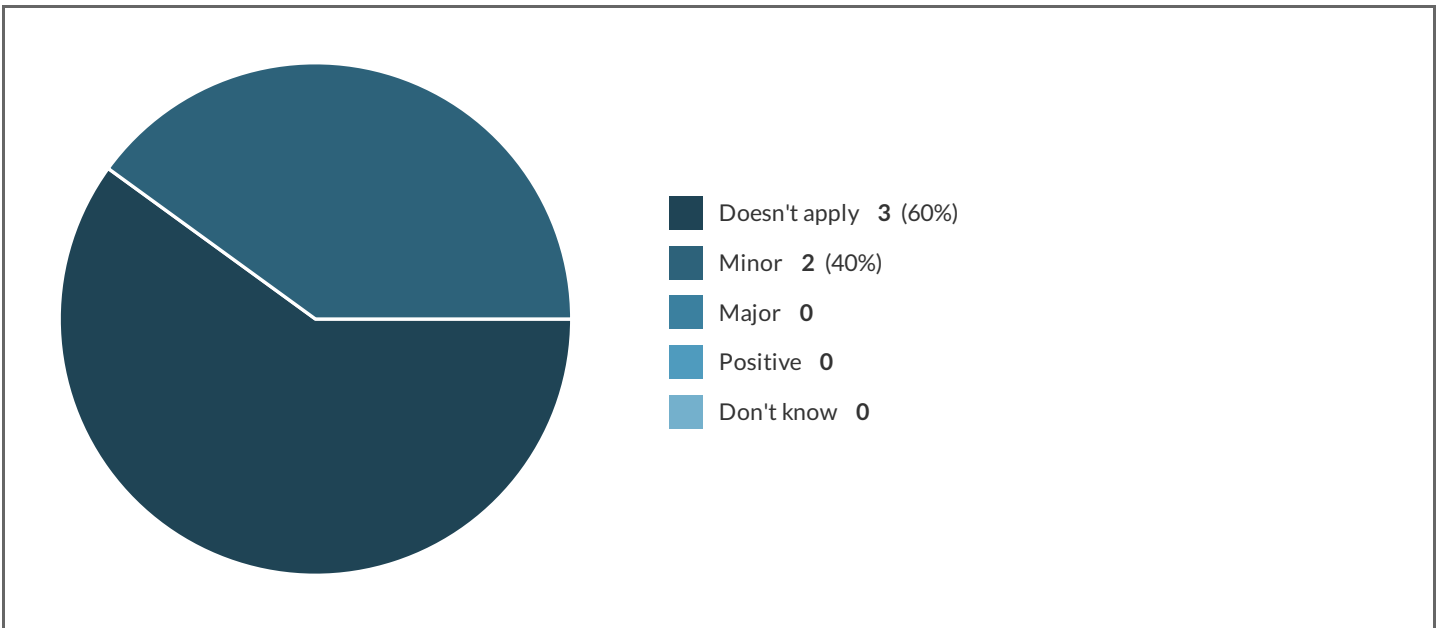


#### 4.4.b Takes organization time to implement - Frequency Cost is Experienced

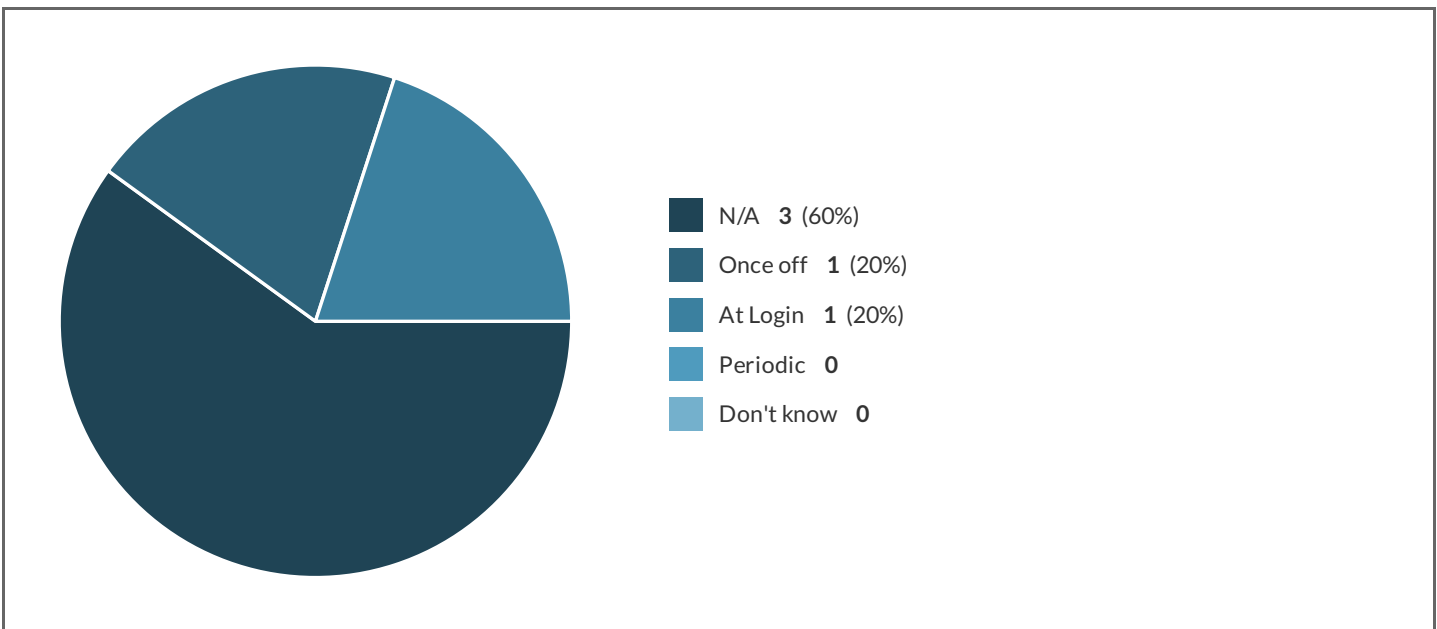


#### 4.5 Increases the organization's computing power needed

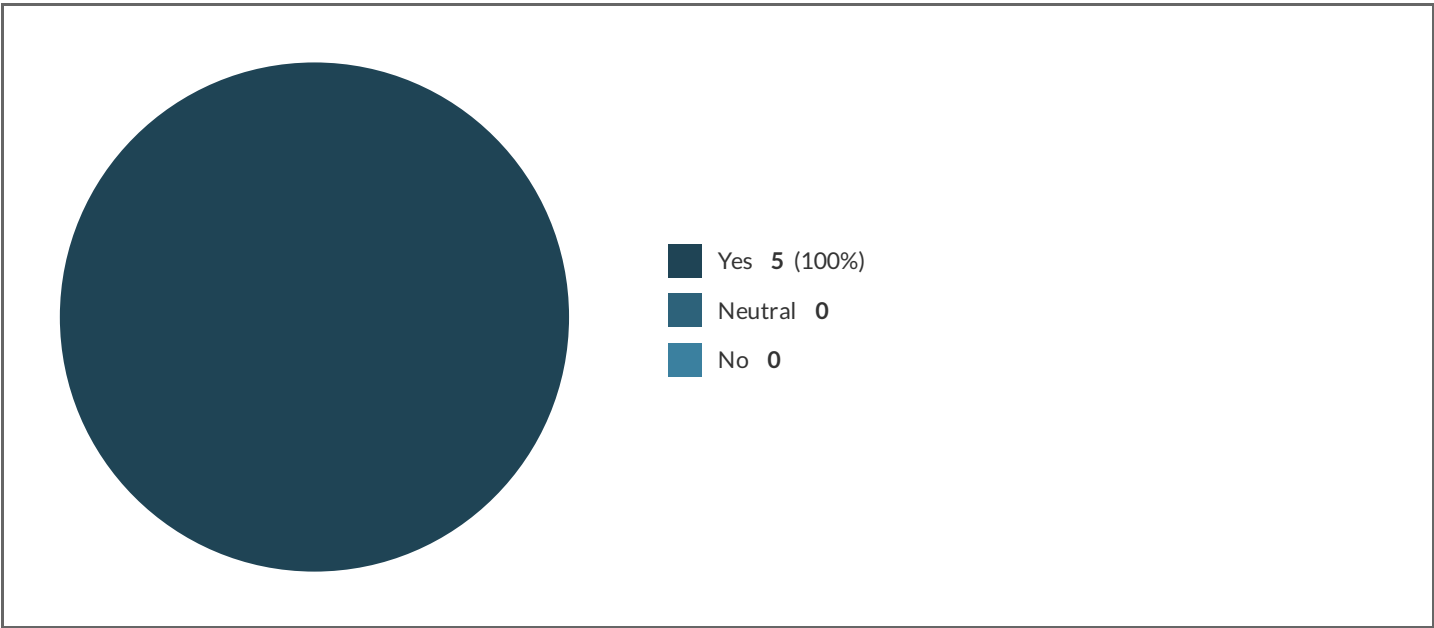
#### 4.5.a Increases the organization's computing power needed - Severity of Cost



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



4.a Do you approve of this advice?



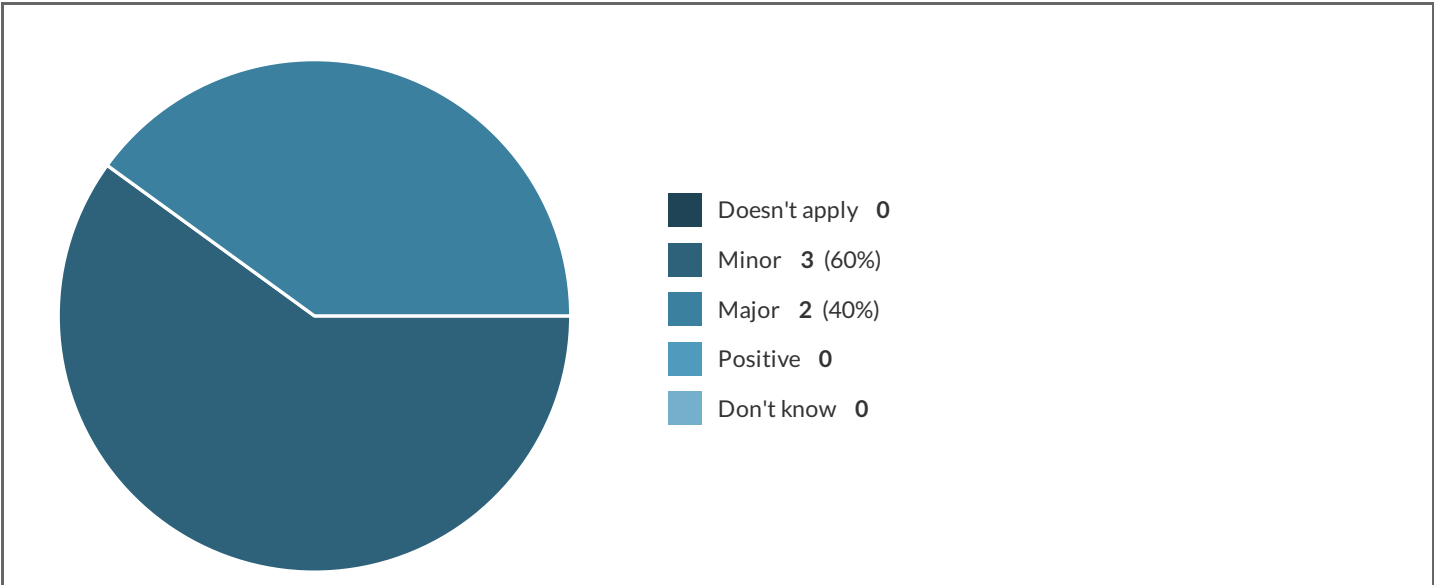
4.b Comments

Showing 1 response	
It can take time and user education to switch from protocols using clear text to encryption in an organisation; e.g. moving from Telnet to SSH for logins.	633683-633674-66285572

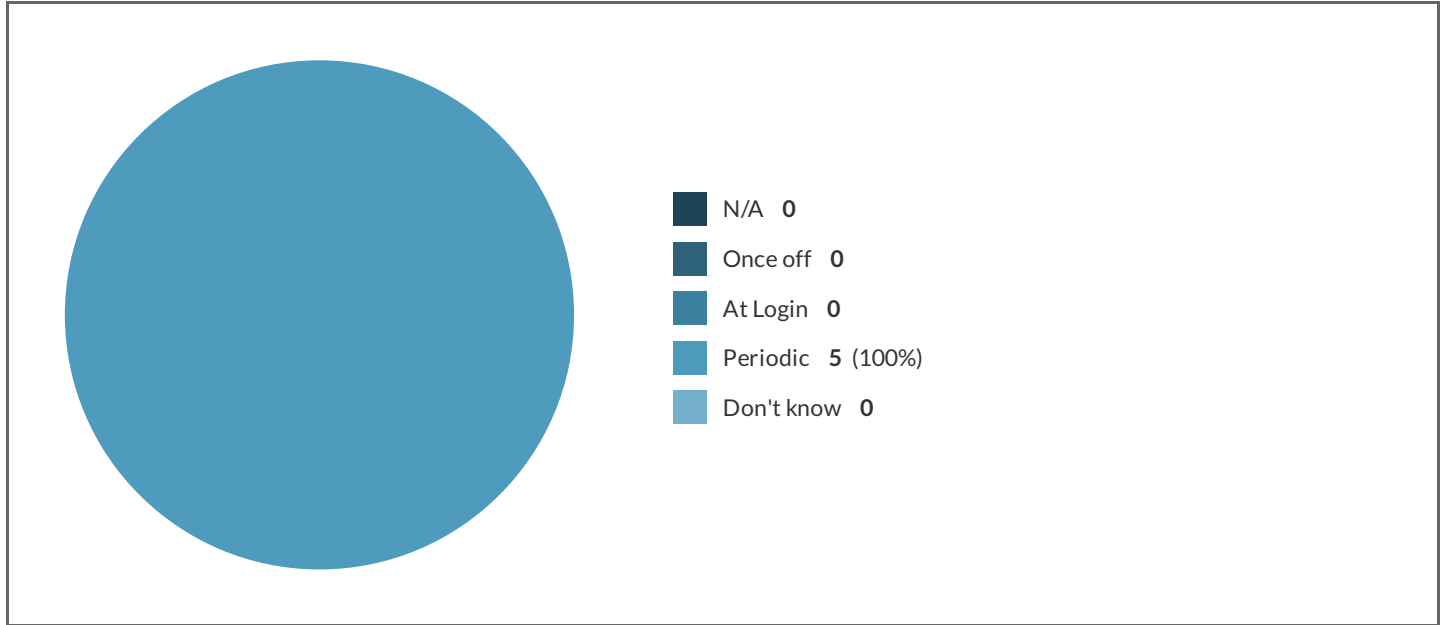
5 A password should be changed if a compromise is suspected

5.1 Increased help desk/user support time

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

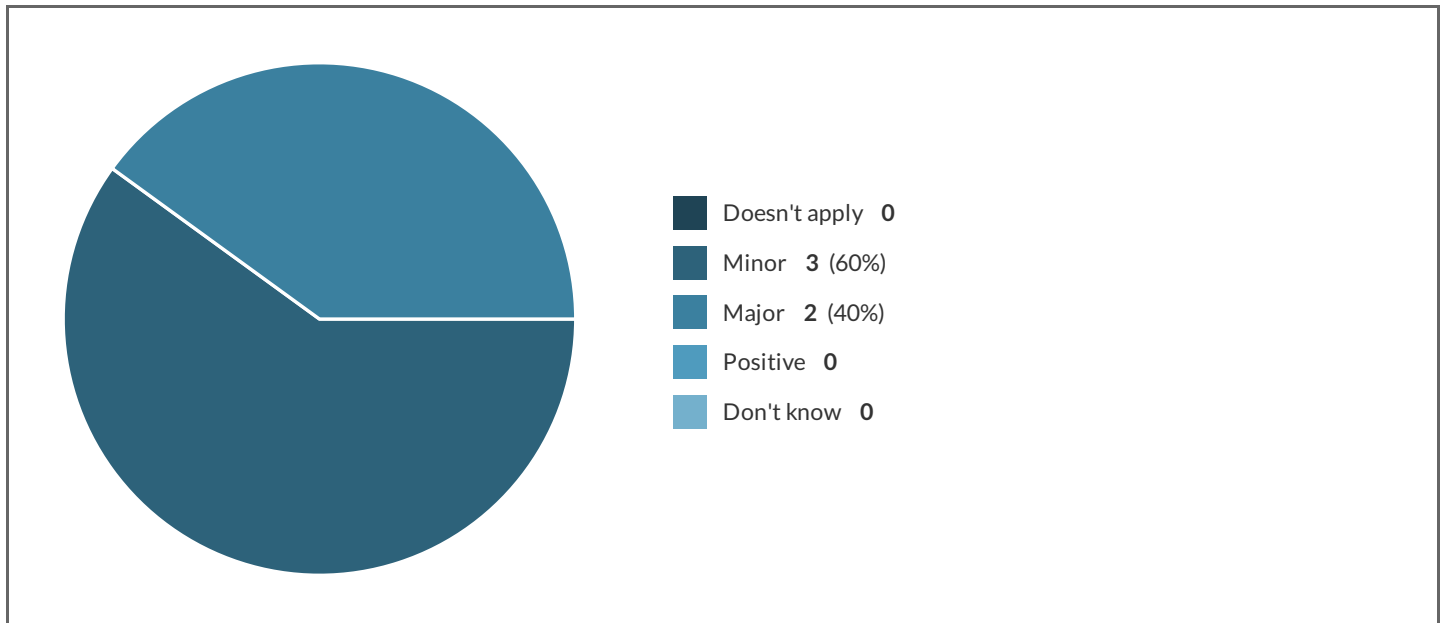


### 5.1.b Increased help desk/user support time - Frequency Cost is Experienced



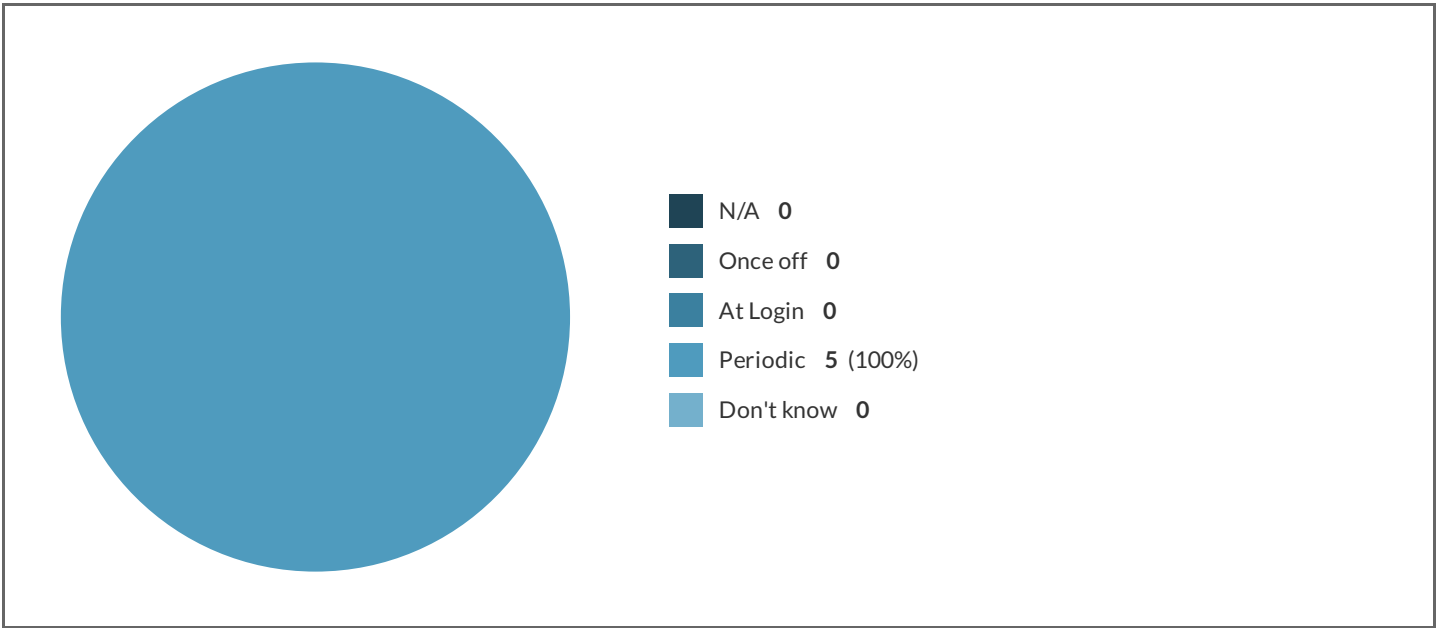
### 5.2 User education required

#### 5.2.a User education required - Severity of Cost



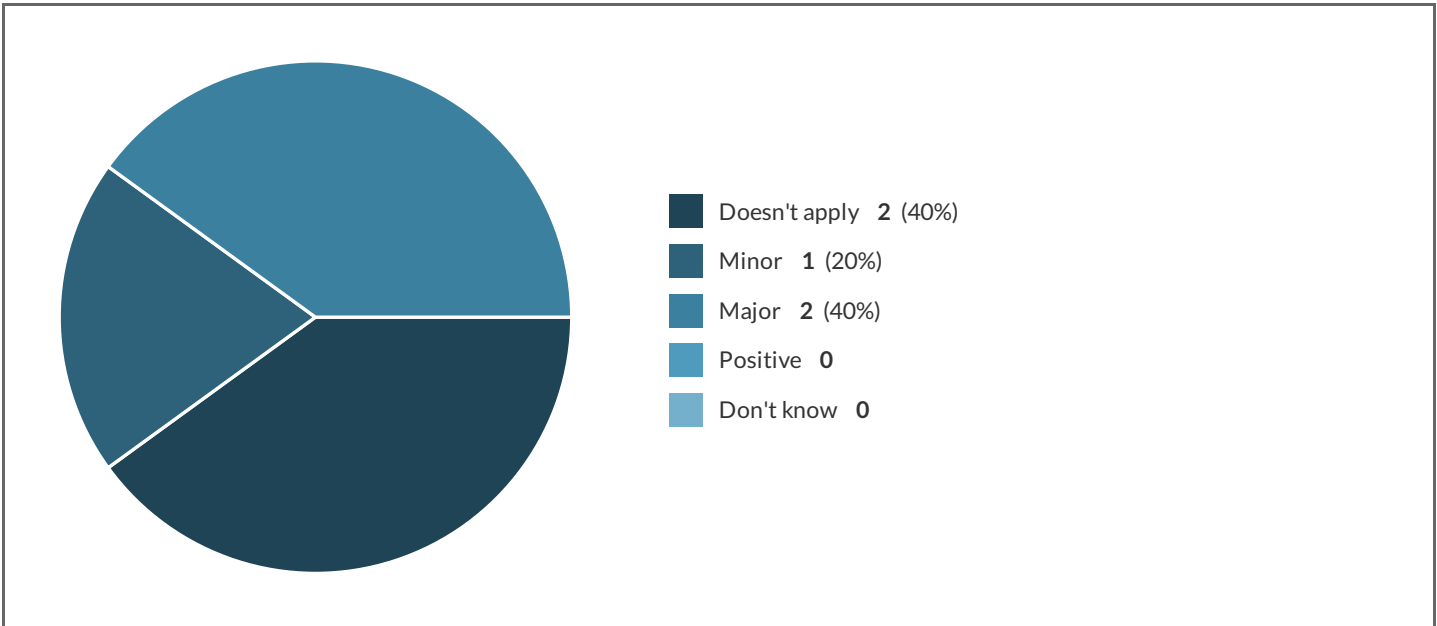
#### 5.2.b User education required - Frequency Cost is Experienced



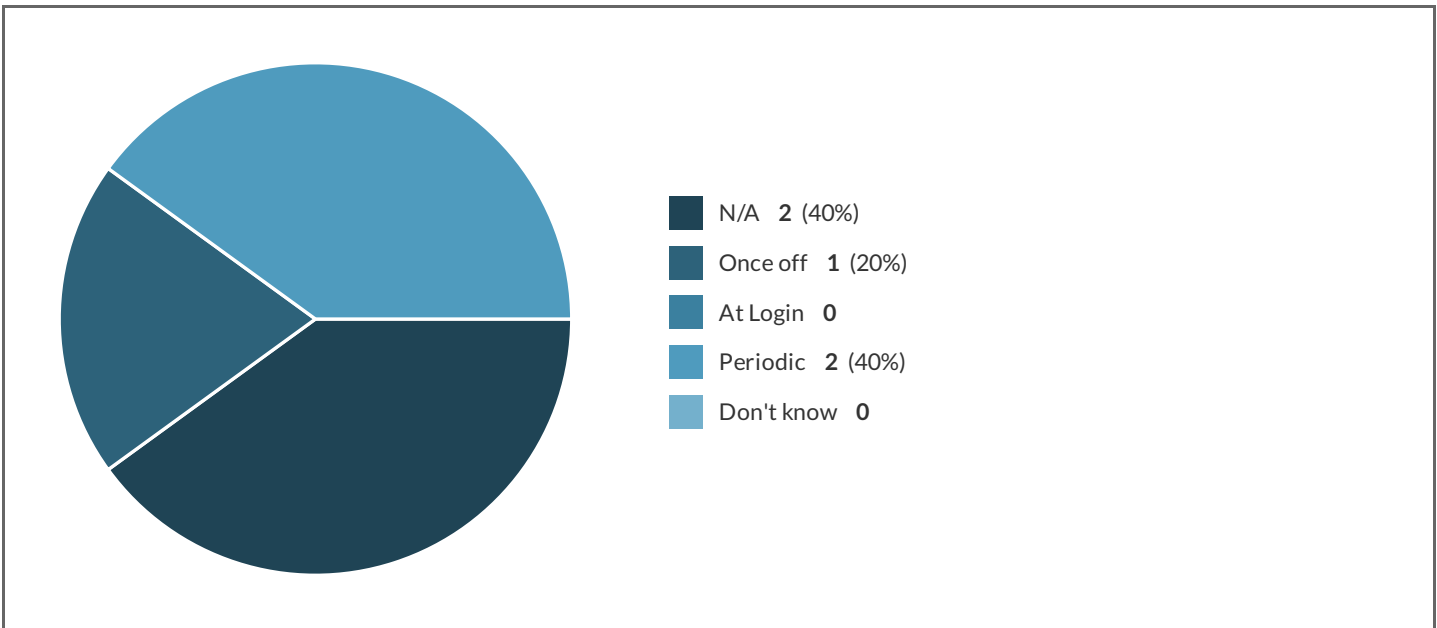


### 5.3 Organization needs extra resources

#### 5.3.a Organization needs extra resources - Severity of Cost

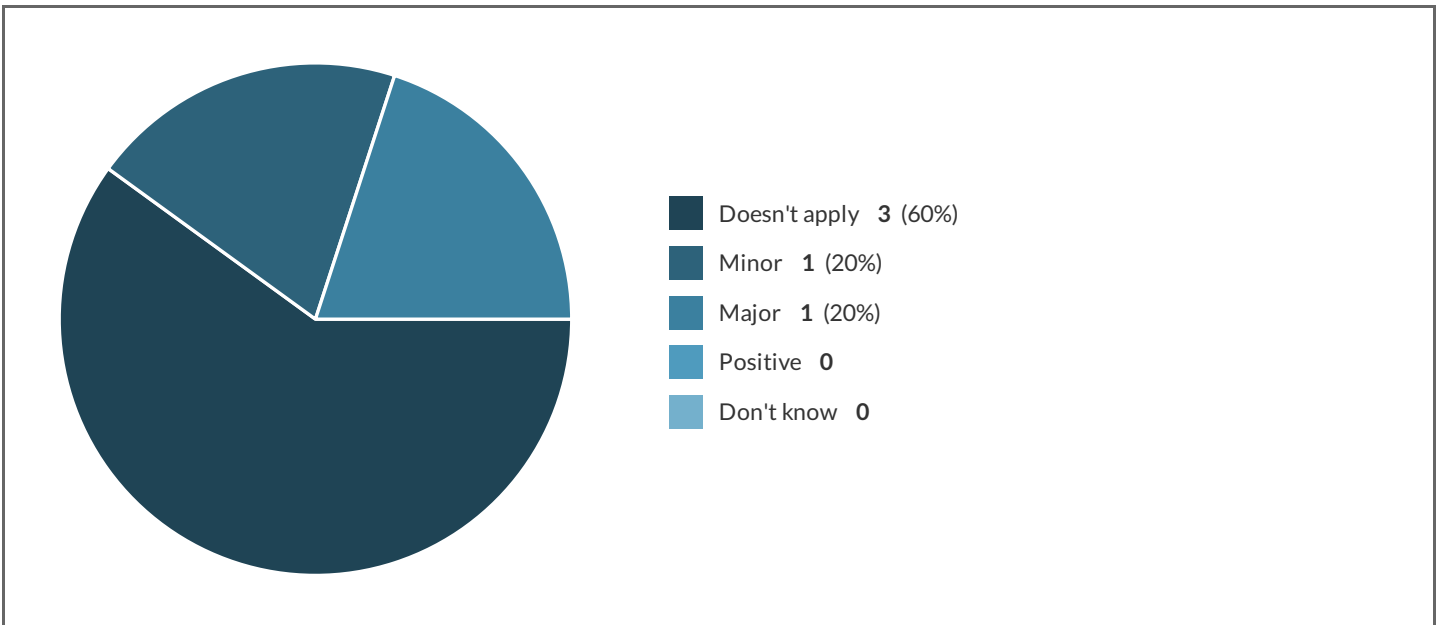


#### 5.3.b Organization needs extra resources - Frequency Cost is Experienced

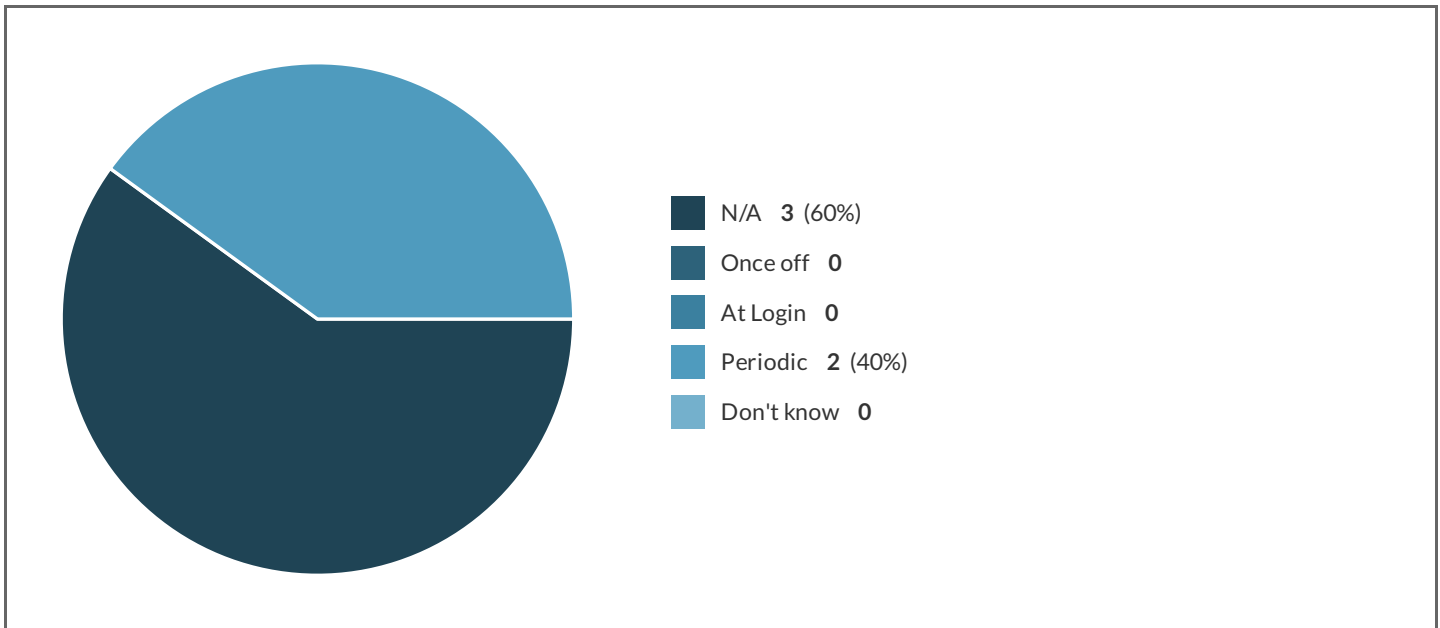


#### 5.4 Takes organization time to implement

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

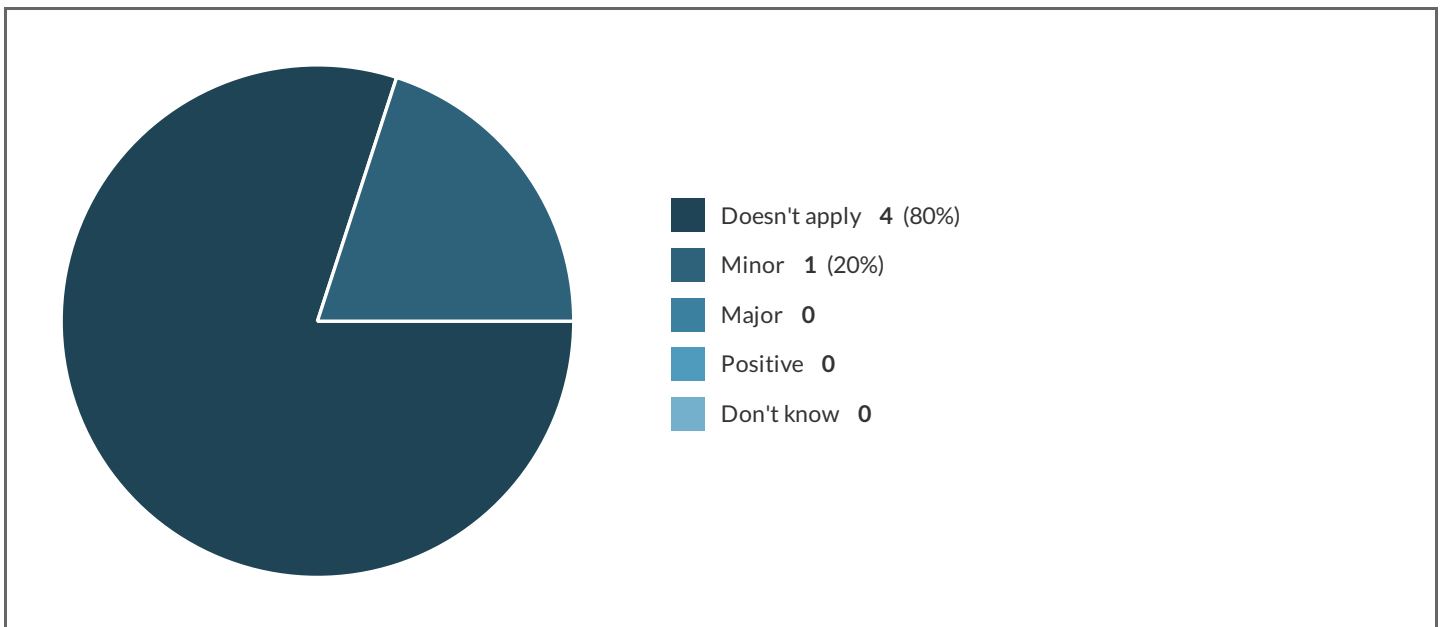


##### 5.4.b Takes organization time to implement - Frequency Cost is Experienced

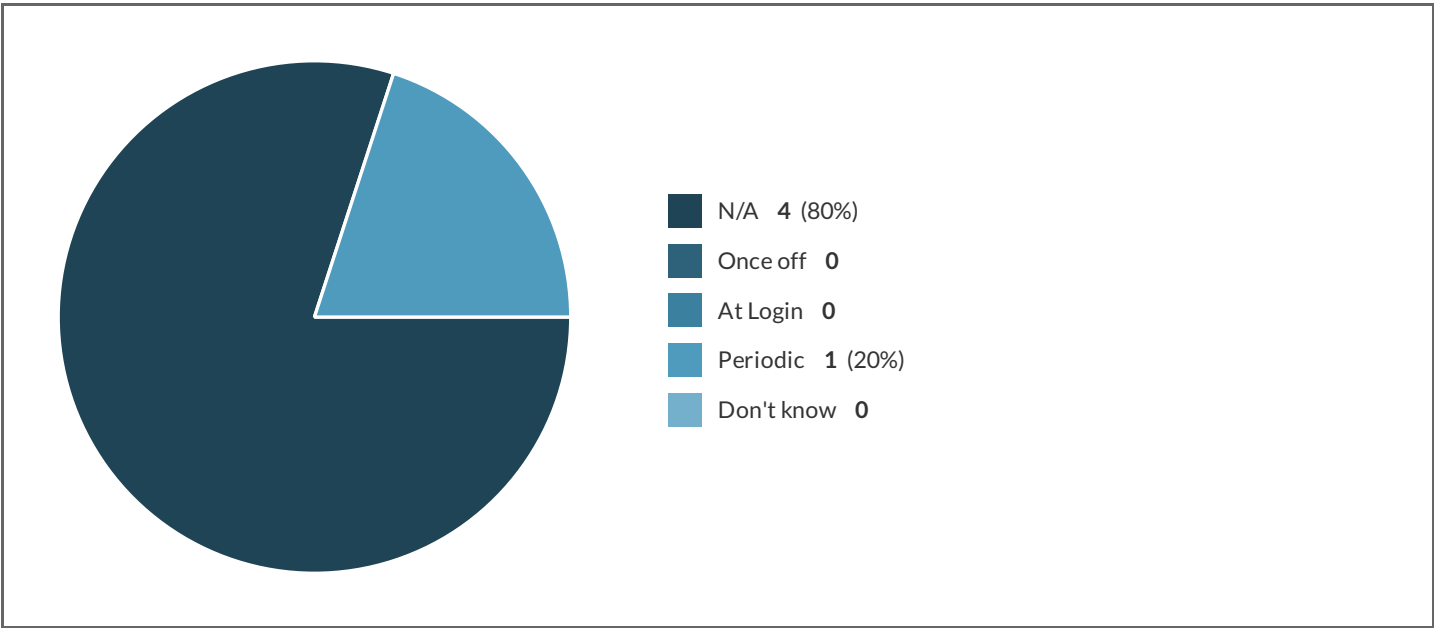


## 5.5 Increases the organization's computing power needed

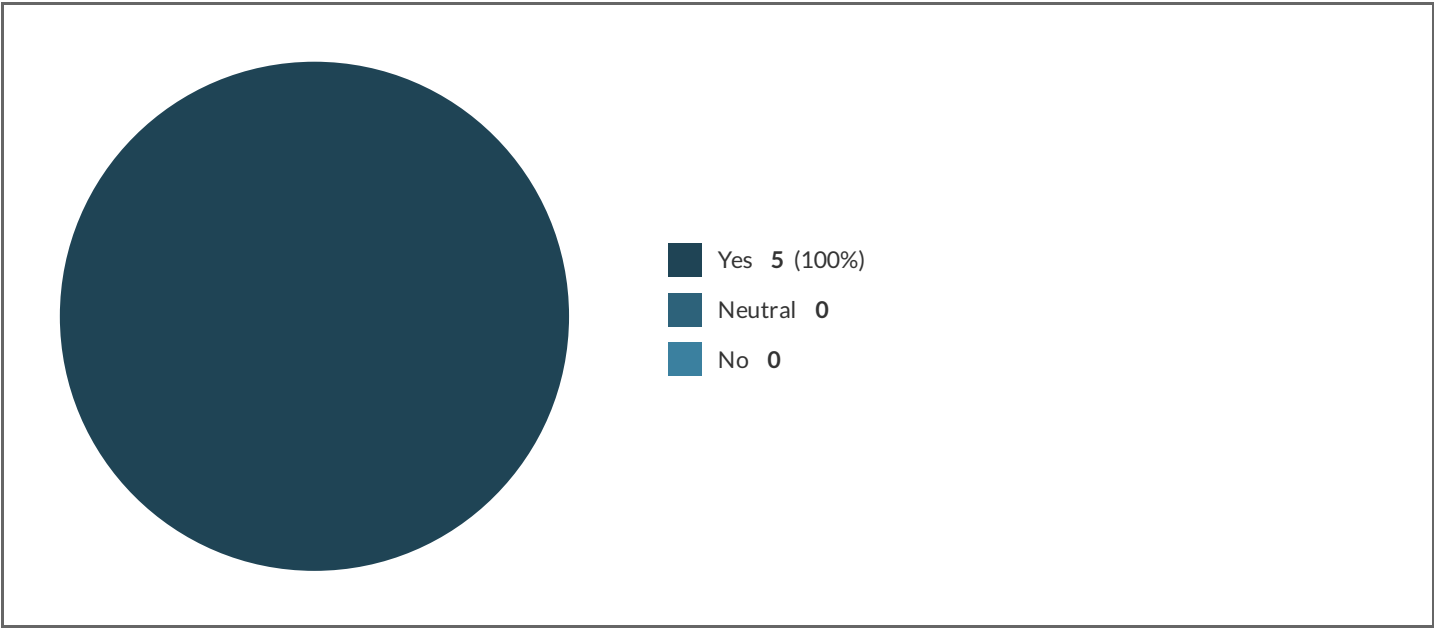
### 5.5.a Increases the organization's computing power needed - Severity of Cost



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



5.a Do you approve of this advice?



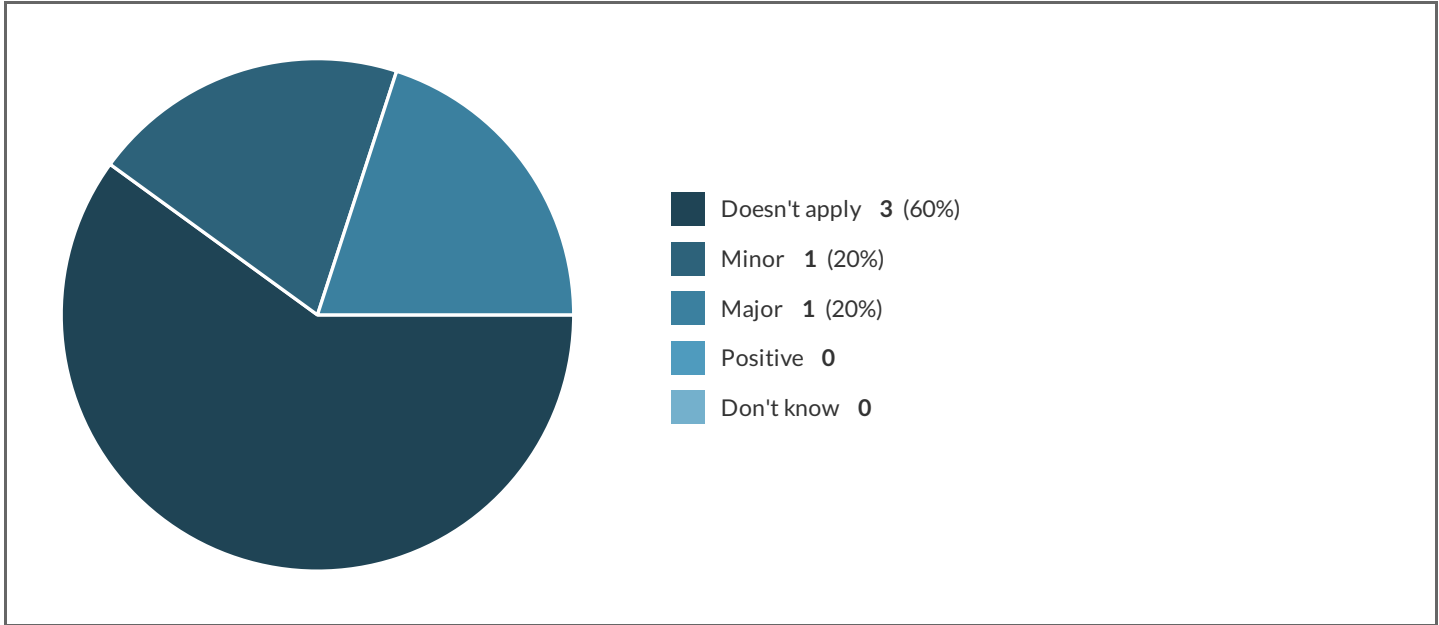
5.b Comments

Showing 1 response	
Can become a major piece of work if a compromise is suspected for many accounts.	<a href="#">633683-633674-66285572</a>

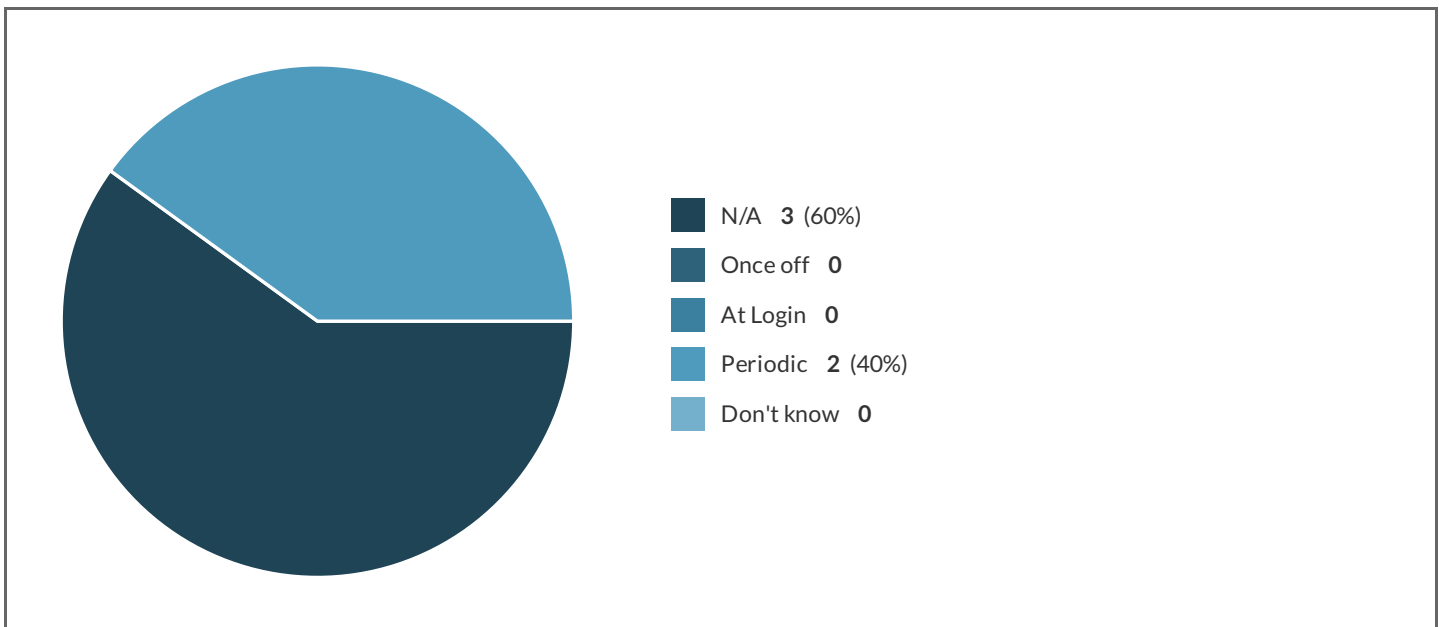
6 The administrator account should not be for everyday use

## 6.1 Increased help desk/user support time

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

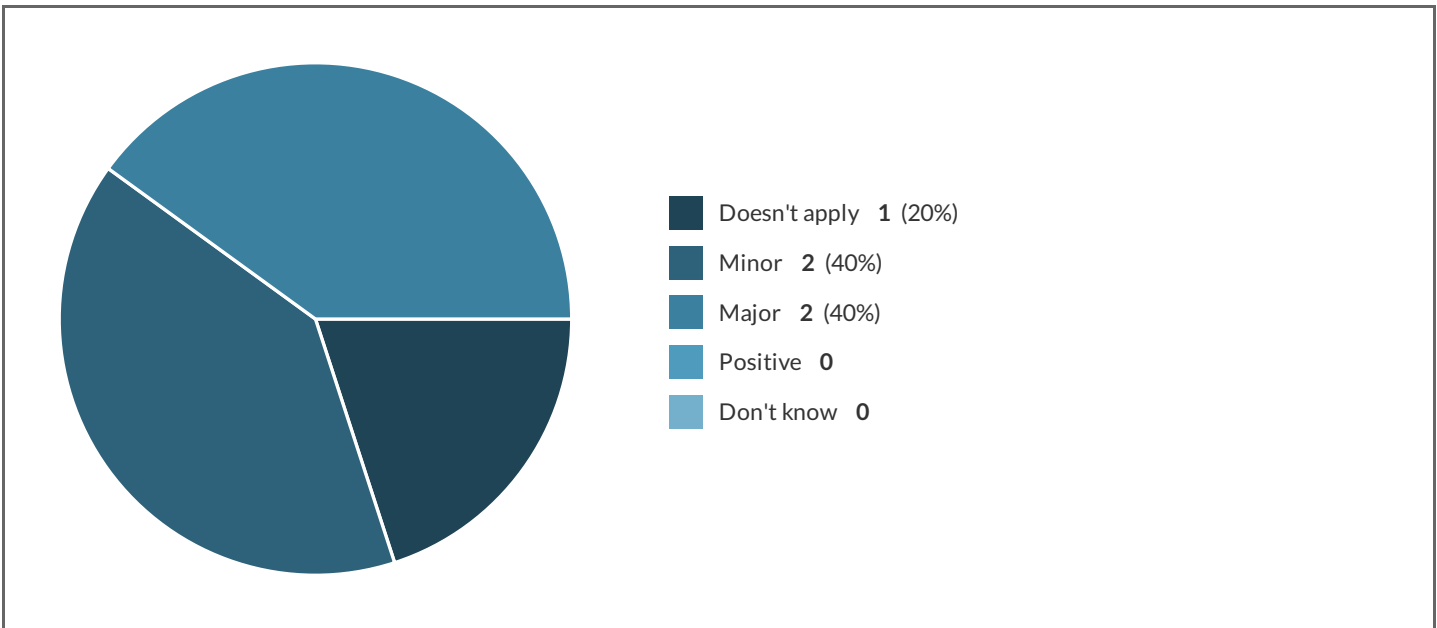


### 6.1.b Increased help desk/user support time - Frequency Cost is Experienced

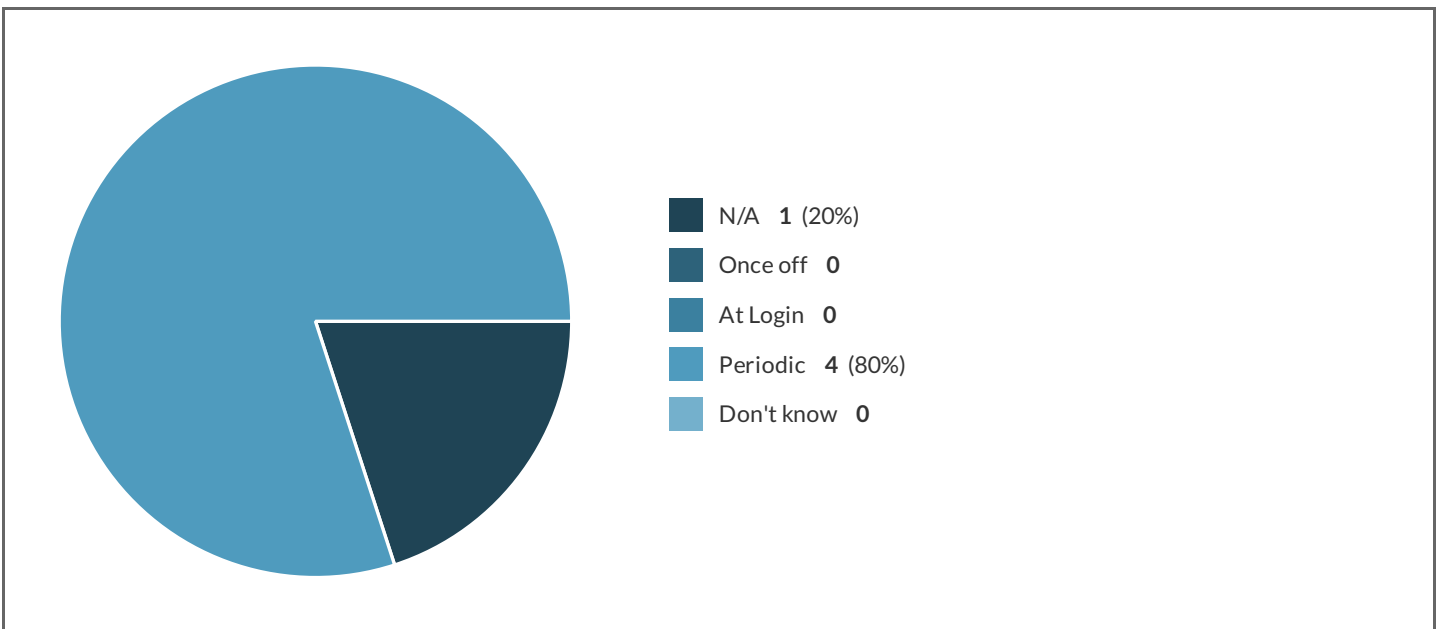


## 6.2 User education required

### 6.2.a User education required - Severity of Cost

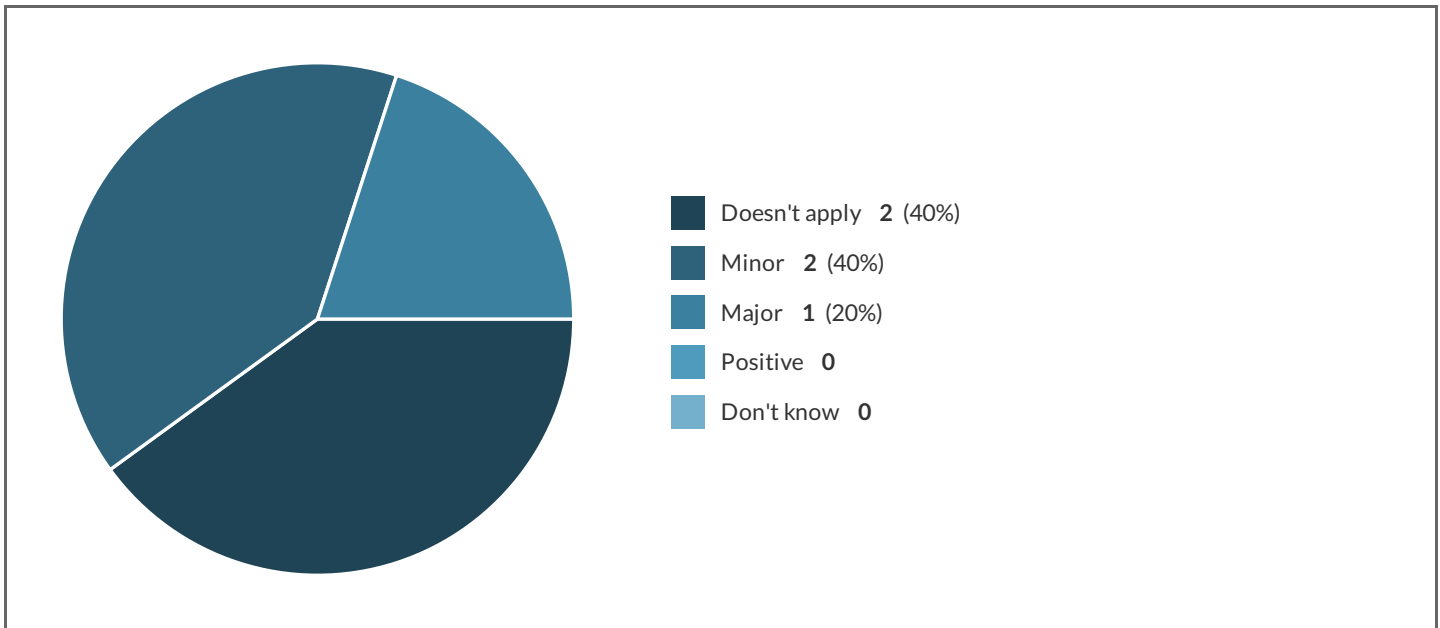


#### 6.2.b User education required - Frequency Cost is Experienced

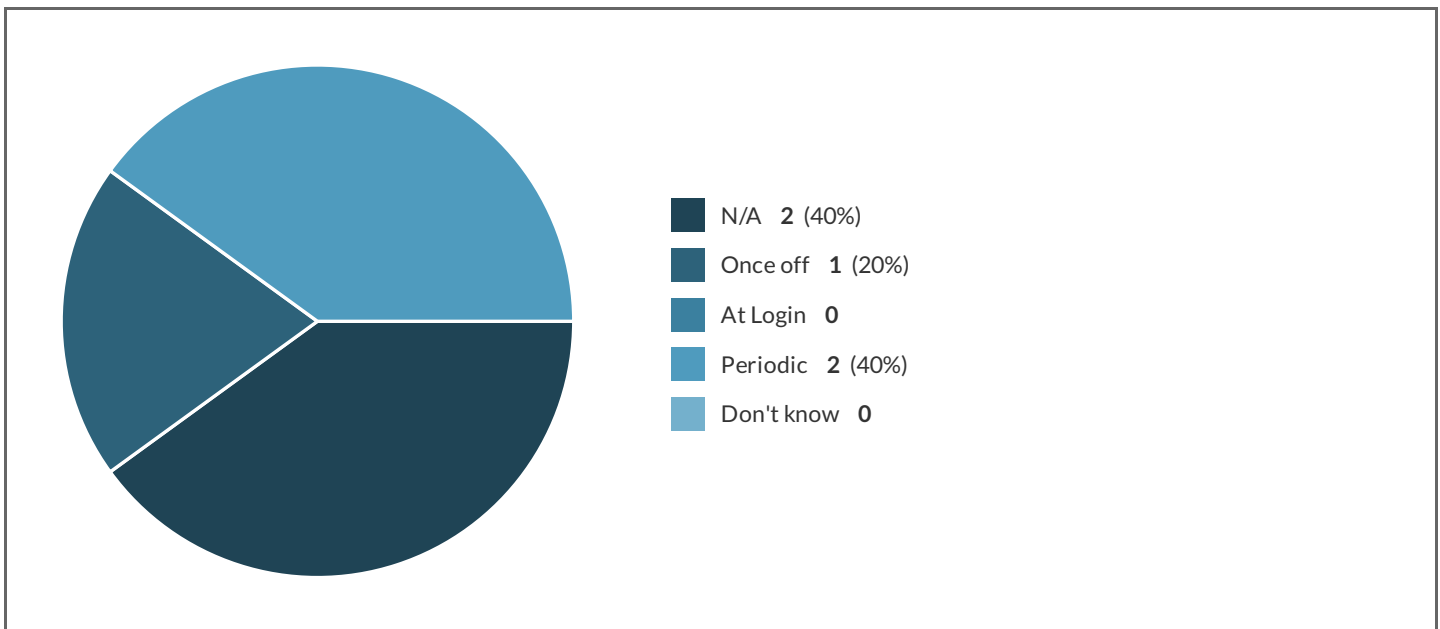


#### 6.3 Organization needs extra resources

##### 6.3.a Organization needs extra resources - Severity of Cost

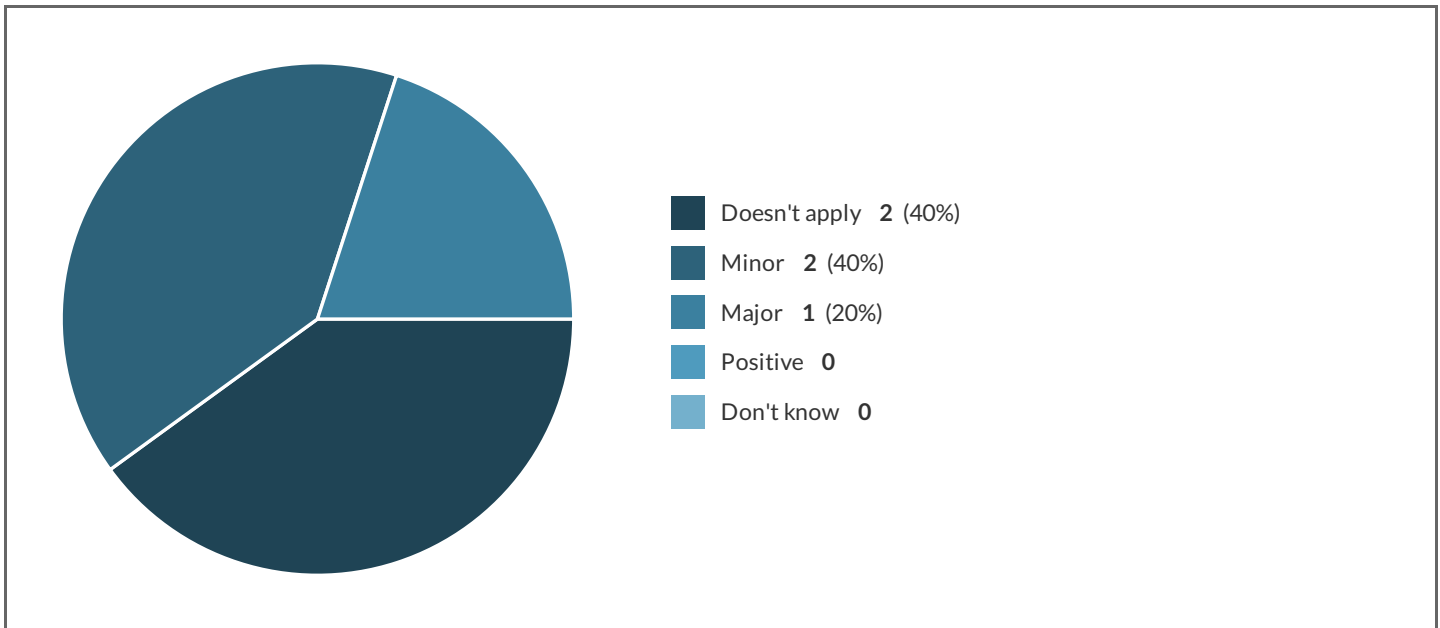


#### 6.3.b Organization needs extra resources - Frequency Cost is Experienced

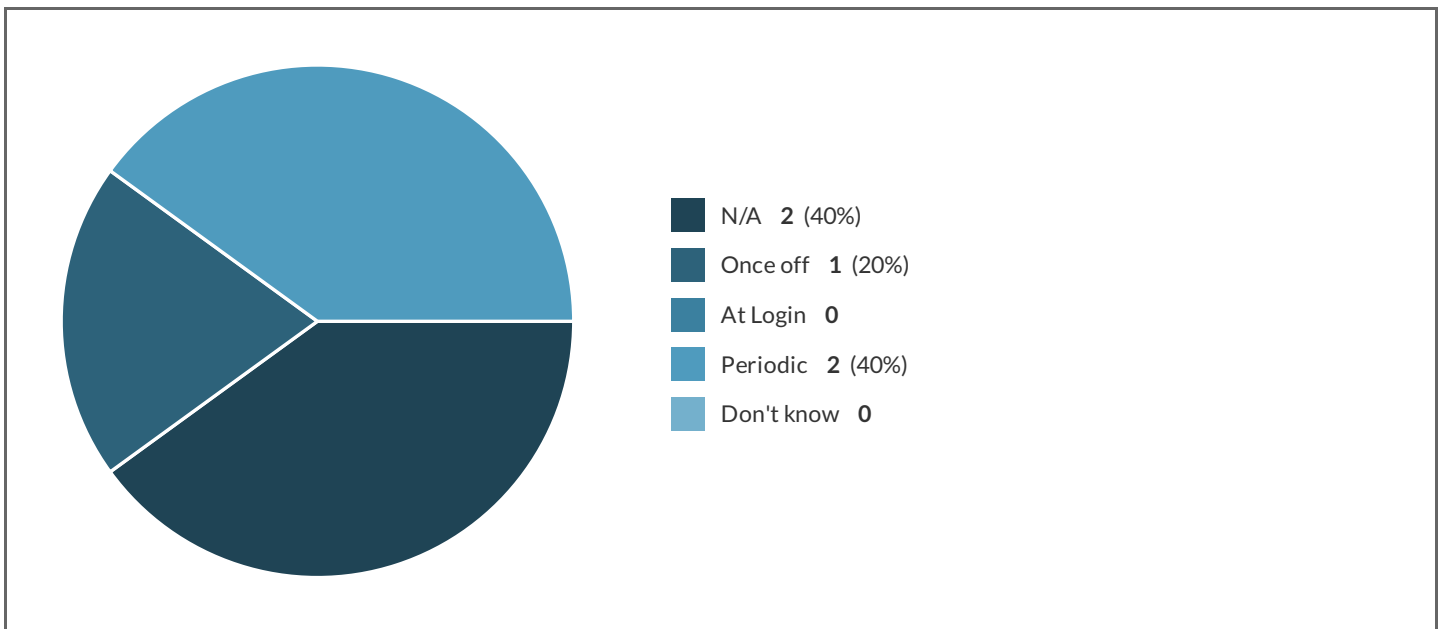


#### 6.4 Takes organization time to implement

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



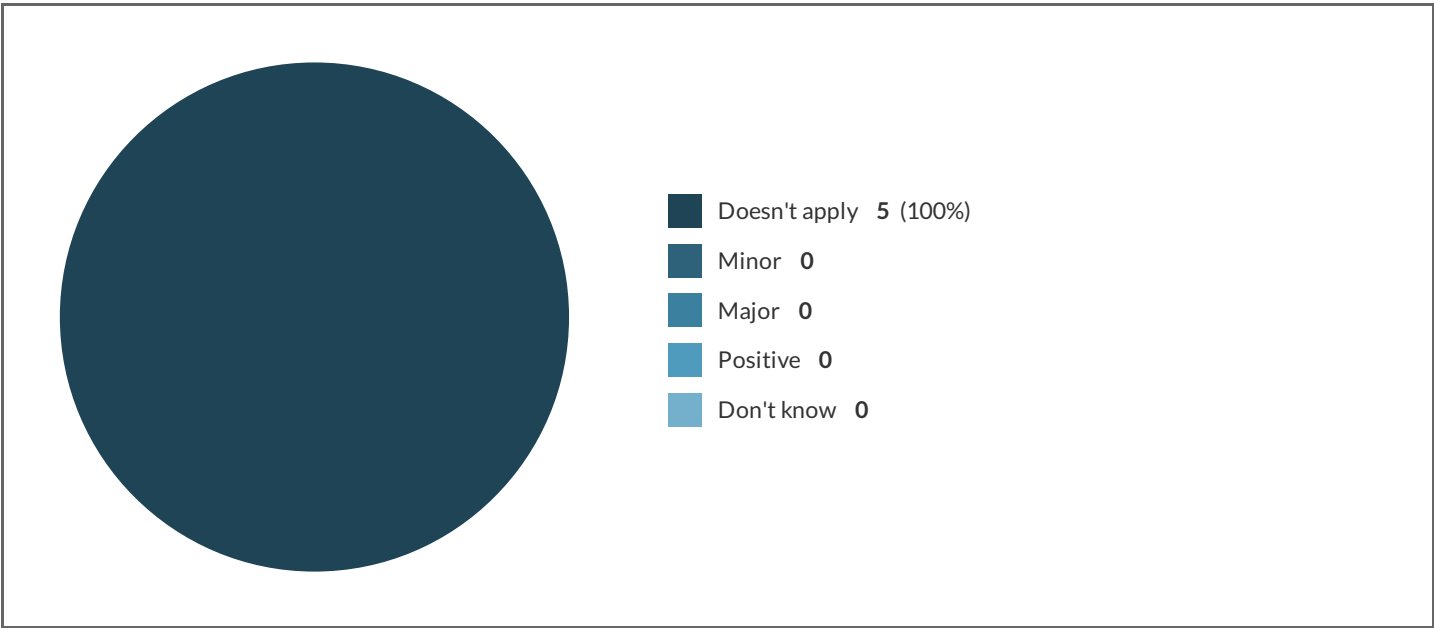
#### 6.4.b Takes organization time to implement - Frequency Cost is Experienced



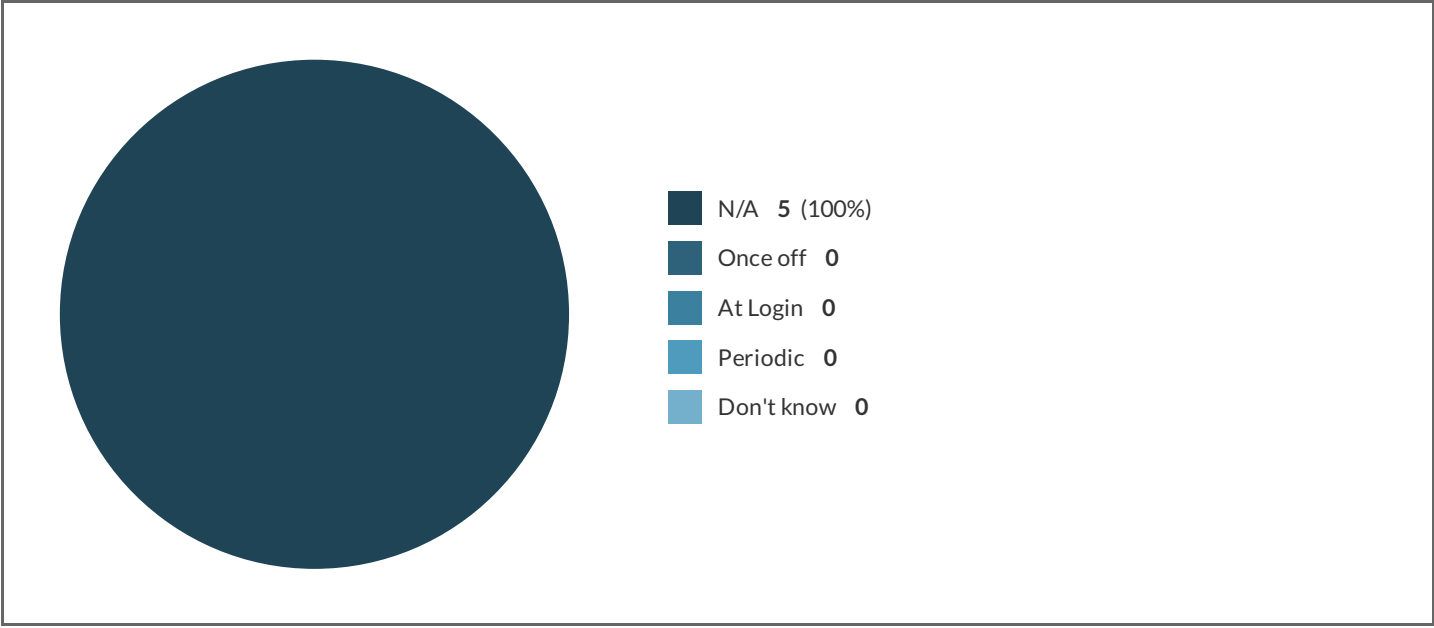
#### 6.5 Increases the organization's computing power needed

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

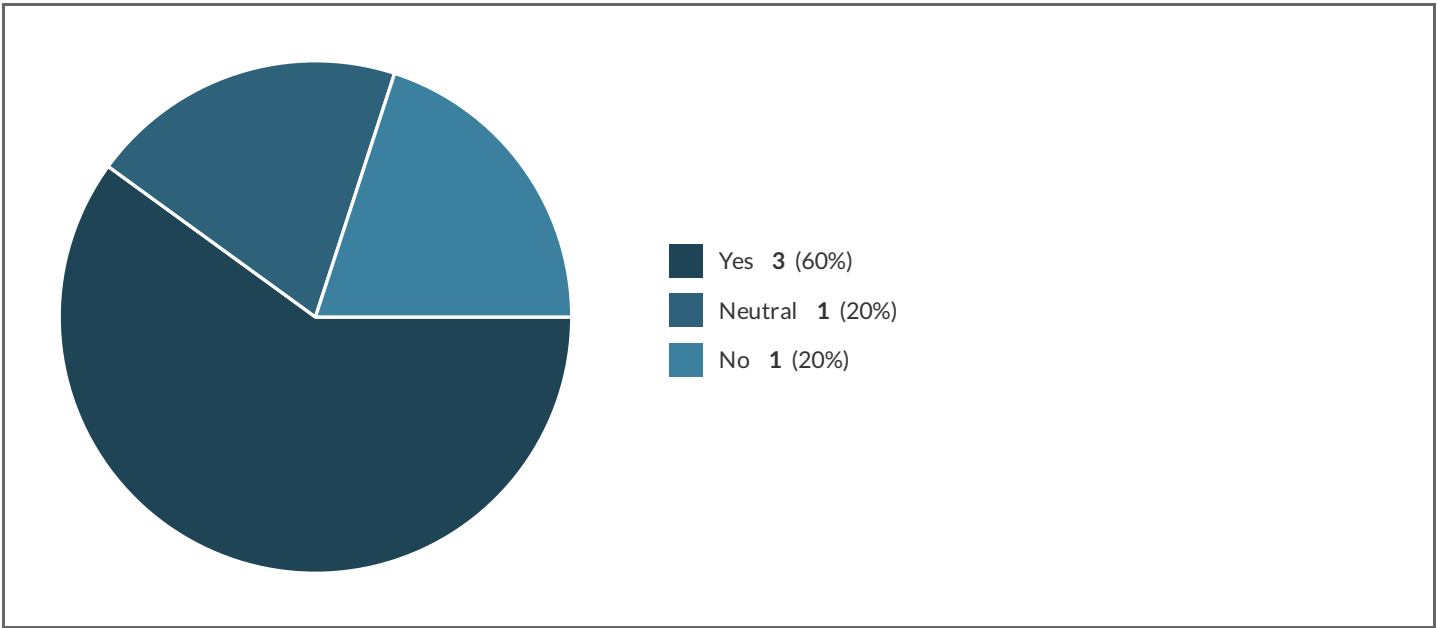




6.5.b Increases the organization's computing power needed - Frequency Cost is Experienced



6.a Do you approve of this advice?



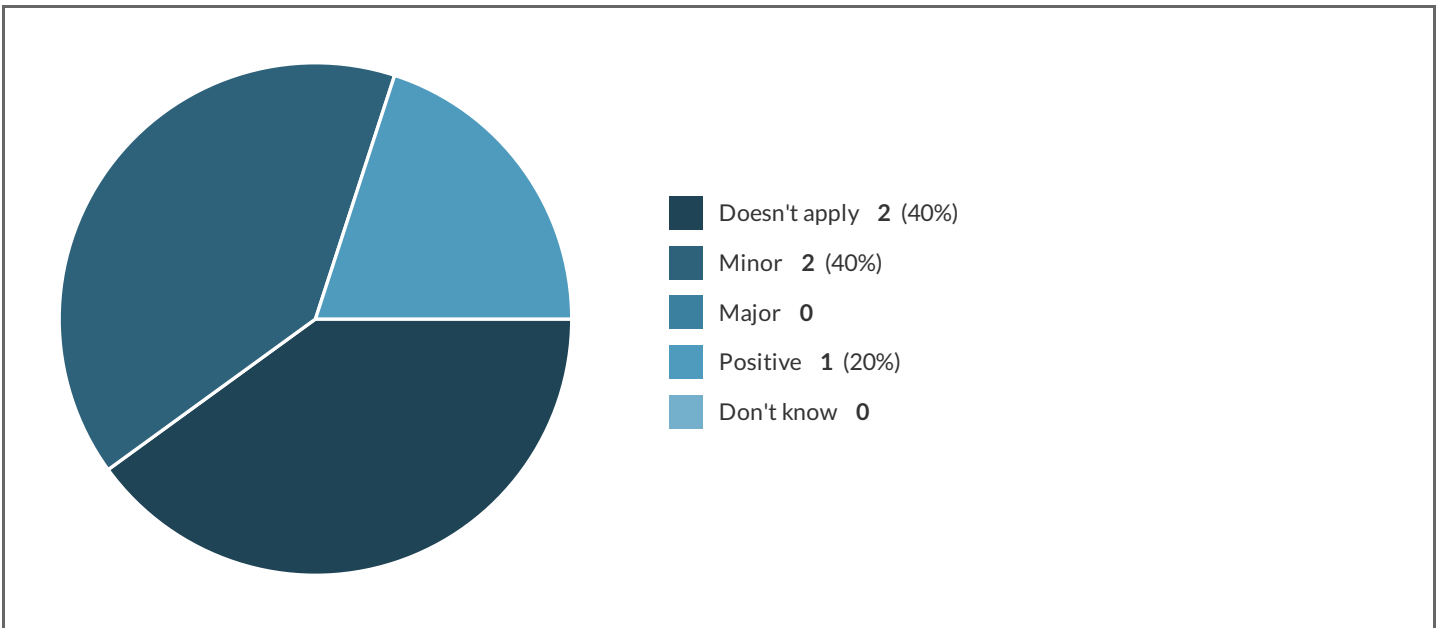
6.b Comments

Showing all 2 responses	
Often had websites with admin back ends where admin could see analytics/stats	633683-633674-66513232
Additional security can be used to avoid requirement of double account upkeep	633683-633674-66950296

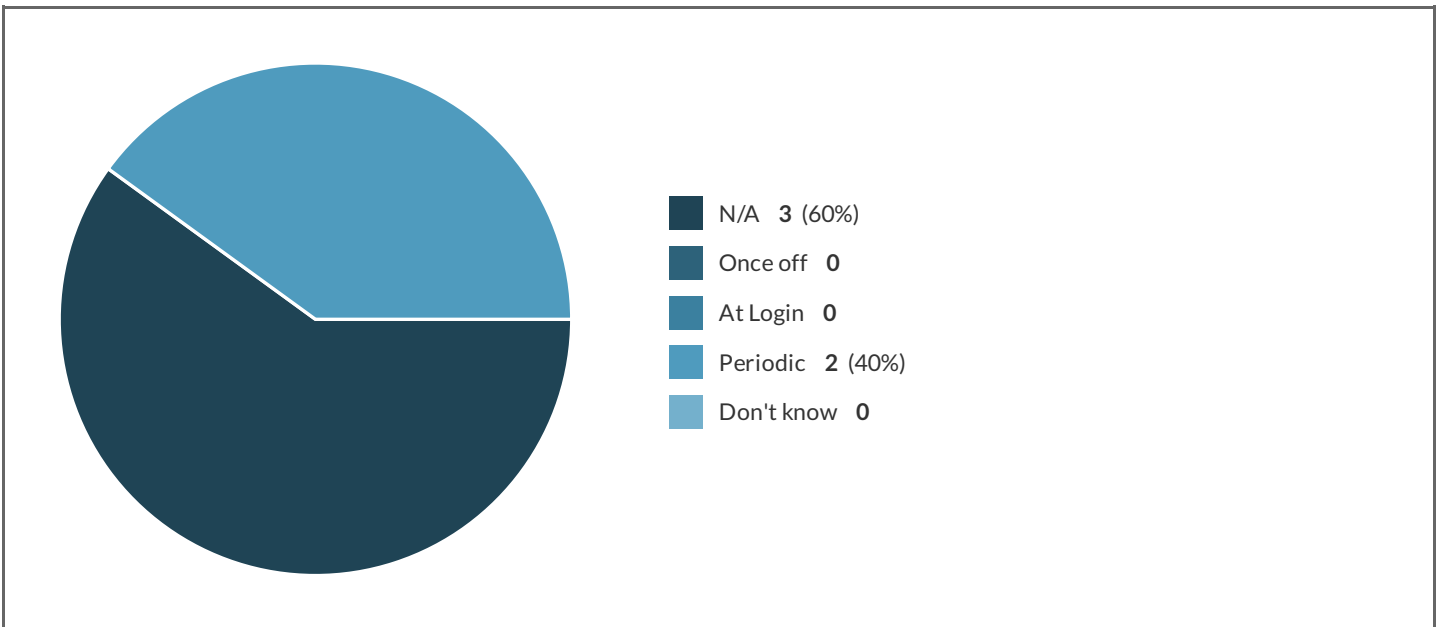
7 Clear policies should be established (e.g what passwords will be accepted or security advice for use of IT systems)

7.1 Increased help desk/user support time

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

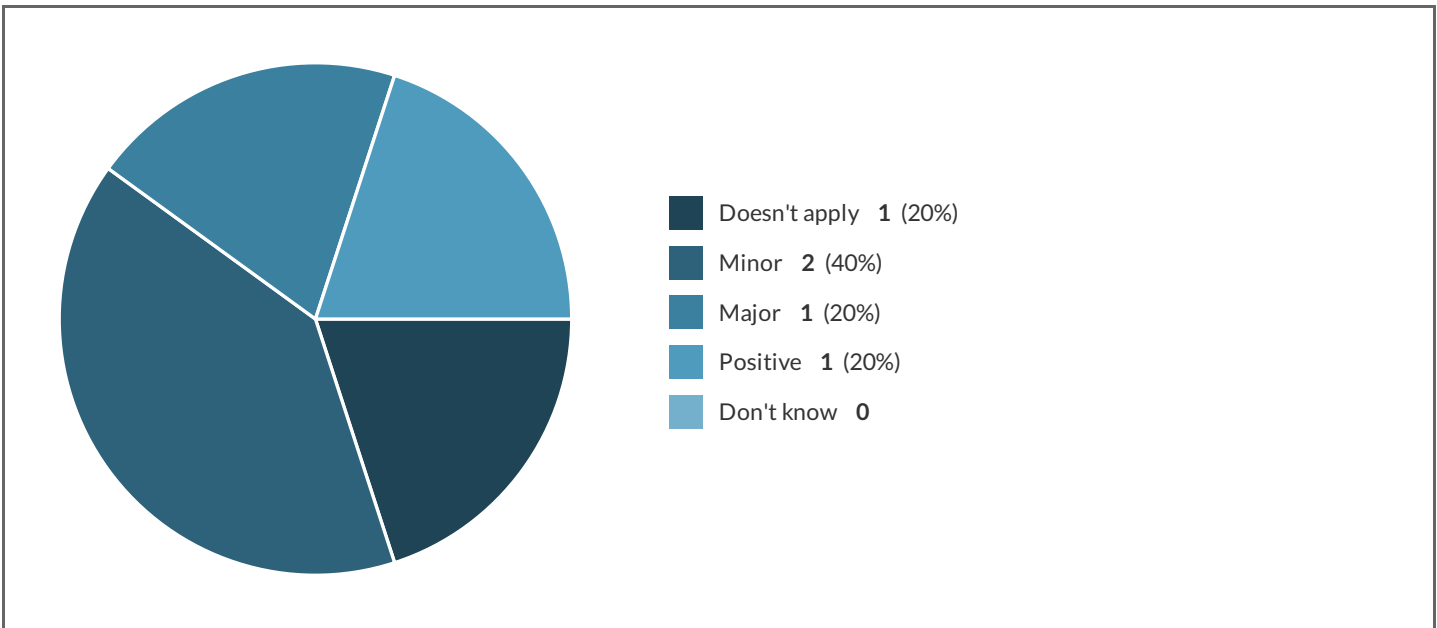


#### 7.1.b Increased help desk/user support time - Frequency Cost is Experienced

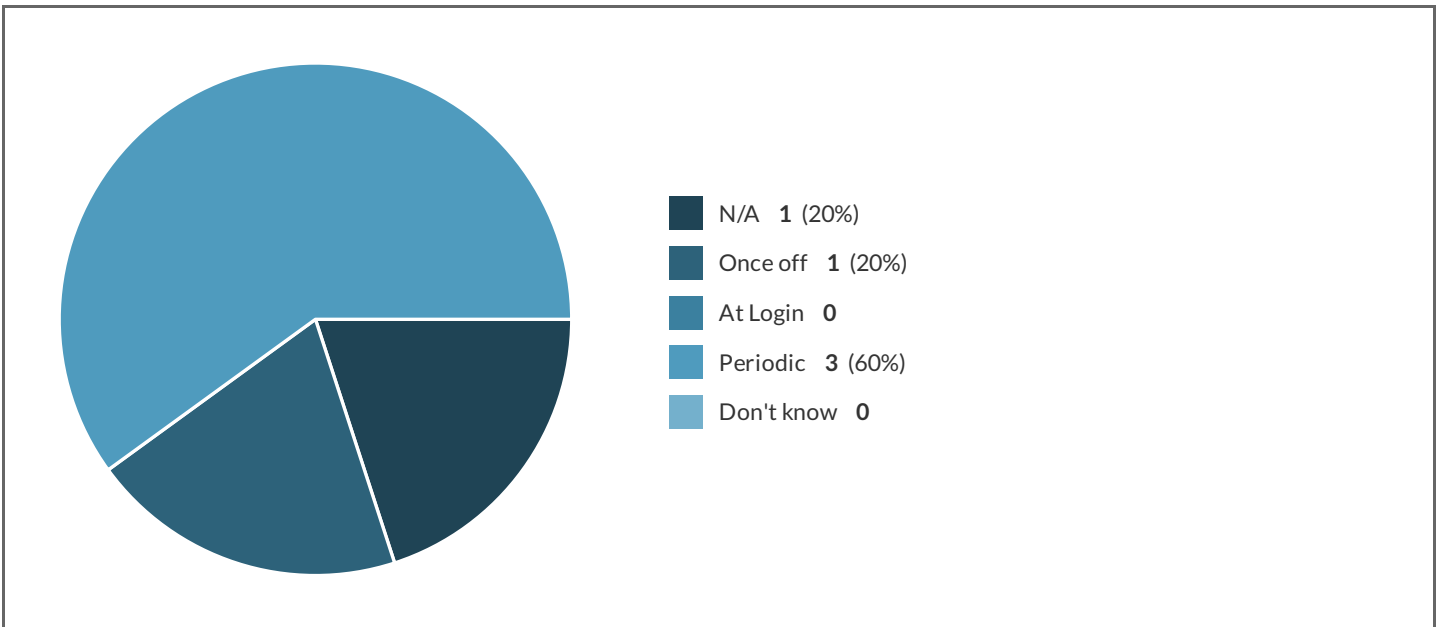


#### 7.2 User education required

##### 7.2.a User education required - Severity of Cost

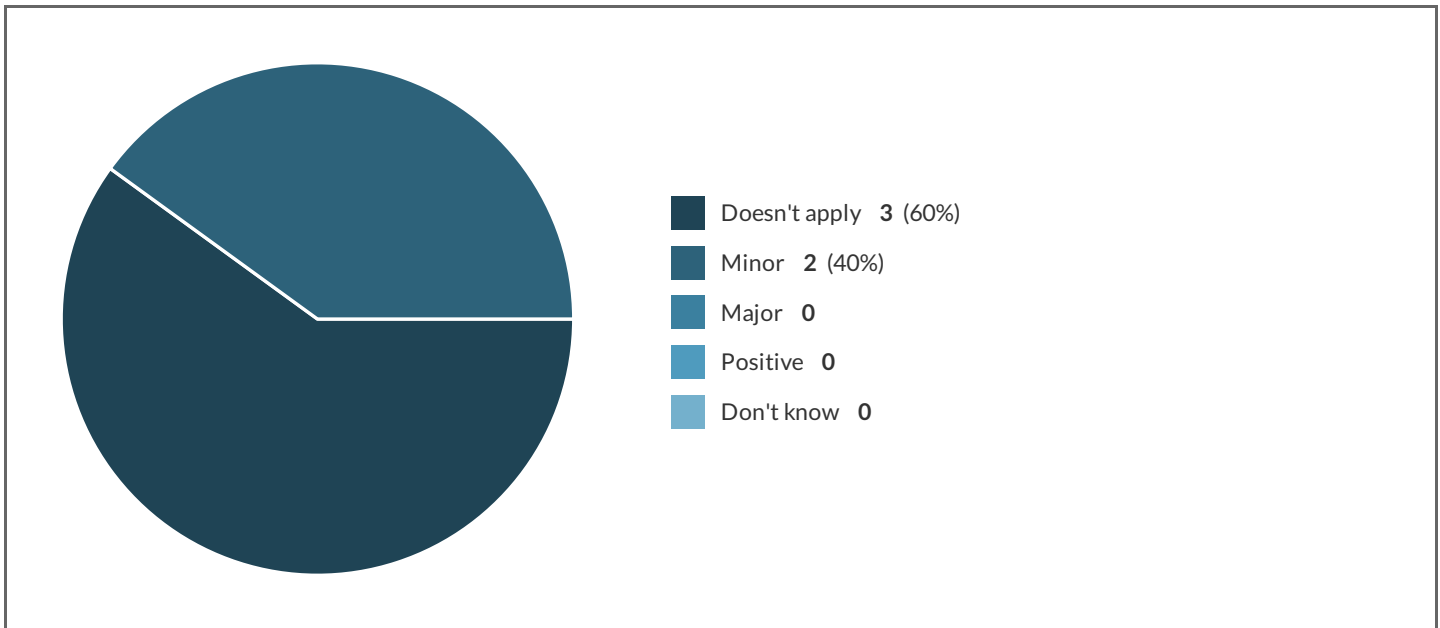


#### 7.2.b User education required - Frequency Cost is Experienced

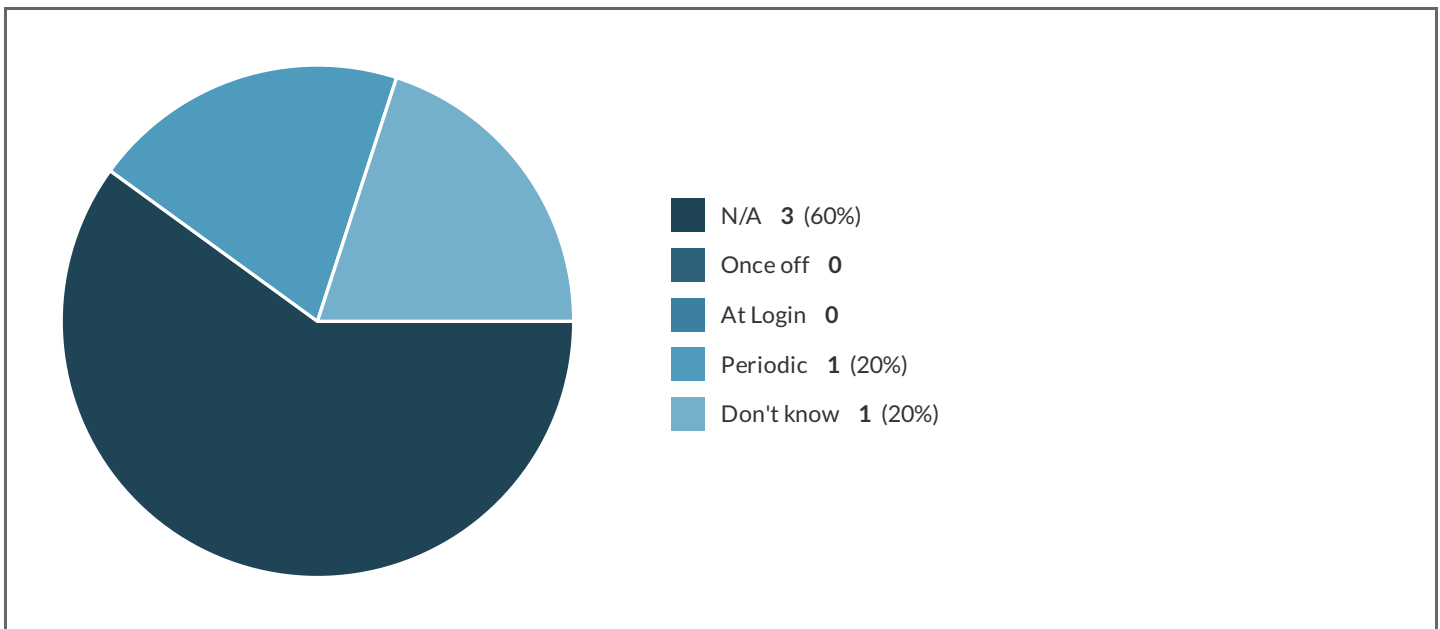


#### 7.3 Organization needs extra resources

##### 7.3.a Organization needs extra resources - Severity of Cost

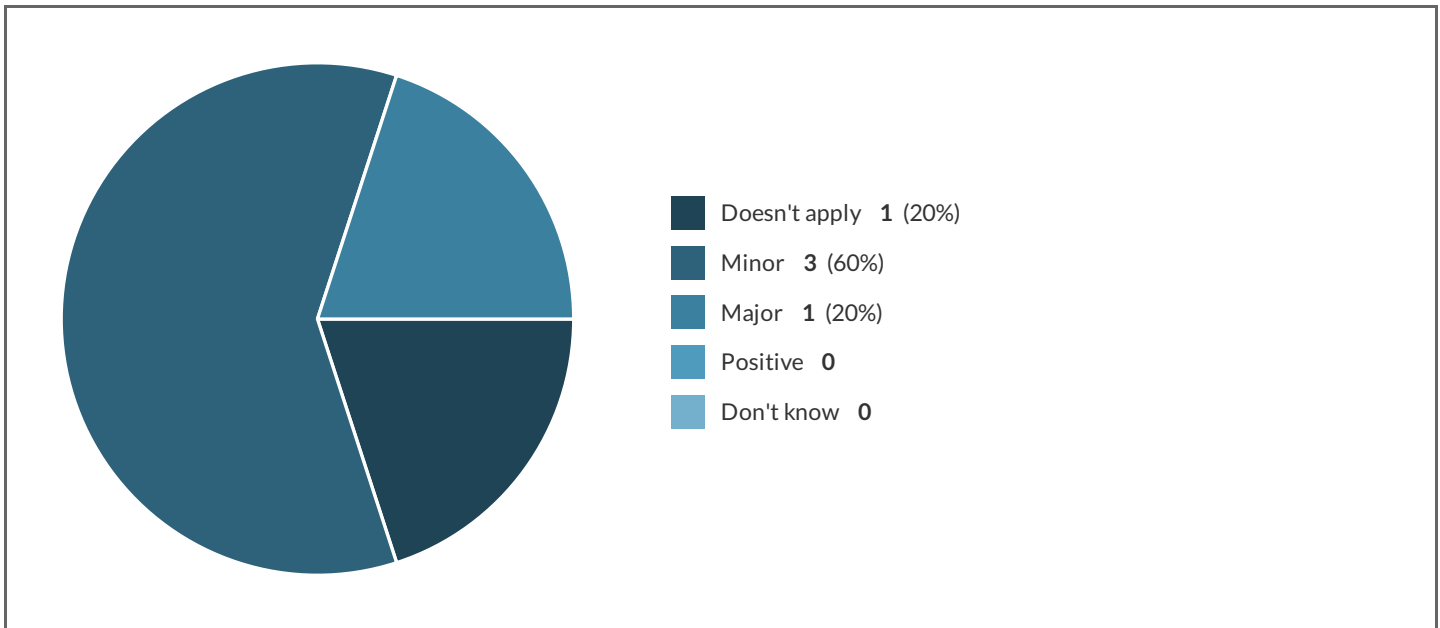


#### 7.3.b Organization needs extra resources - Frequency Cost is Experienced

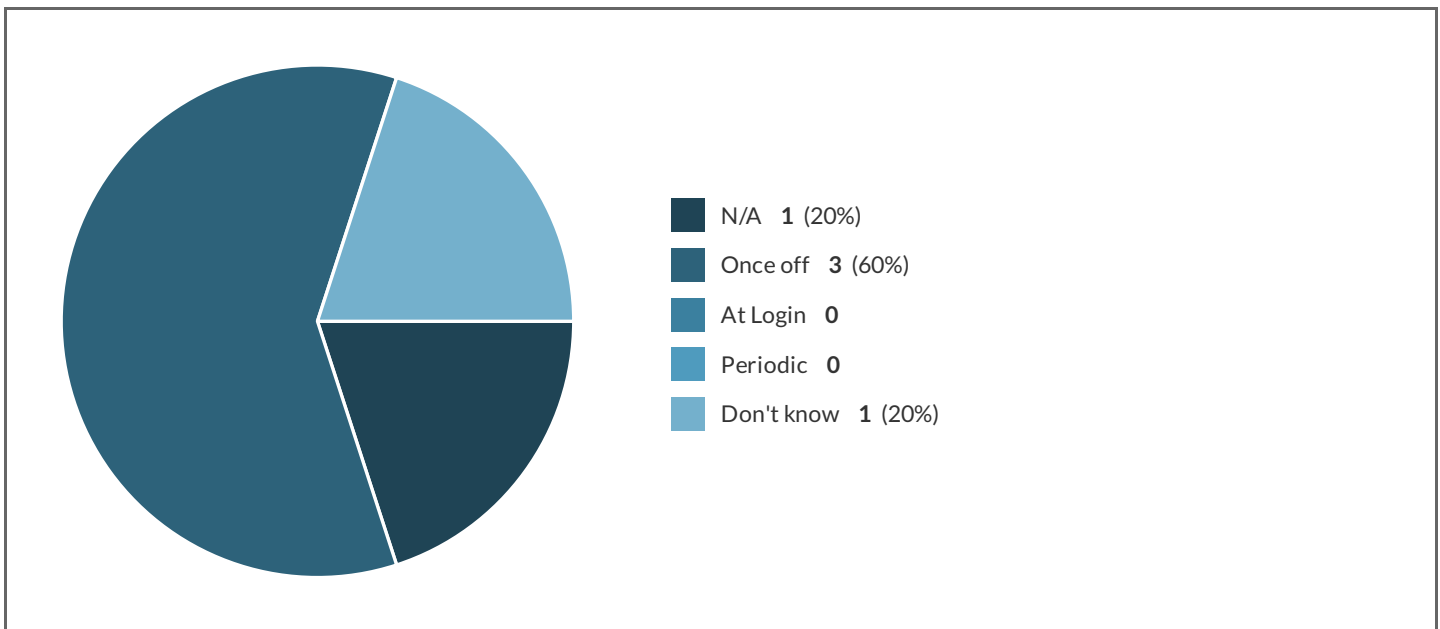


#### 7.4 Takes organization time to implement

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

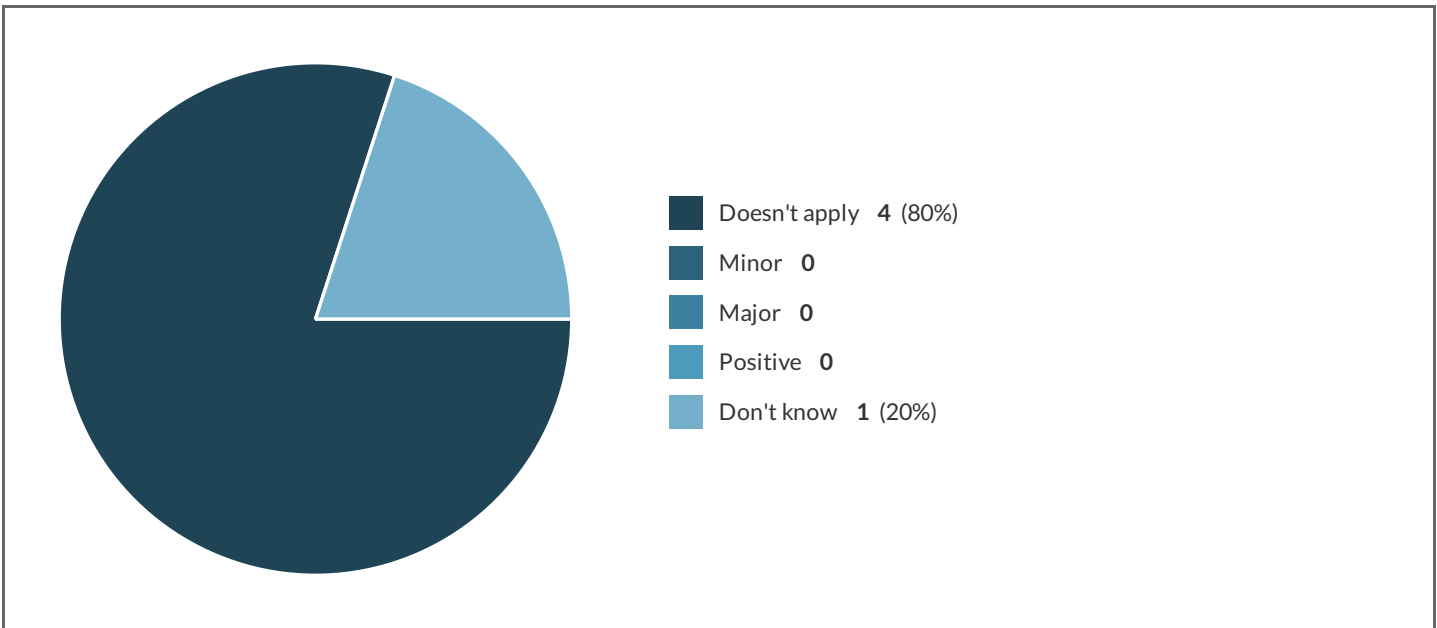


#### 7.4.b Takes organization time to implement - Frequency Cost is Experienced

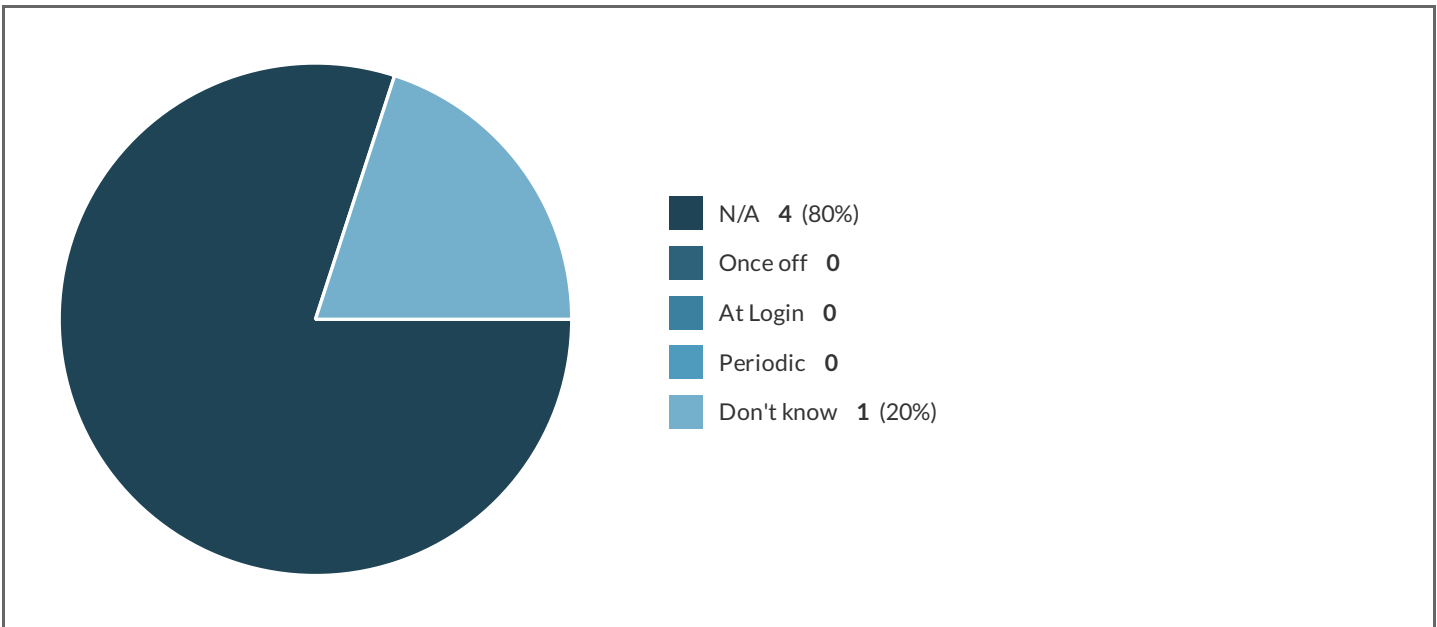


#### 7.5 Increases the organization's computing power needed

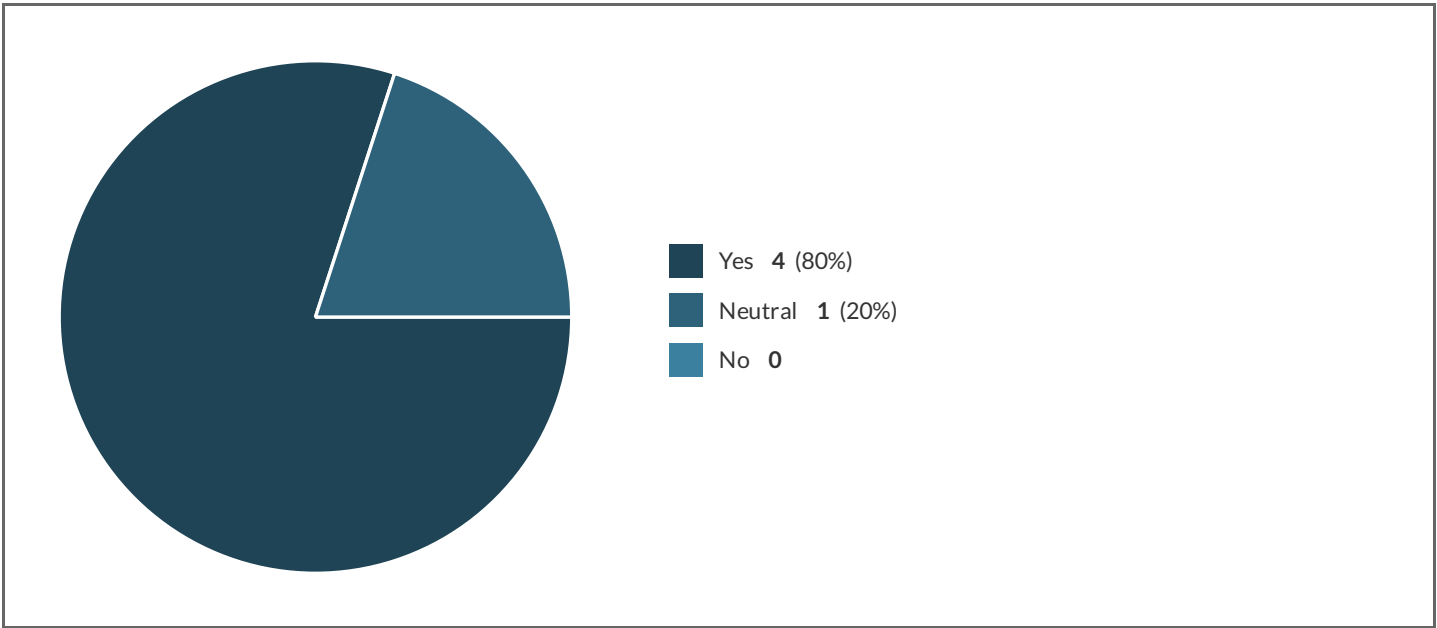
##### 7.5.a Increases the organization's computing power needed - Severity of Cost



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



**7.a** Do you approve of this advice?



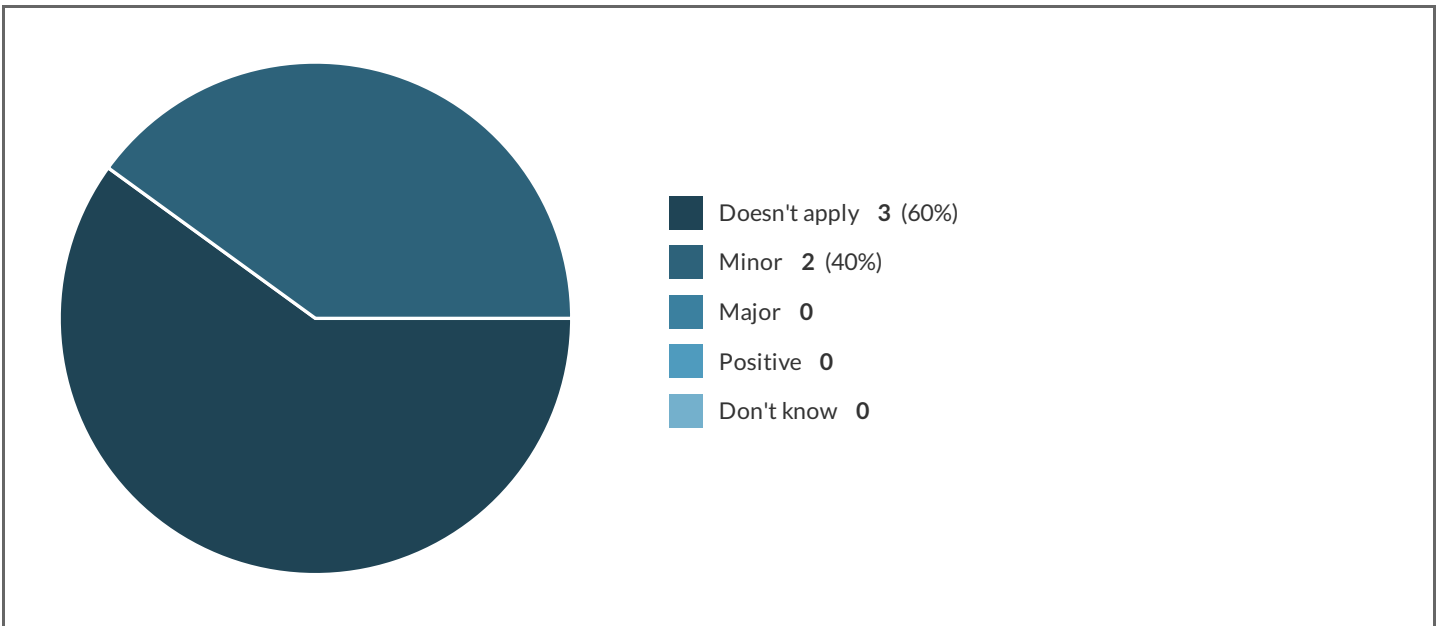
7.b Comments

*No responses*

8 Passwords should be checked for account information (e.g. username in password or ID number in password)

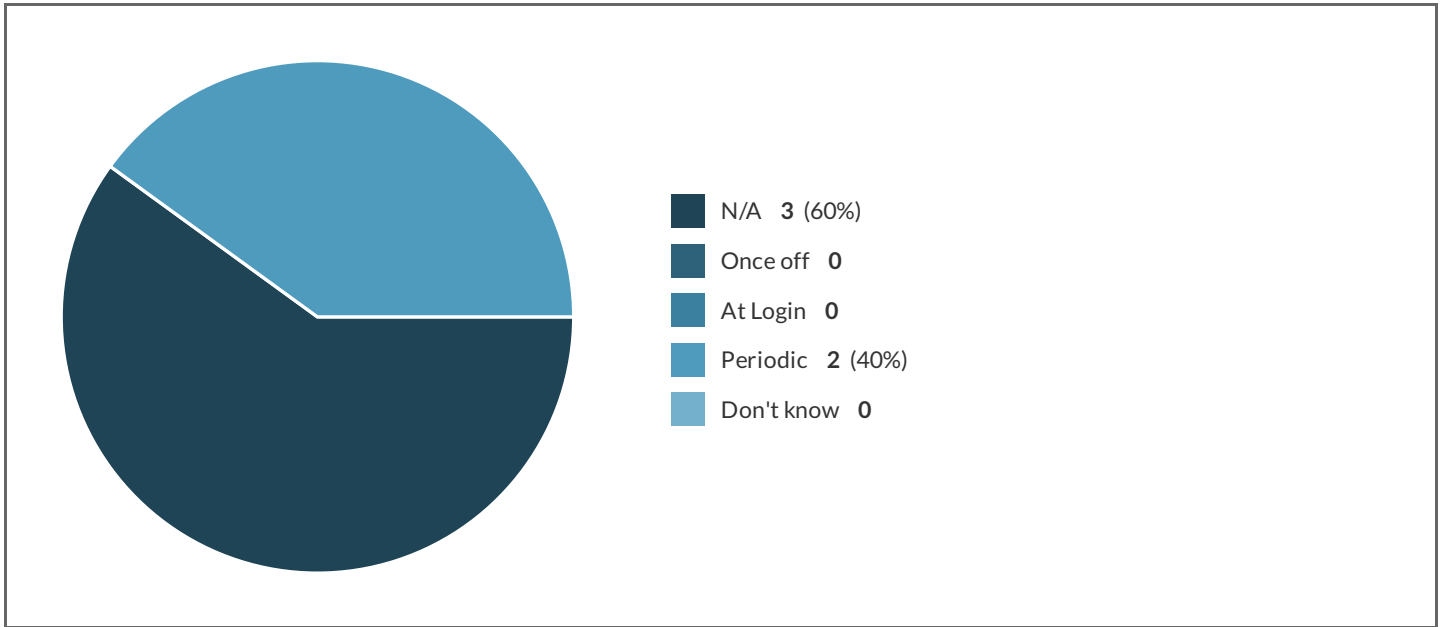
8.1 Increased help desk/user support time

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



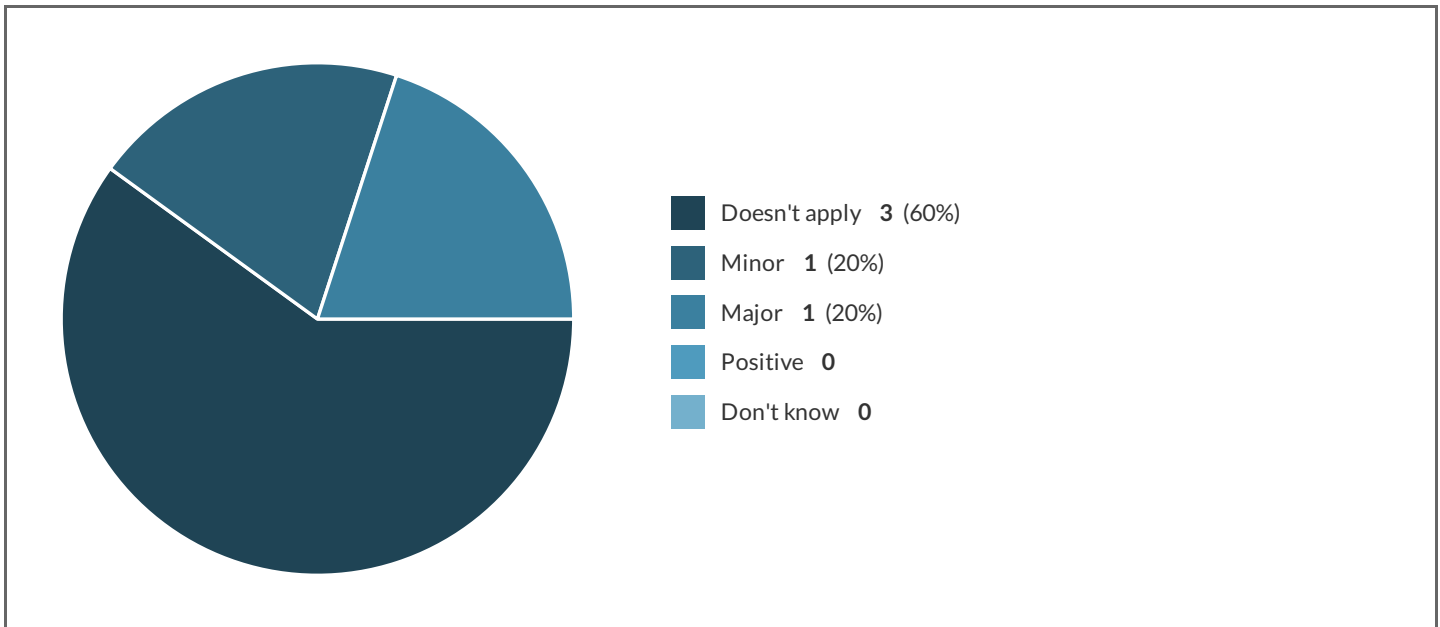


### 8.1.b Increased help desk/user support time - Frequency Cost is Experienced

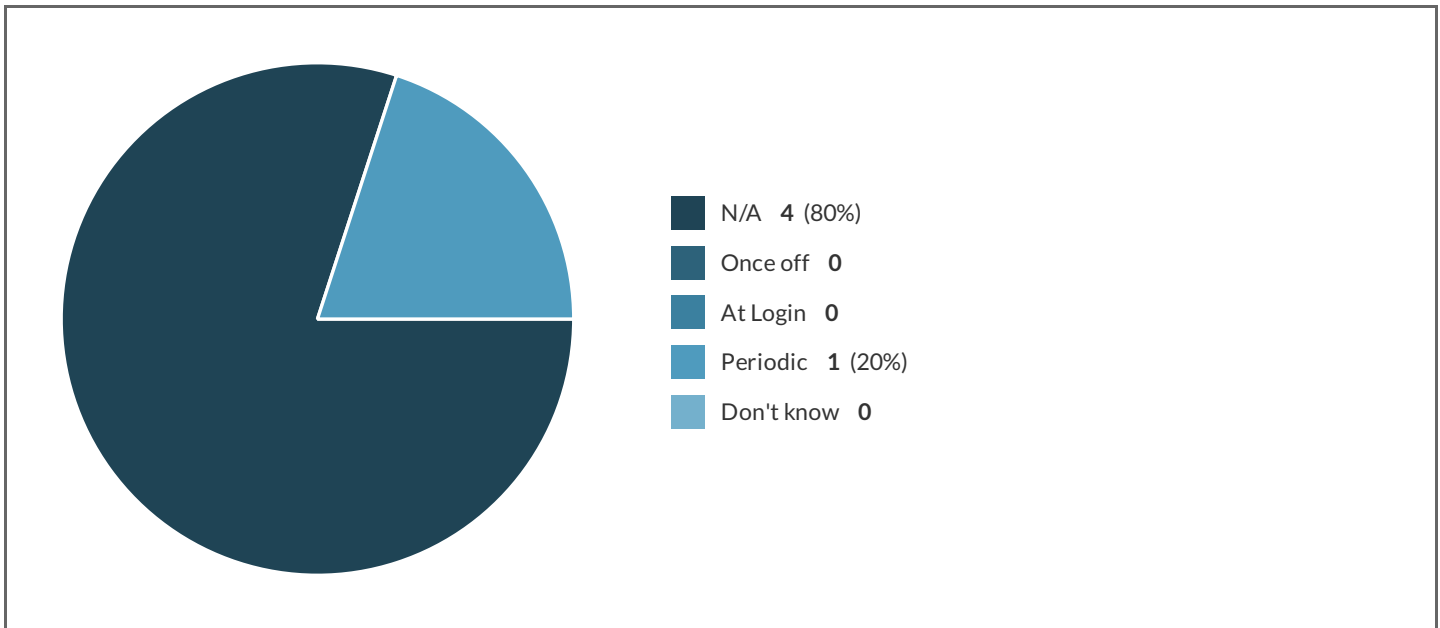


### 8.2 User education required

#### 8.2.a User education required - Severity of Cost

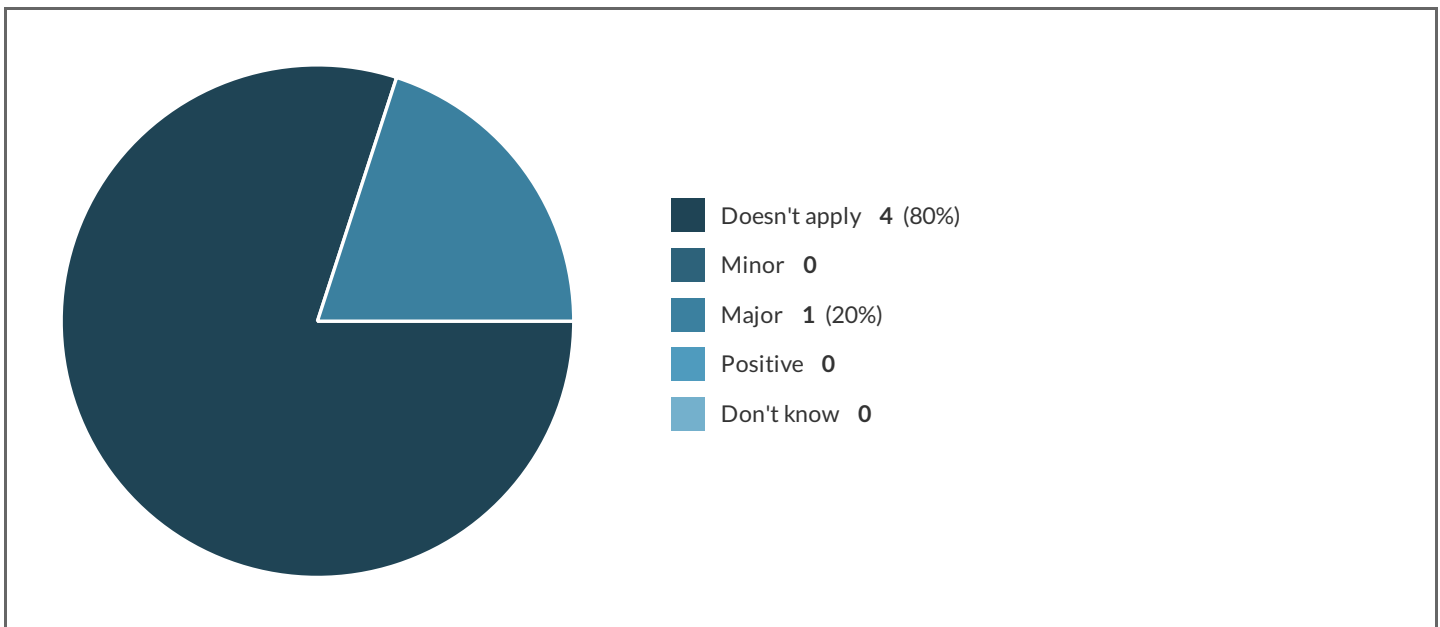


#### 8.2.b User education required - Frequency Cost is Experienced

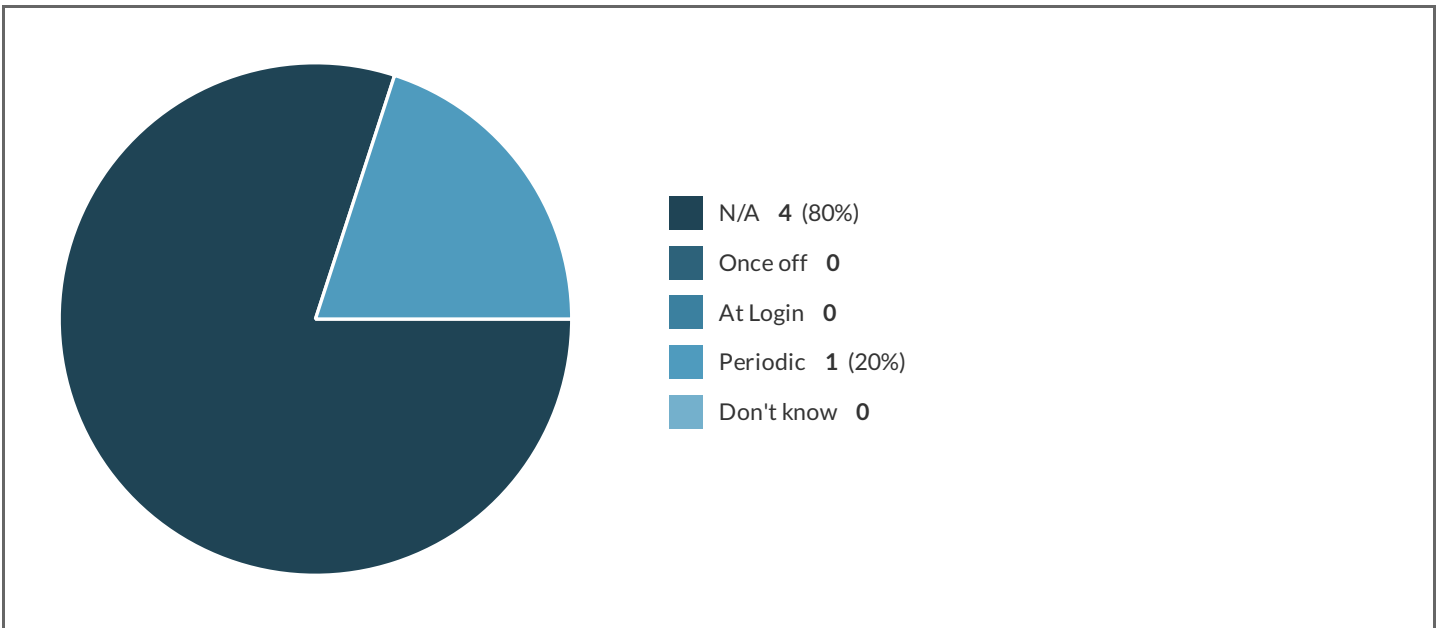


### 8.3 Organization needs extra resources

#### 8.3.a Organization needs extra resources - Severity of Cost

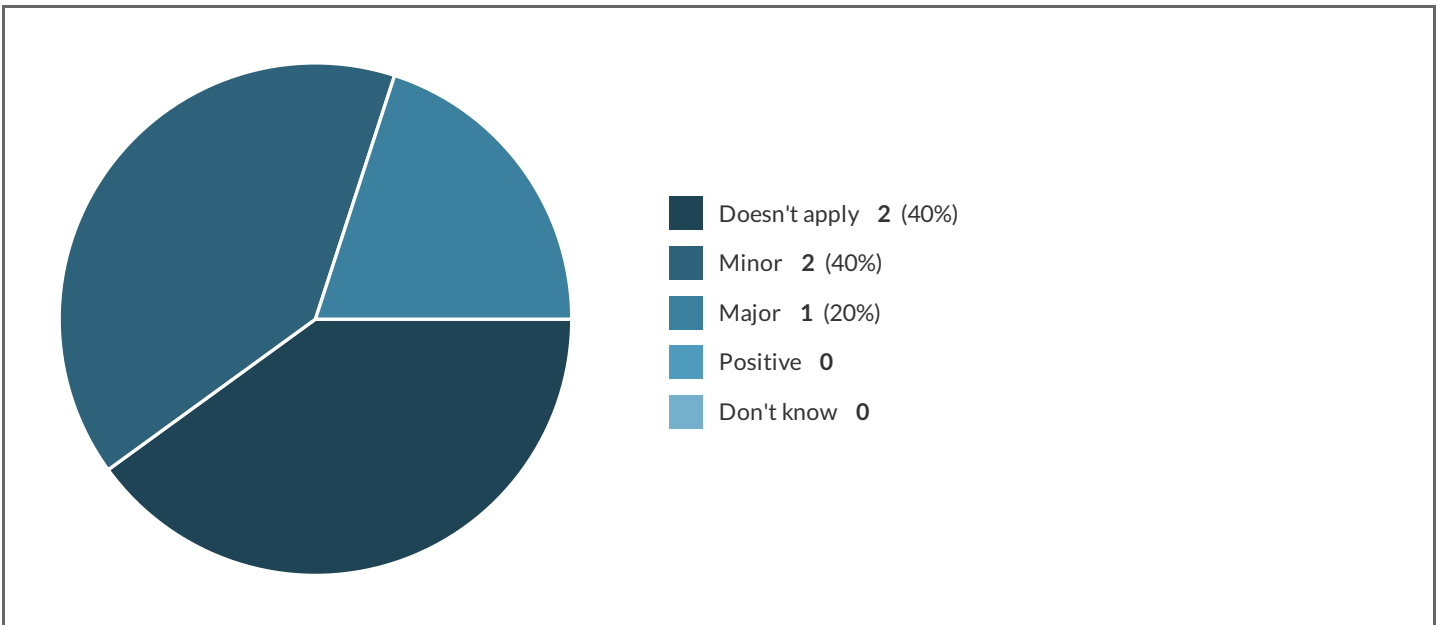


#### 8.3.b Organization needs extra resources - Frequency Cost is Experienced

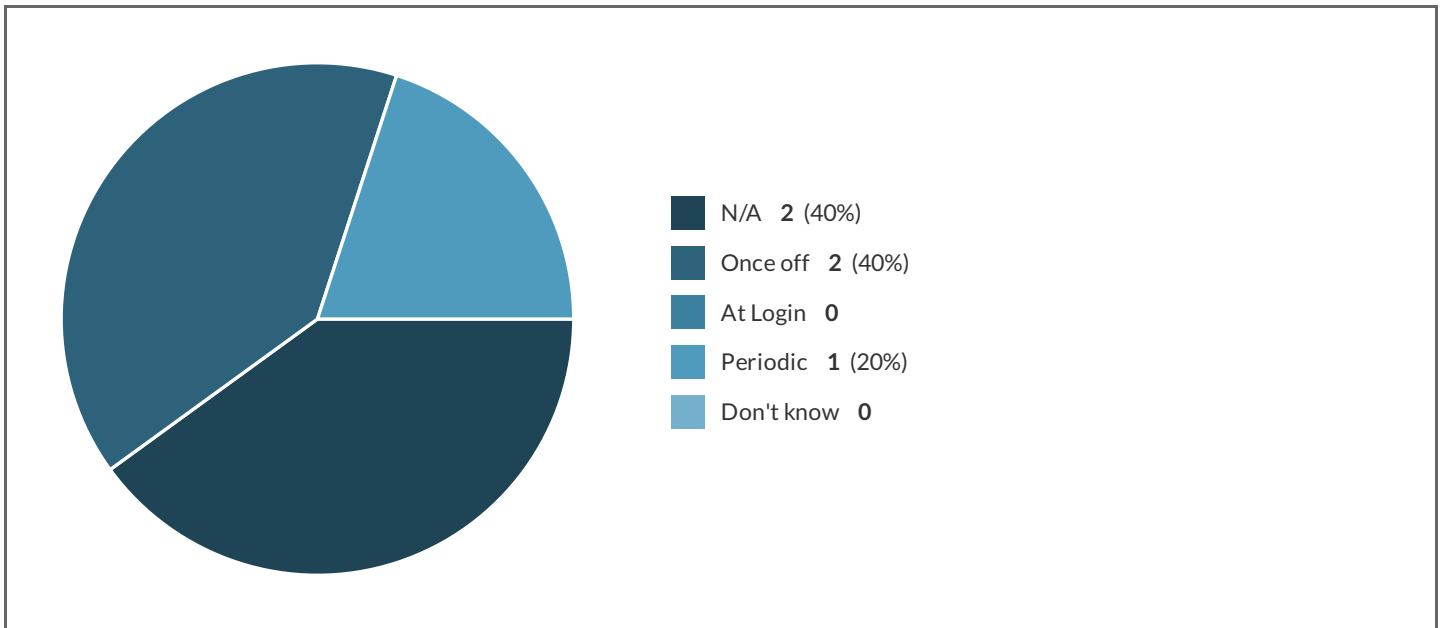


#### 8.4 Takes organization time to implement

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

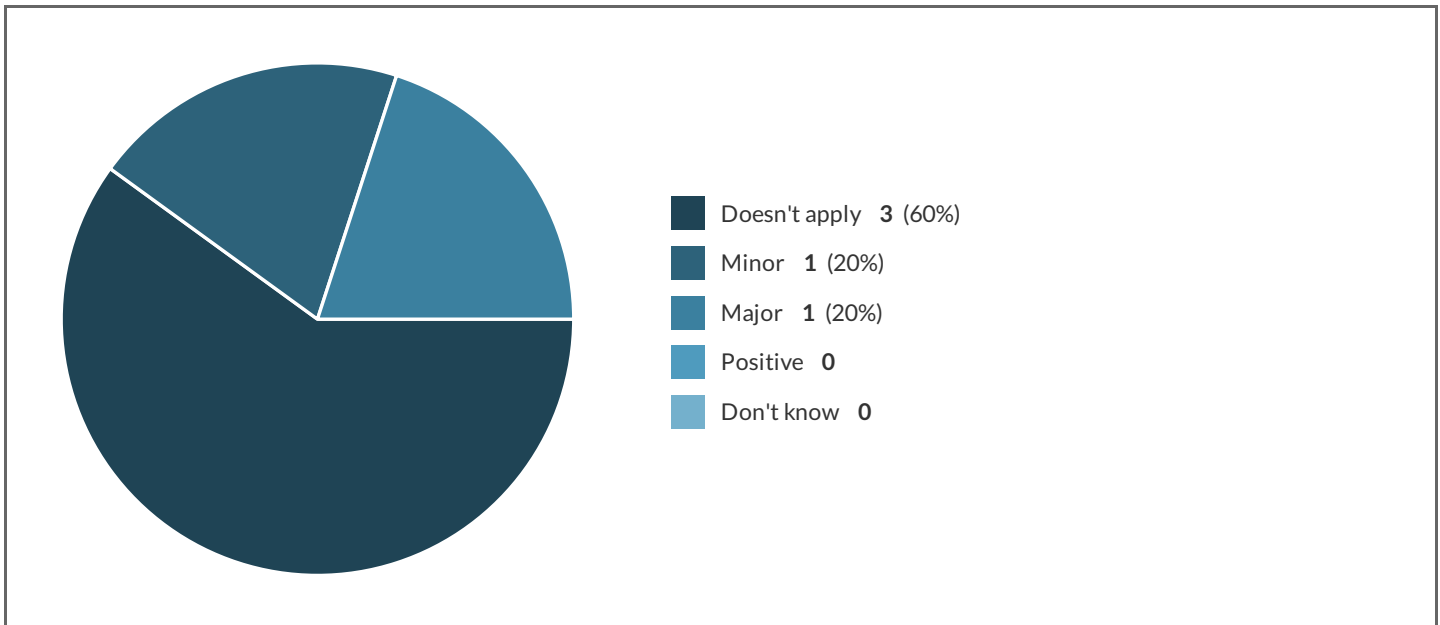


##### 8.4.b Takes organization time to implement - Frequency Cost is Experienced

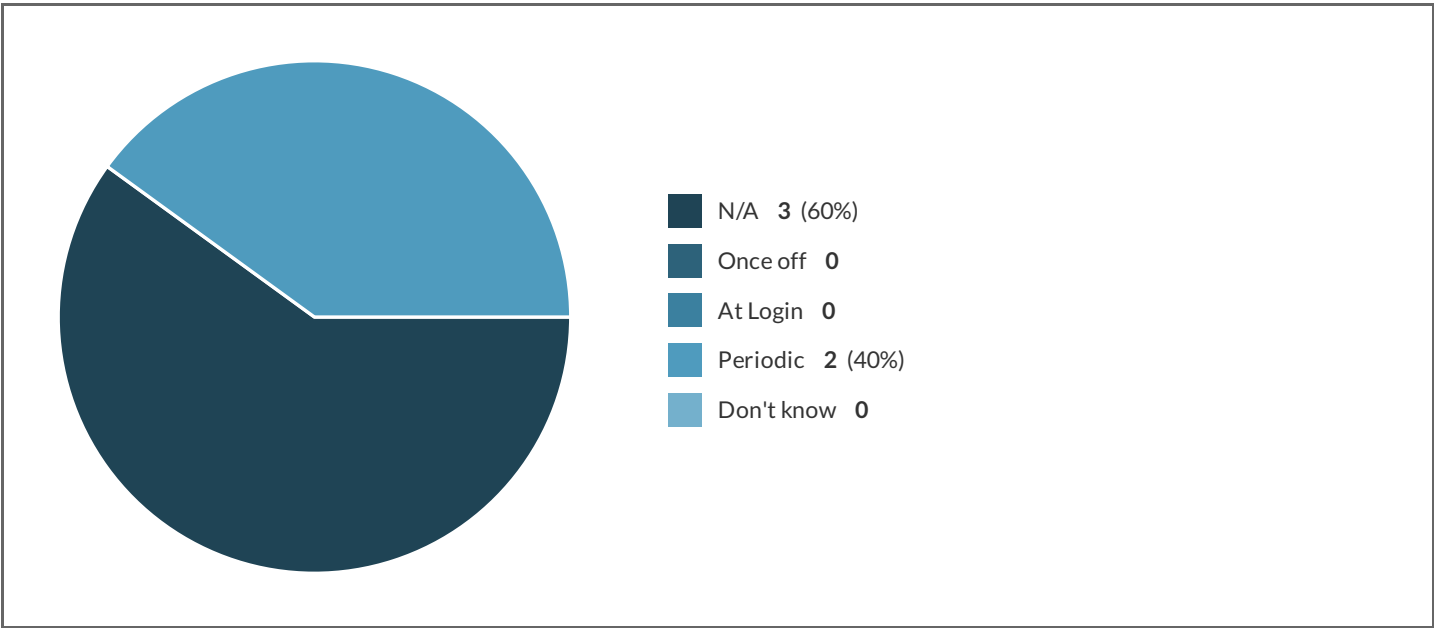


## 8.5 Increases the organization's computing power needed

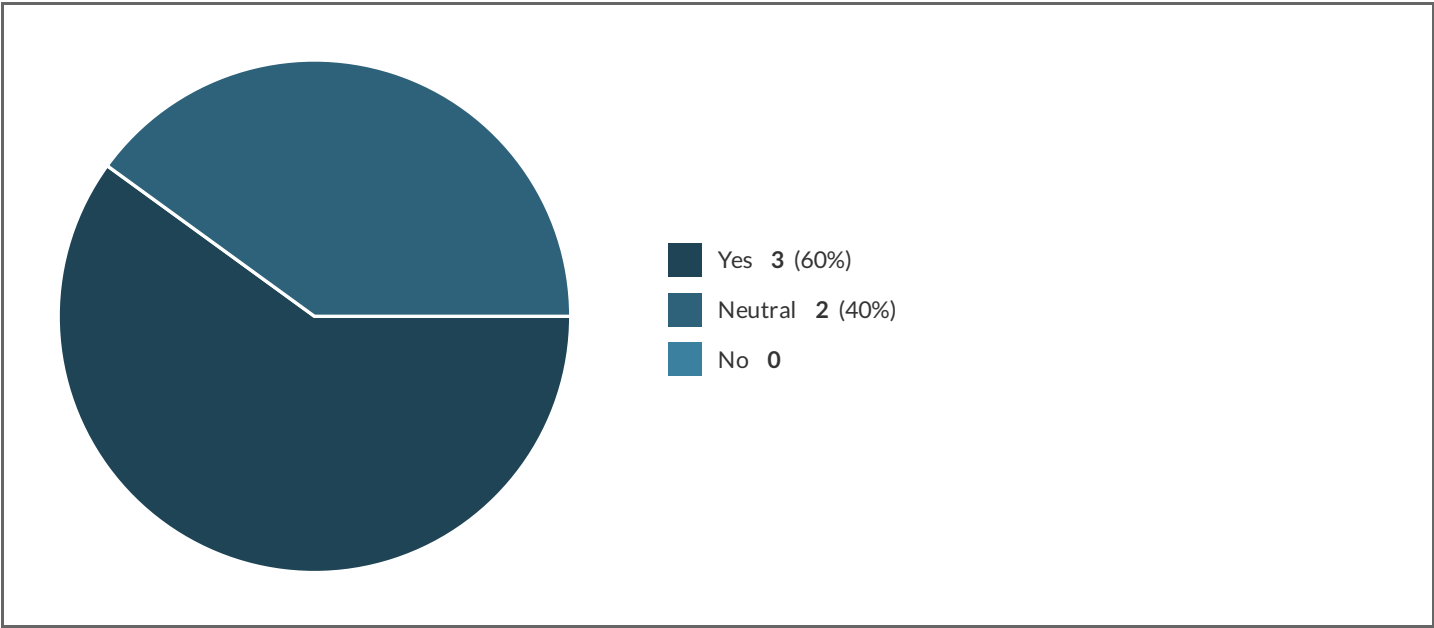
### 8.5.a Increases the organization's computing power needed - Severity of Cost



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



8.a Do you approve of this advice?



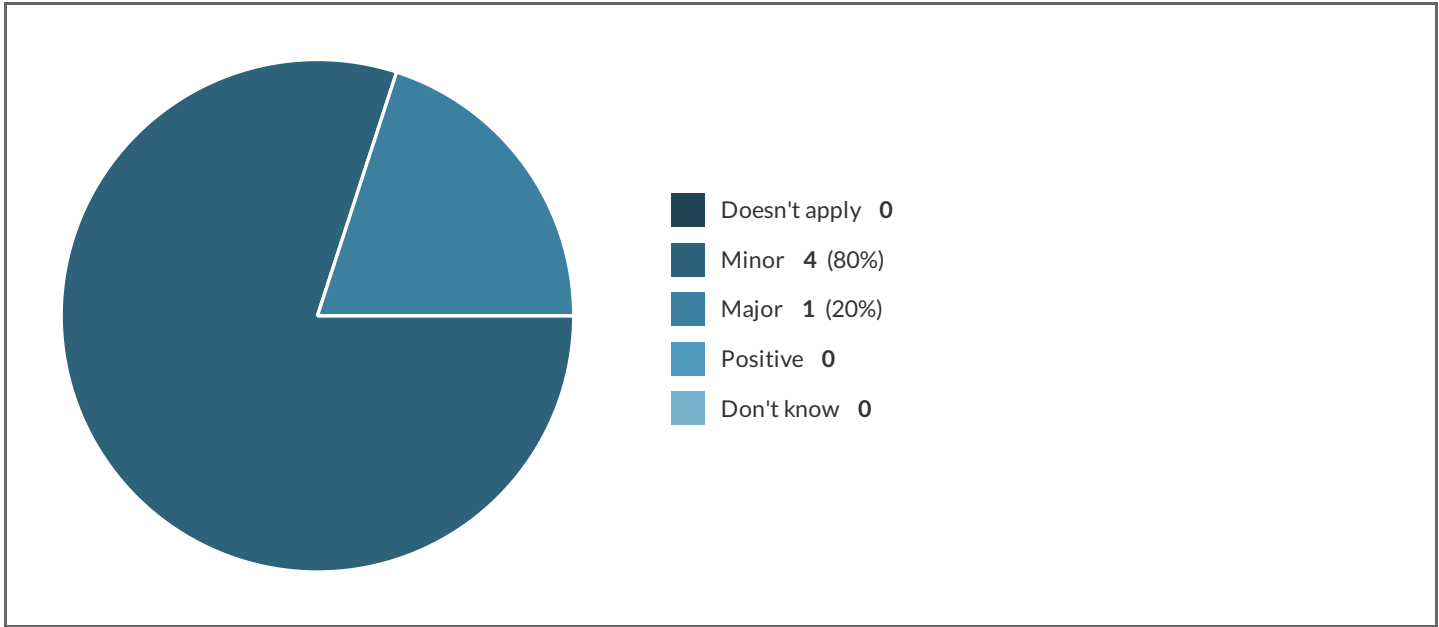
8.b Comments

Showing all 2 responses	
I say periodic frequency because new users are likely so constant cycles of education and reinforcement must happen.	633683-633674-66285572
Can be useful, but restricts variability of passwords as restricting options.	633683-633674-66950296

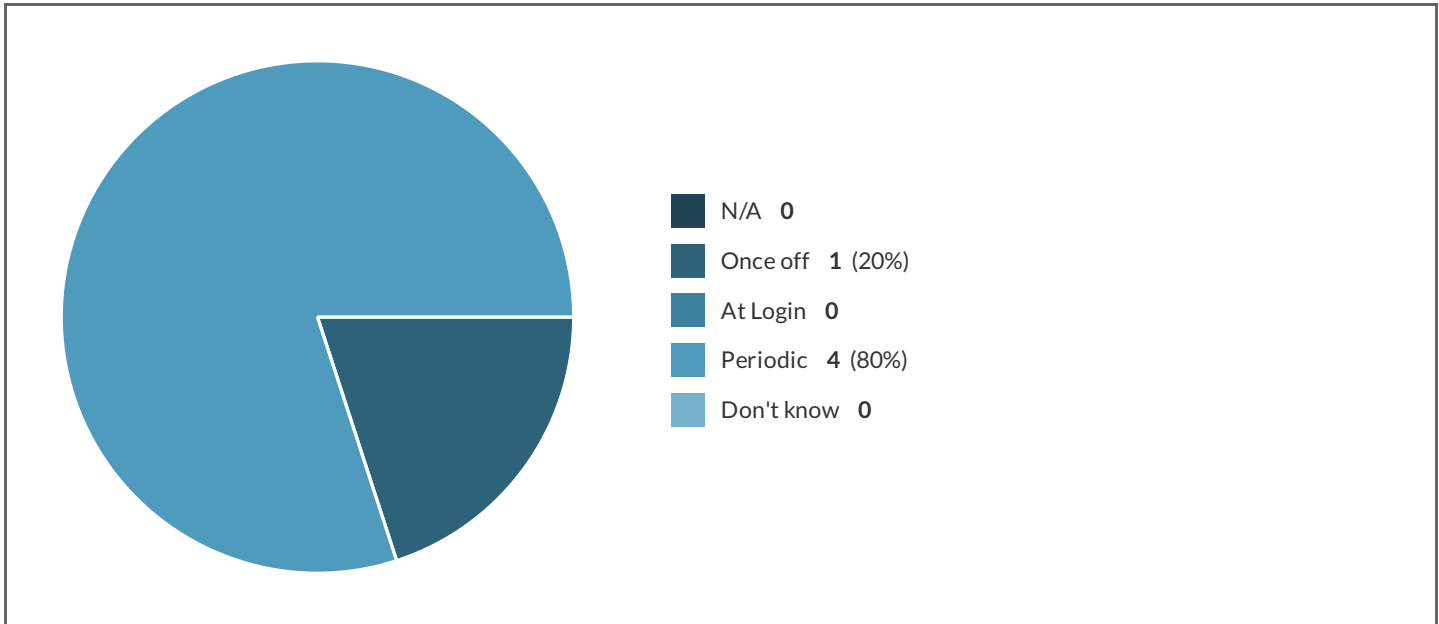
■ Composition rules should be enforced for usernames (e.g. a username must contain a minimum of

9.1 Increased help desk/user support time

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

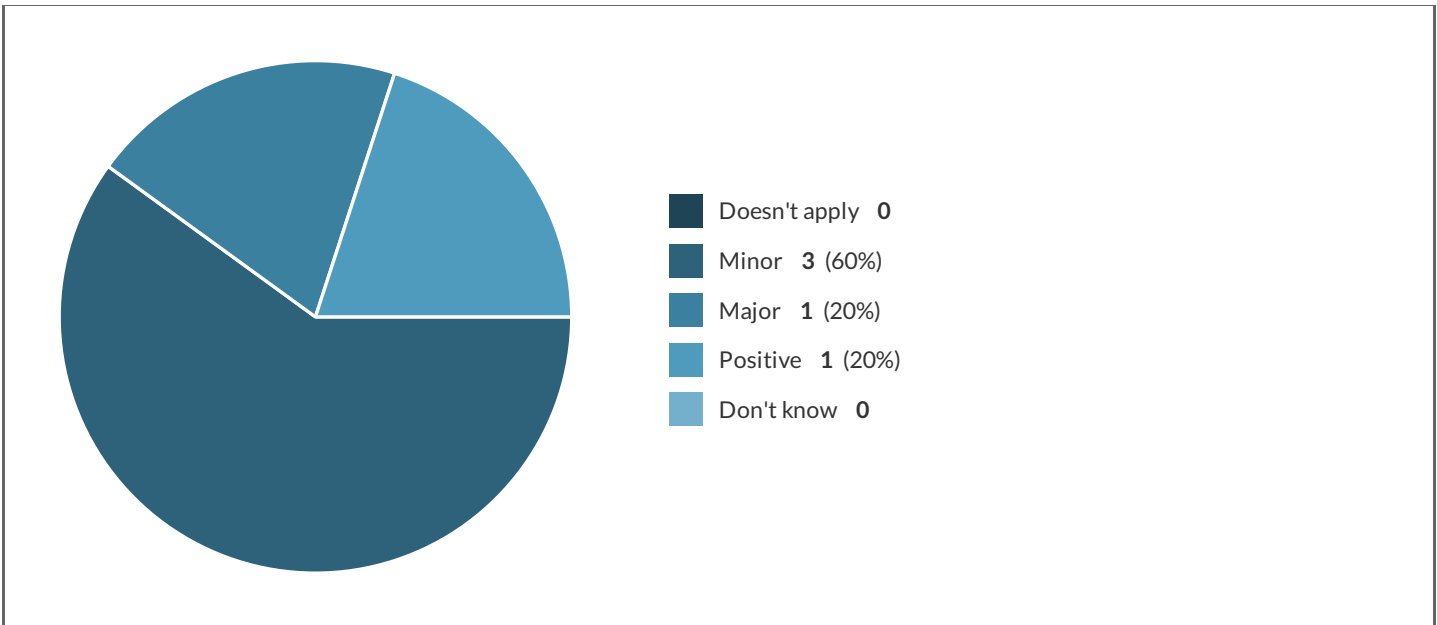


9.1.b Increased help desk/user support time - Frequency Cost is Experienced

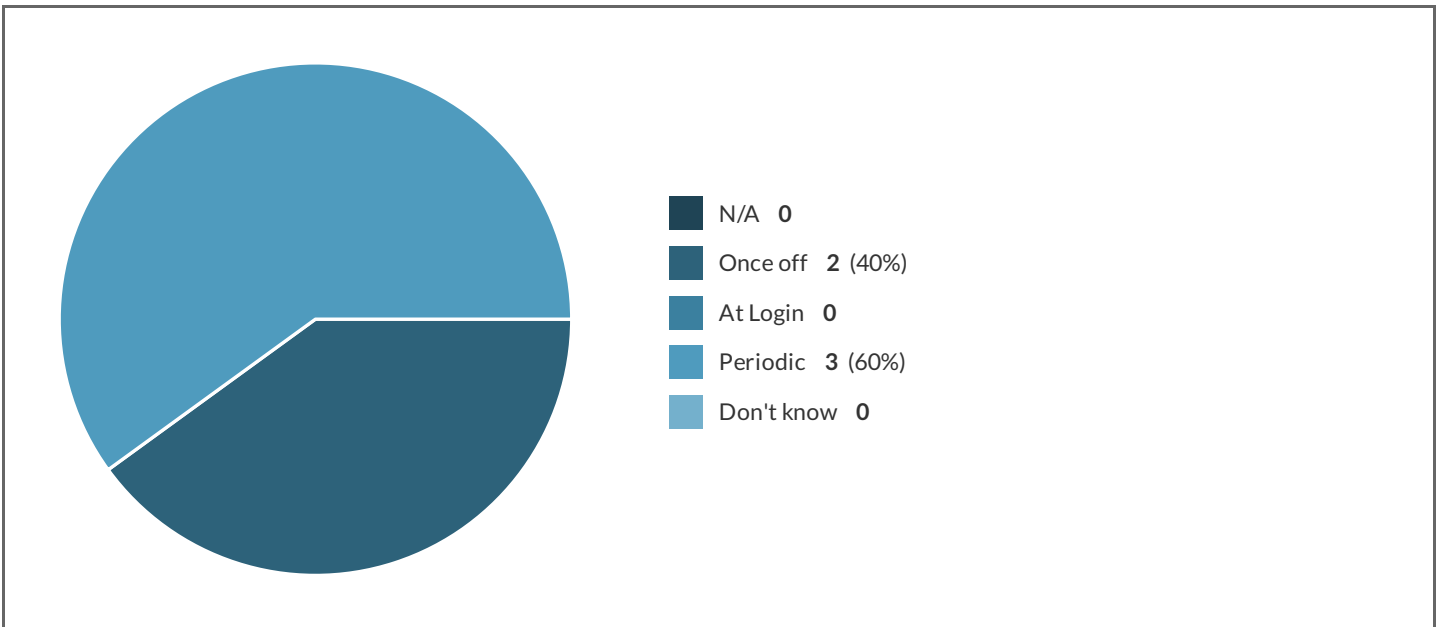


9.2 User education required

9.2.a User education required - Severity of Cost

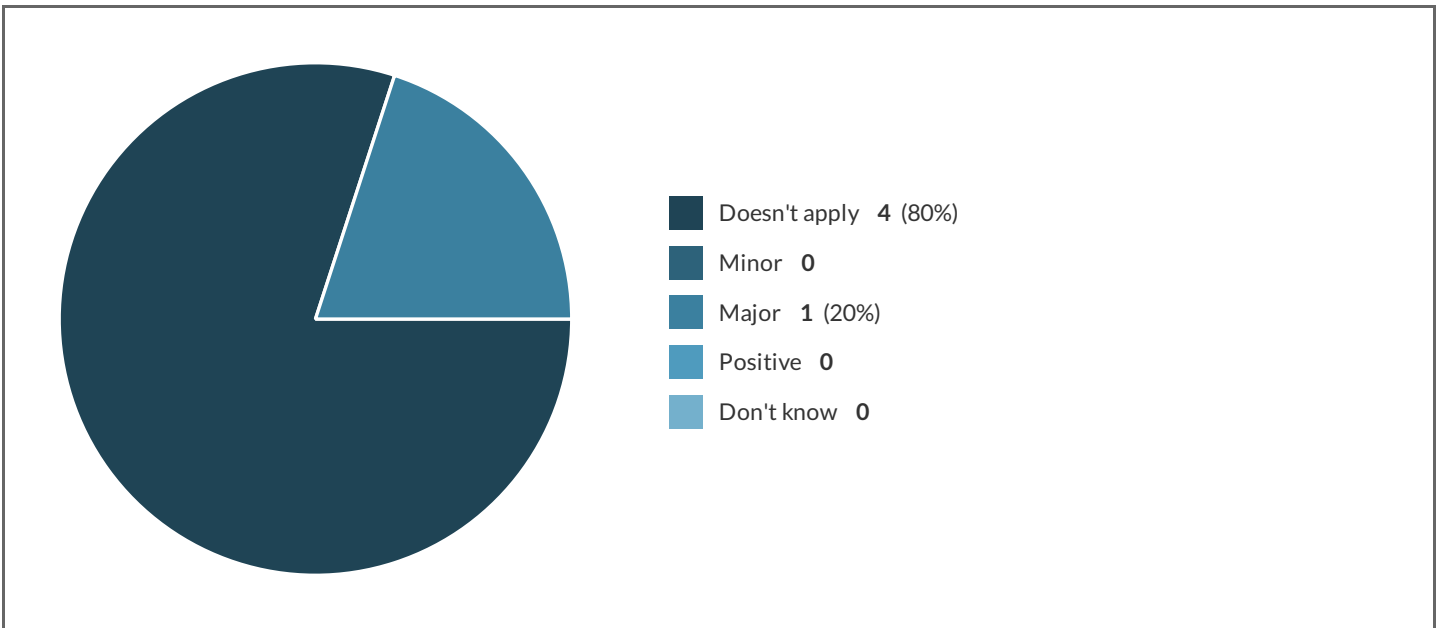


#### 9.2.b User education required - Frequency Cost is Experienced

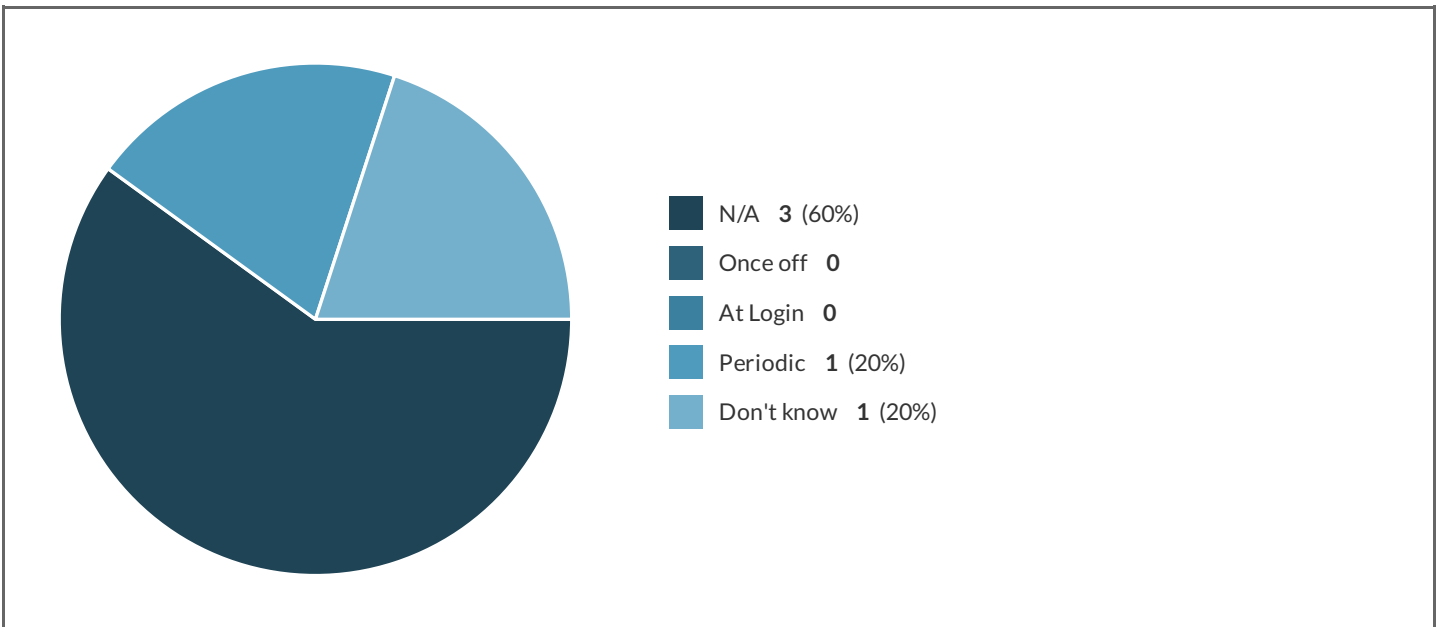


#### 9.3 Organization needs extra resources

##### 9.3.a Organization needs extra resources - Severity of Cost



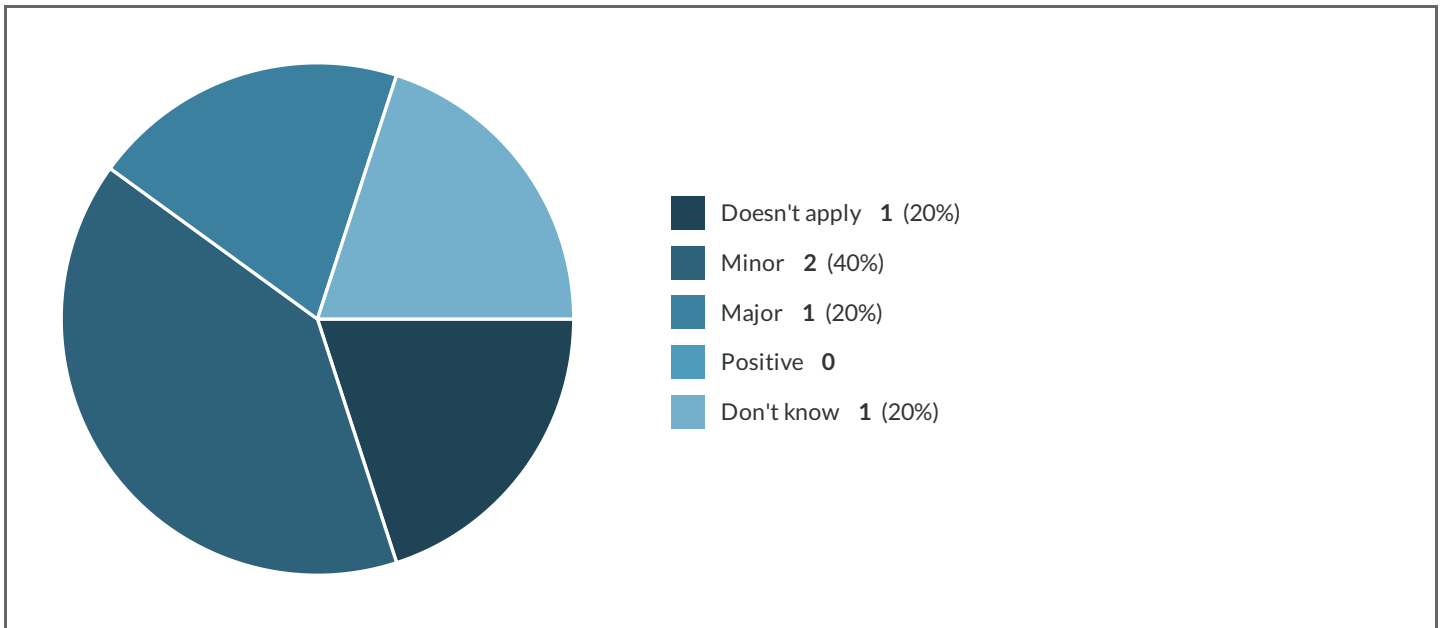
#### 9.3.b Organization needs extra resources - Frequency Cost is Experienced



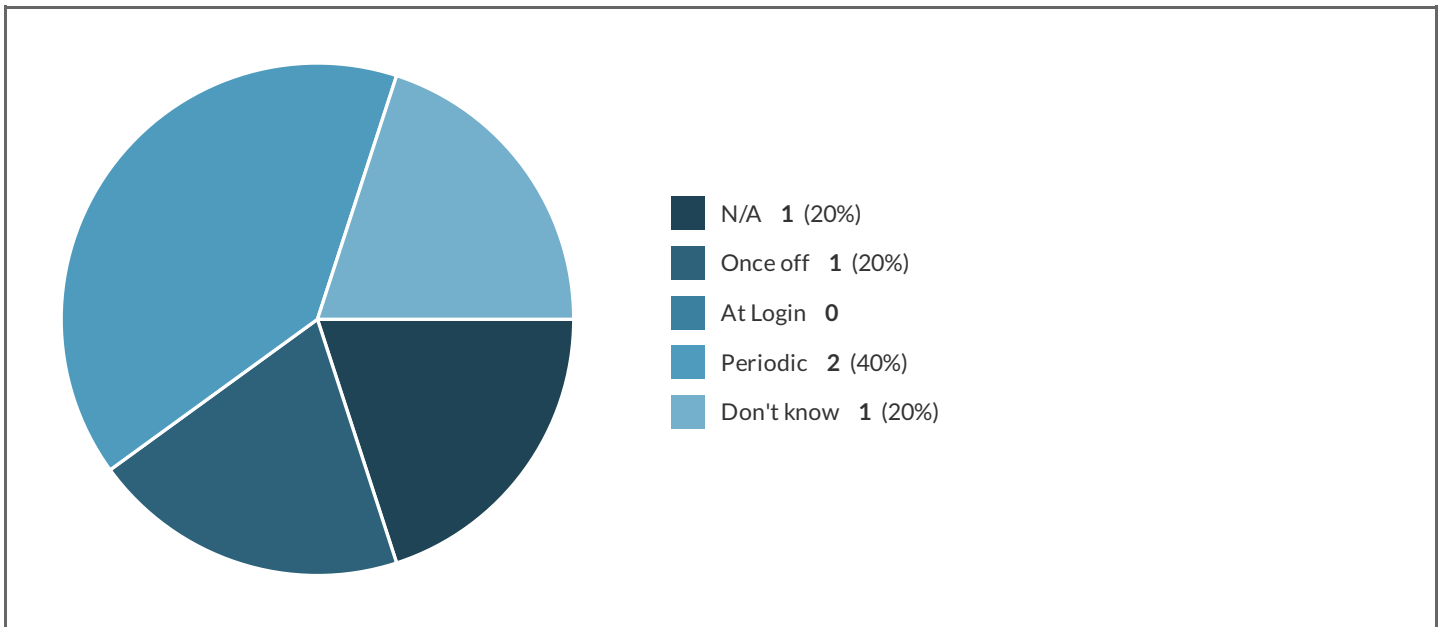
#### 9.4 Takes organization time to implement

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



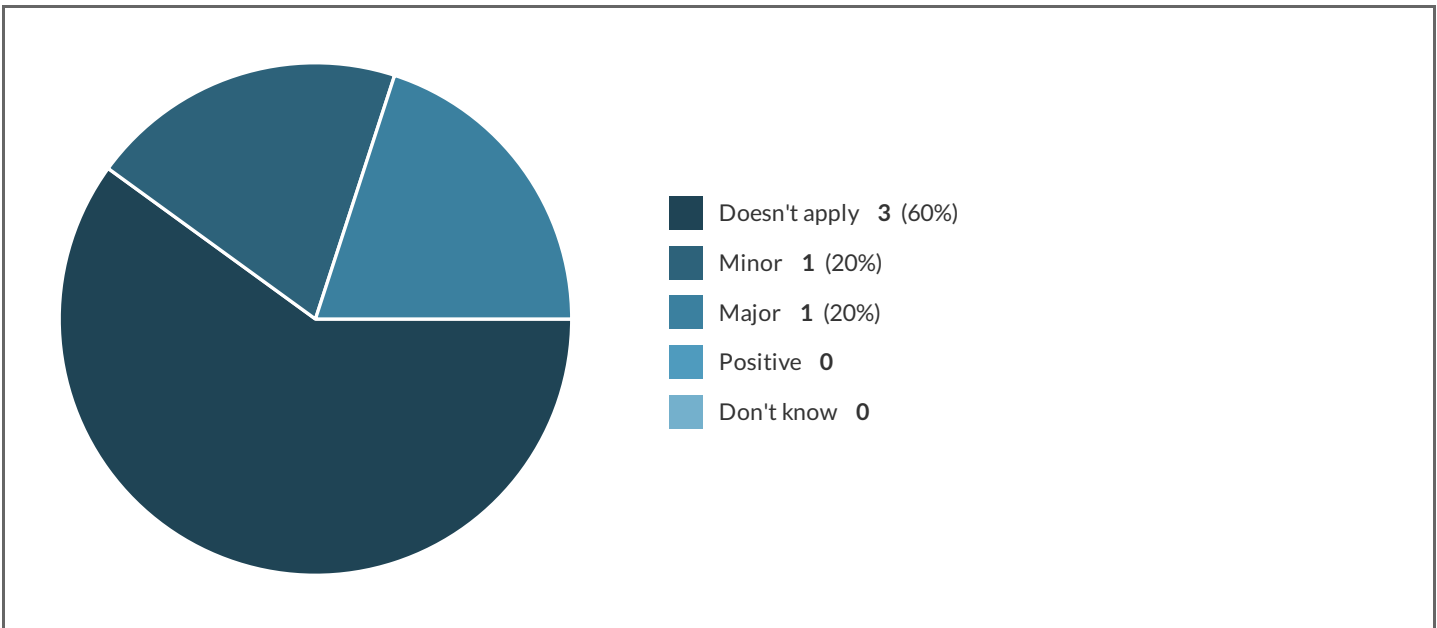


#### 9.4.b Takes organization time to implement - Frequency Cost is Experienced

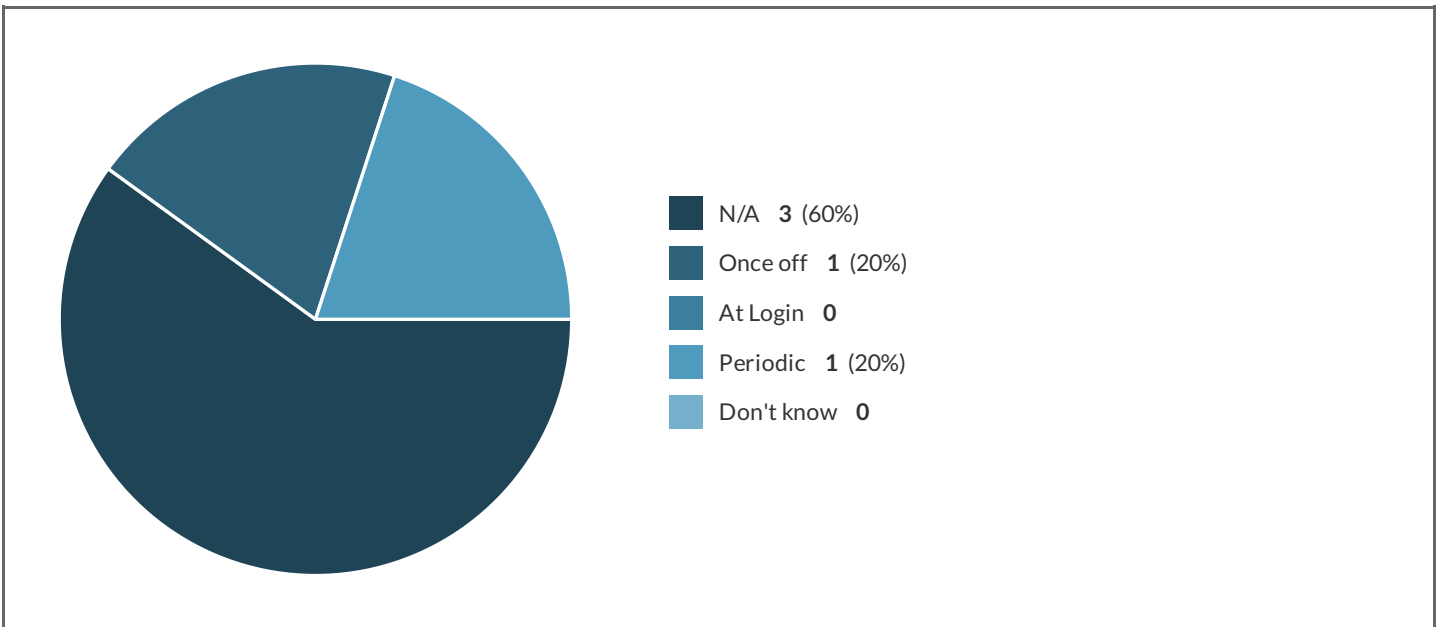


#### 9.5 Increases the organization's computing power needed

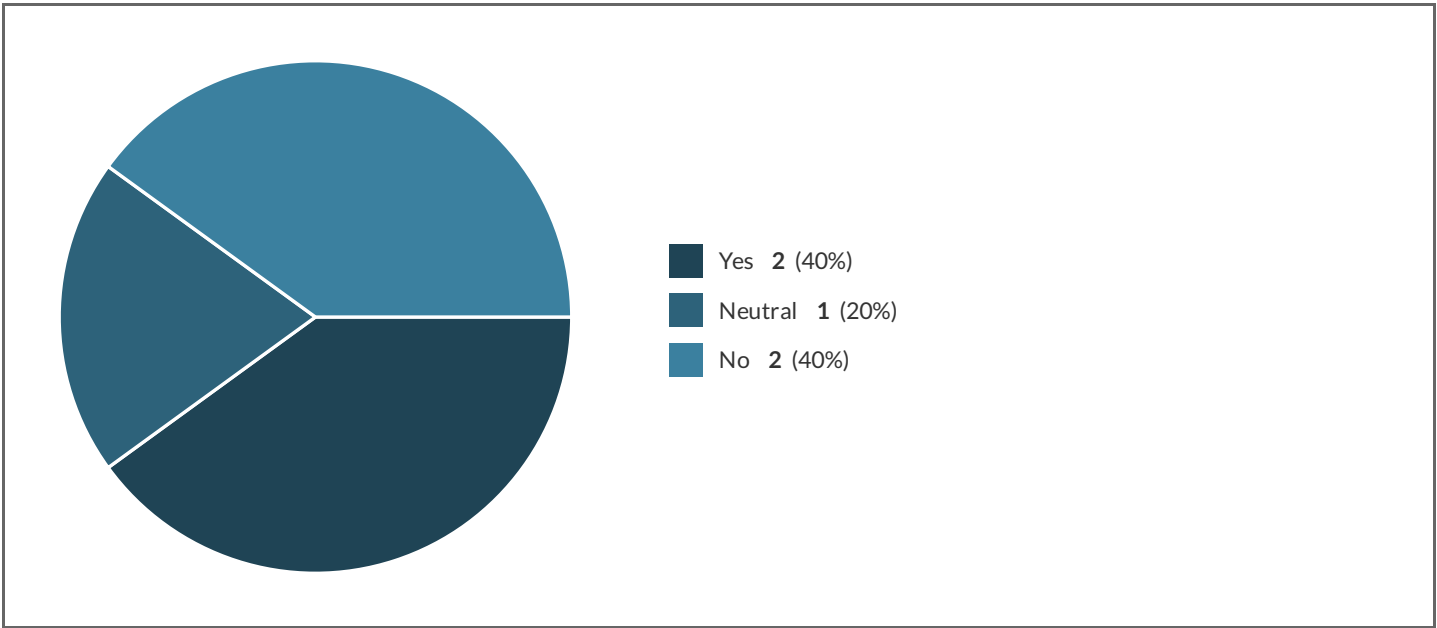
##### 9.5.a Increases the organization's computing power needed - Severity of Cost



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 1 response

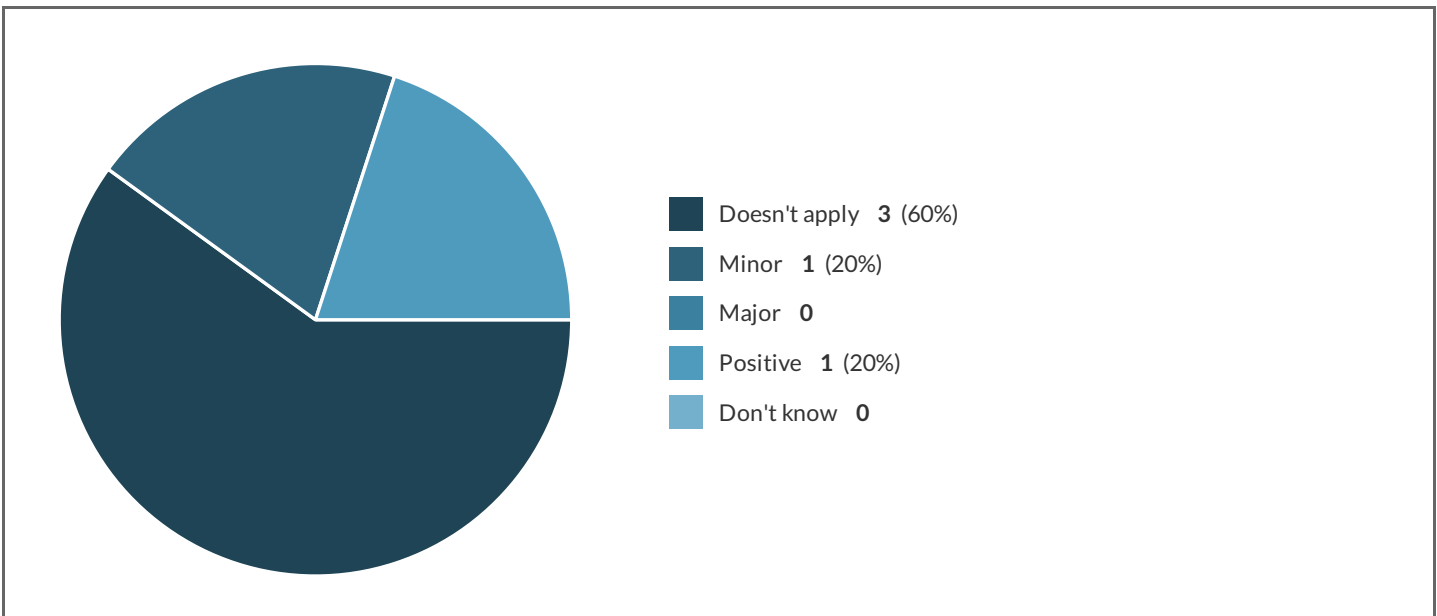
Good for passwords, over complicates usernames as password should be secure, usernames are often generated based on firstname.lastname etc

633683-633674-66950296

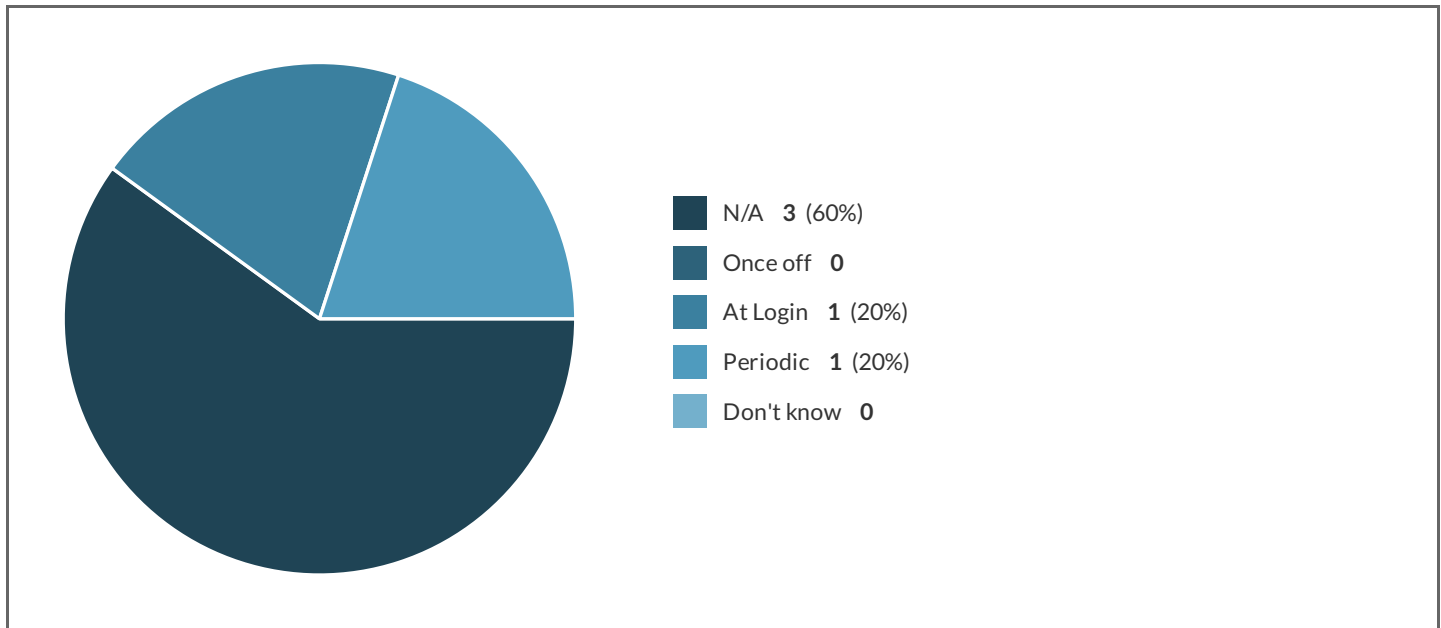
#### 10 Users should never reuse passwords between multiple sites/systems

##### 10.1 Increased help desk/user support time

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

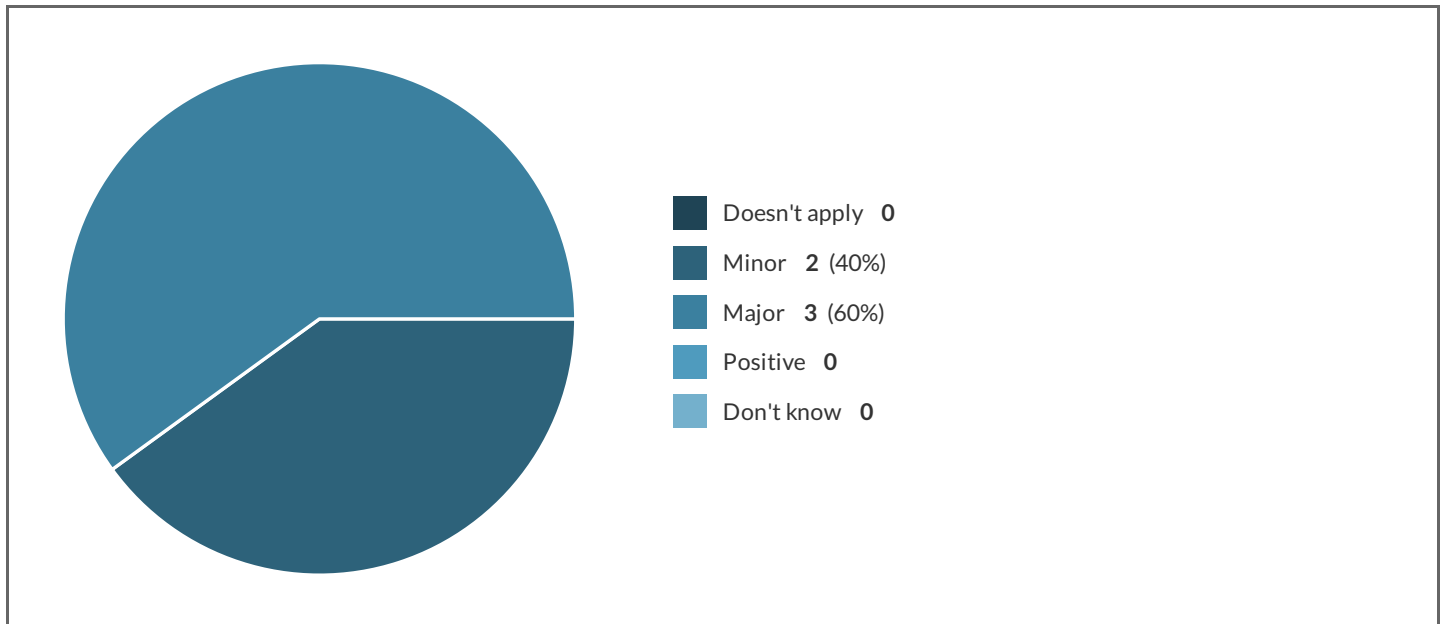


### 10.1.b Increased help desk/user support time - Frequency Cost is Experienced

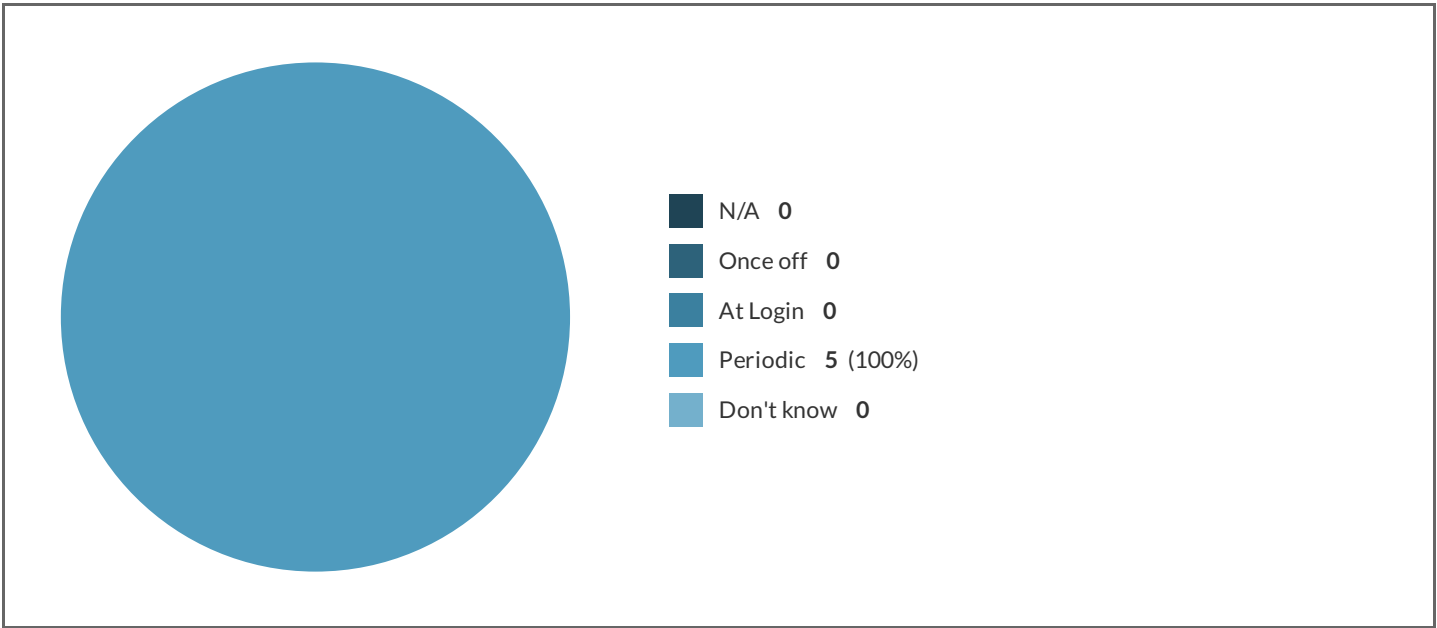


## 10.2 User education required

### 10.2.a User education required - Severity of Cost

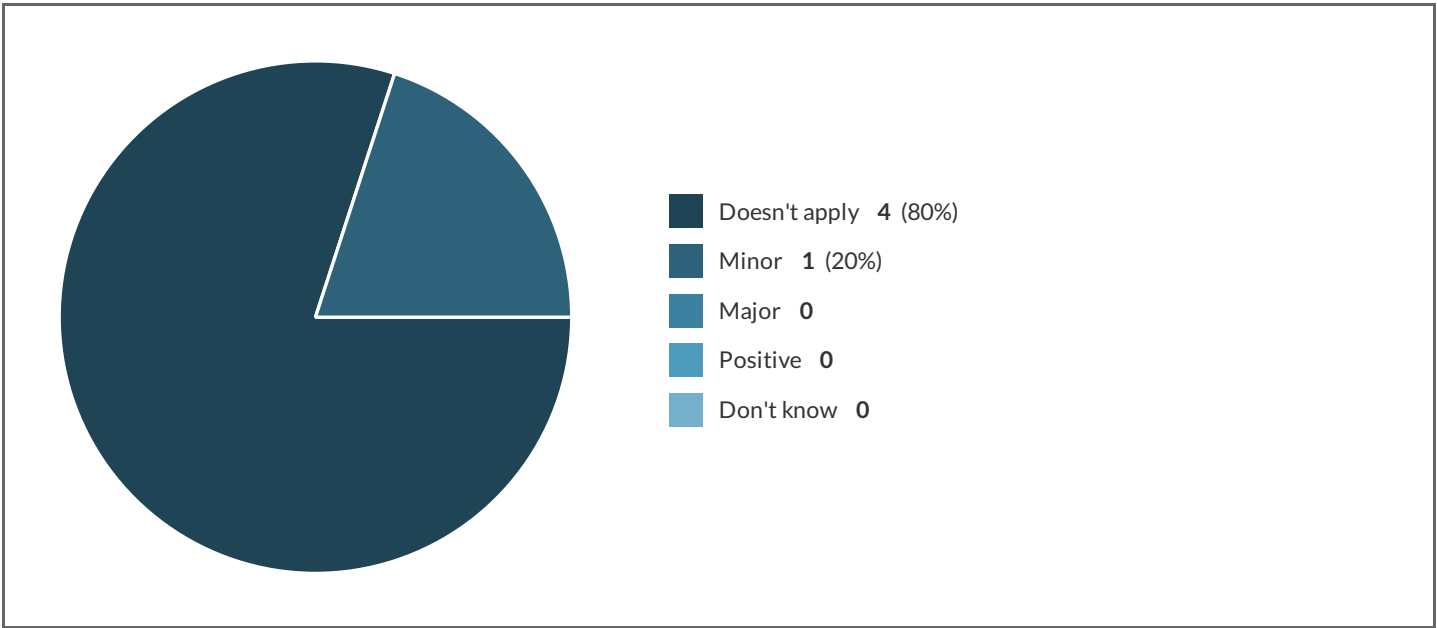


### 10.2.b User education required - Frequency Cost is Experienced

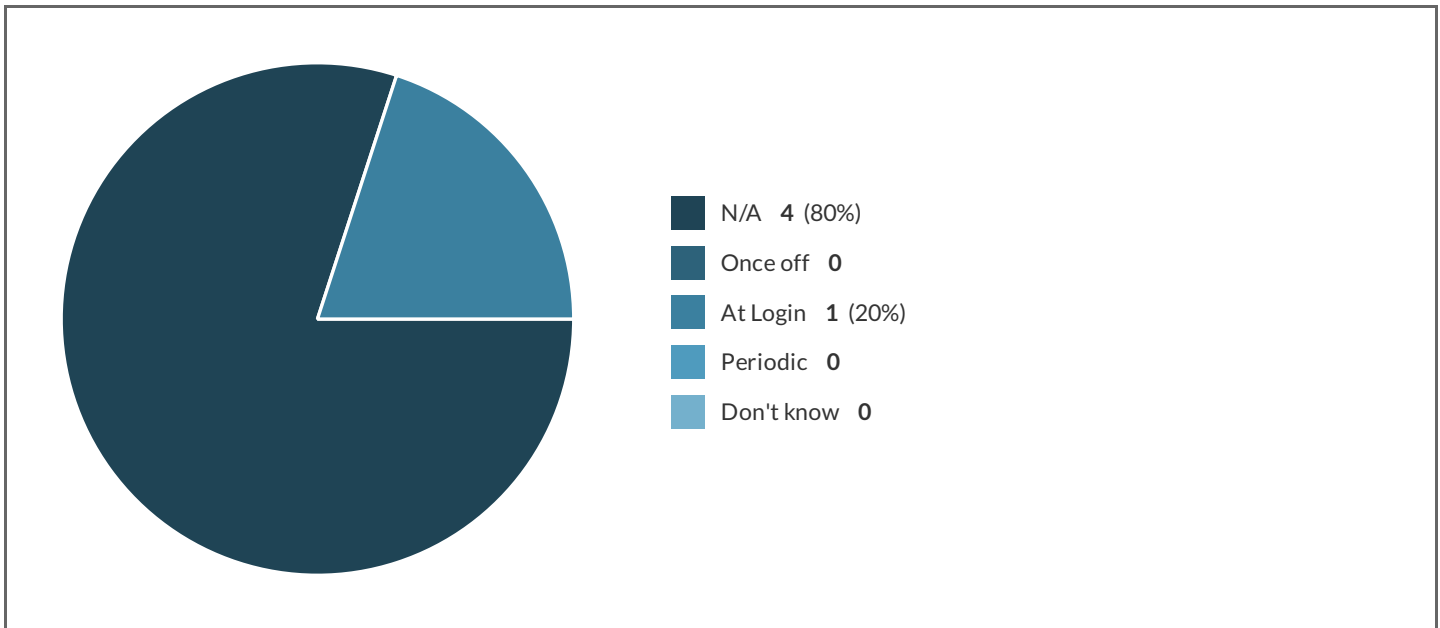


10.3 Organization needs extra resources

10.3.a Organization needs extra resources - Severity of Cost

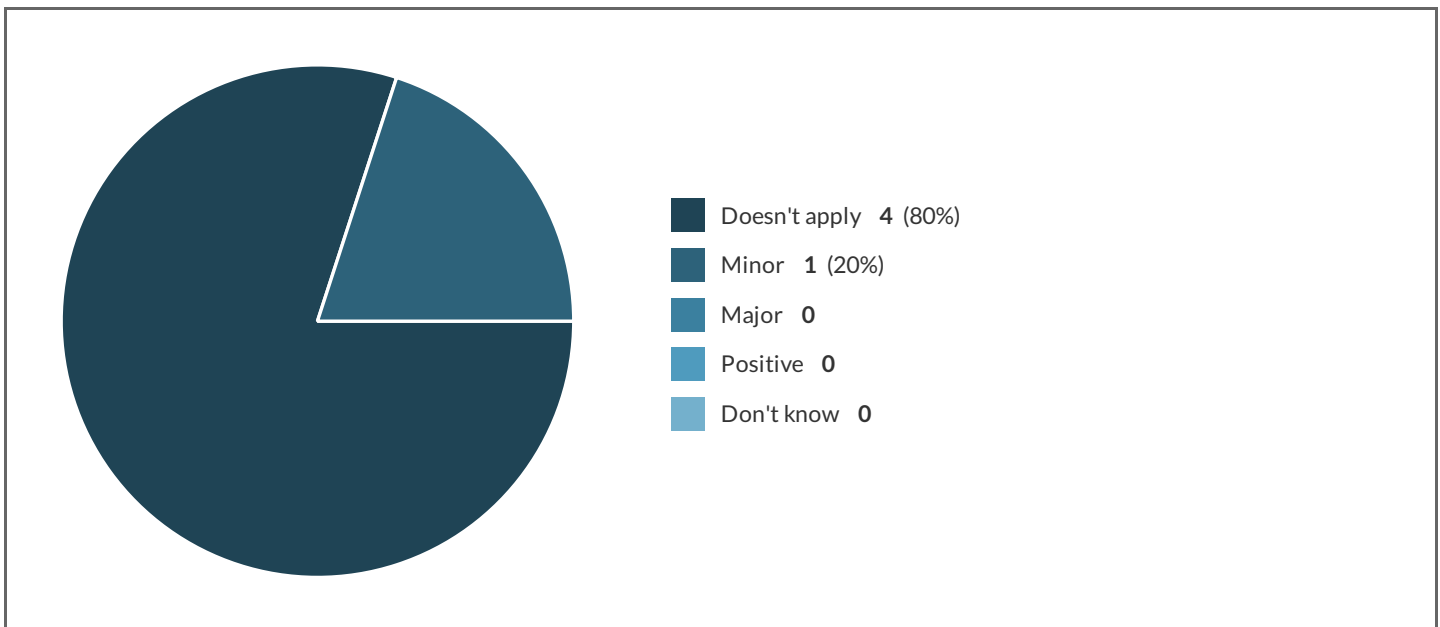


10.3.b Organization needs extra resources - Frequency Cost is Experienced

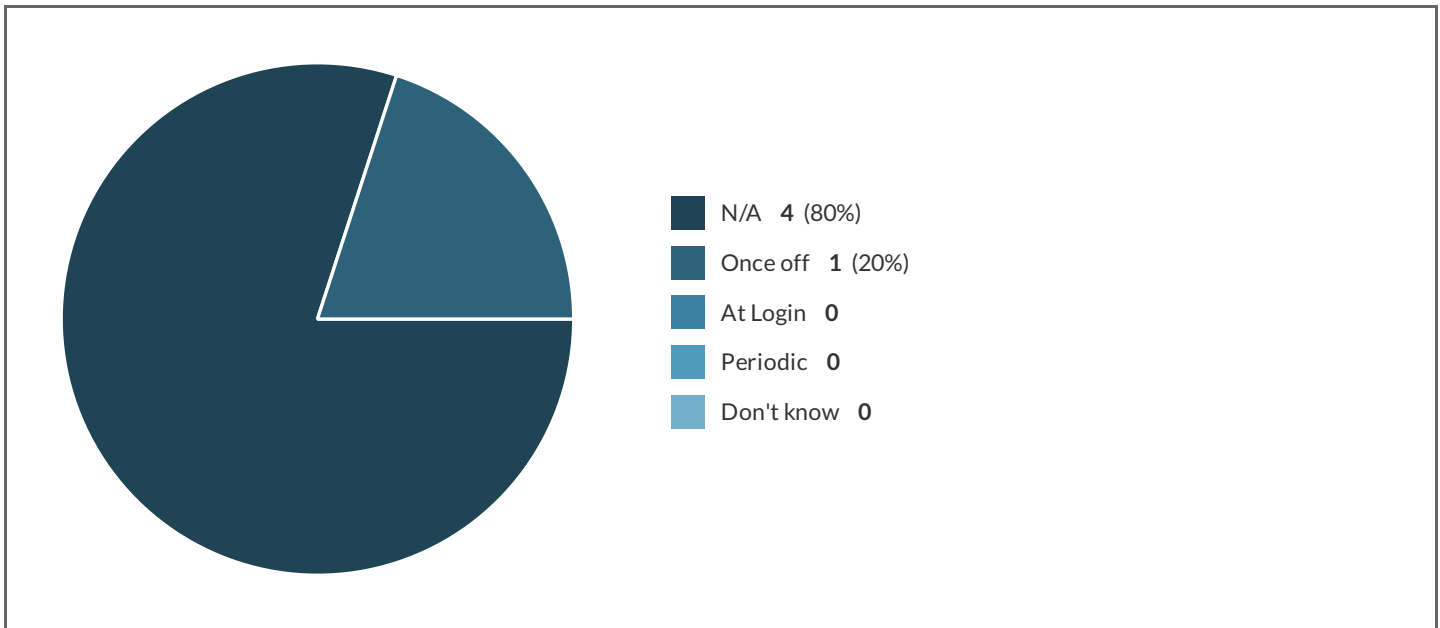


#### 10.4 Takes organization time to implement

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

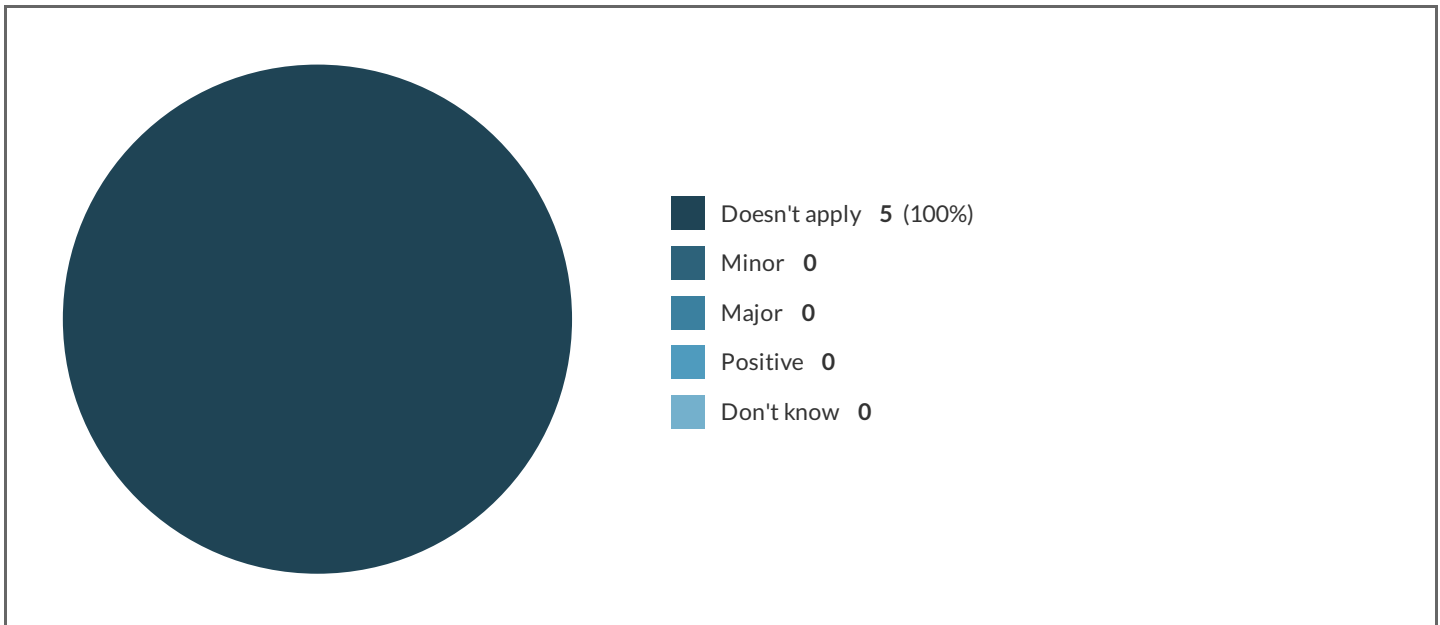


##### 10.4.b Takes organization time to implement - Frequency Cost is Experienced

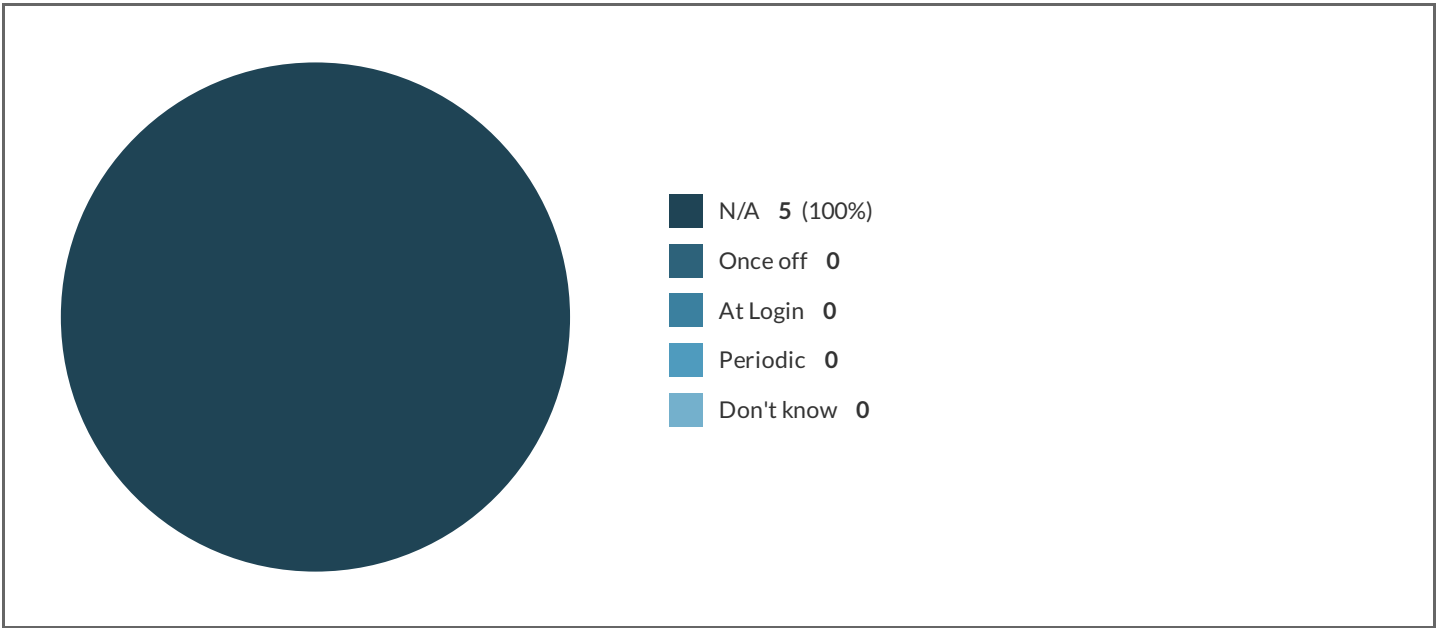


10.5 Increases the organization's computing power needed

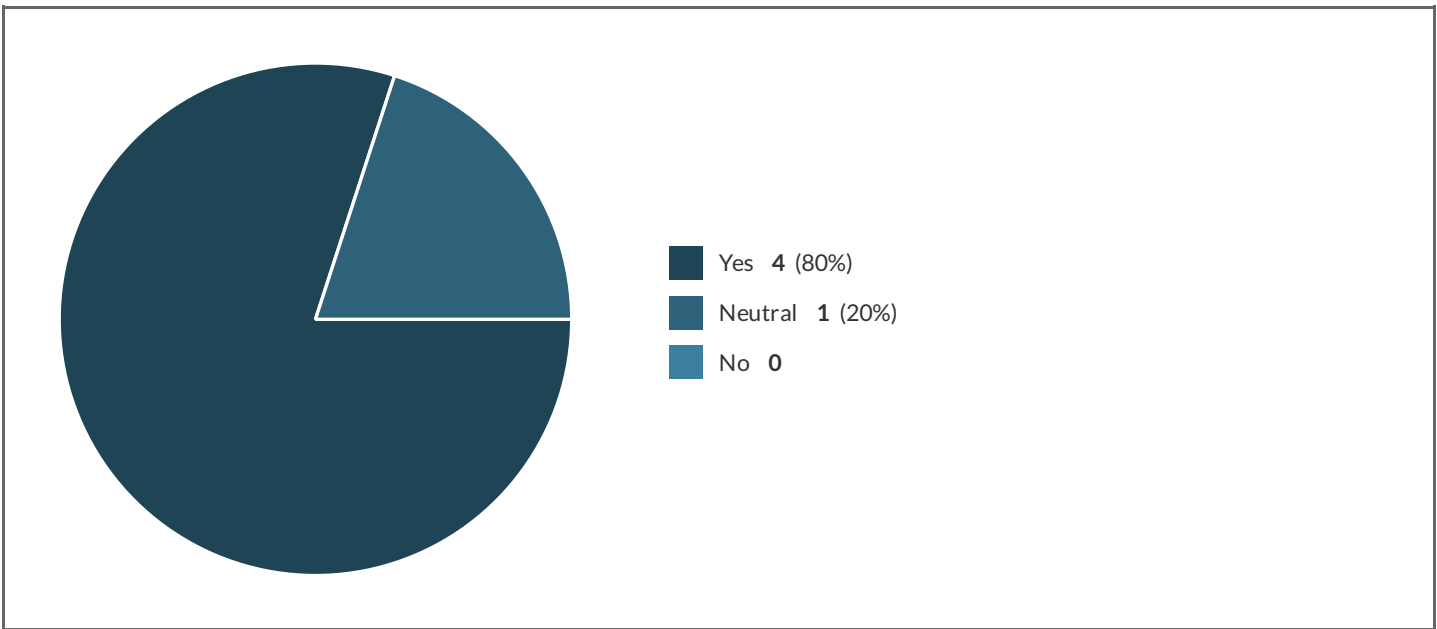
10.5.a Increases the organization's computing power needed - Severity of Cost



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

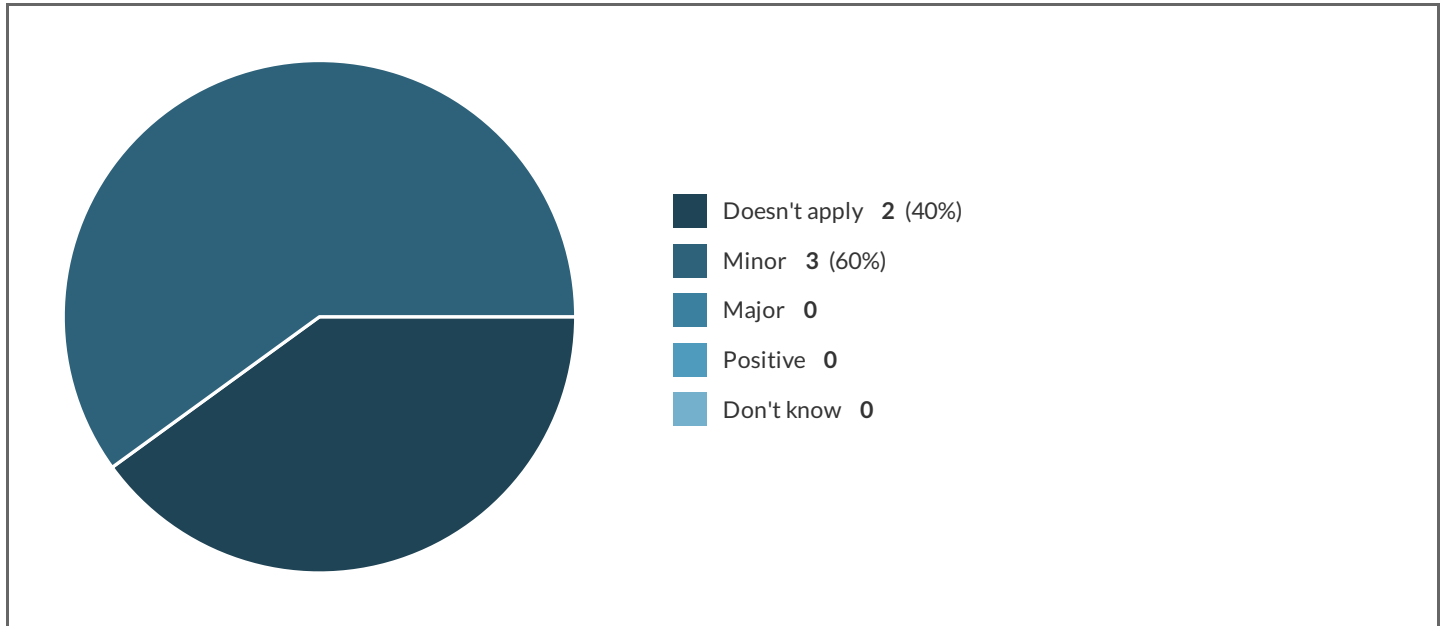
Showing 1 response	
very difficult if you want to try and enforce this	633683-633674-66950296

11 A user should never reveal their password over the phone

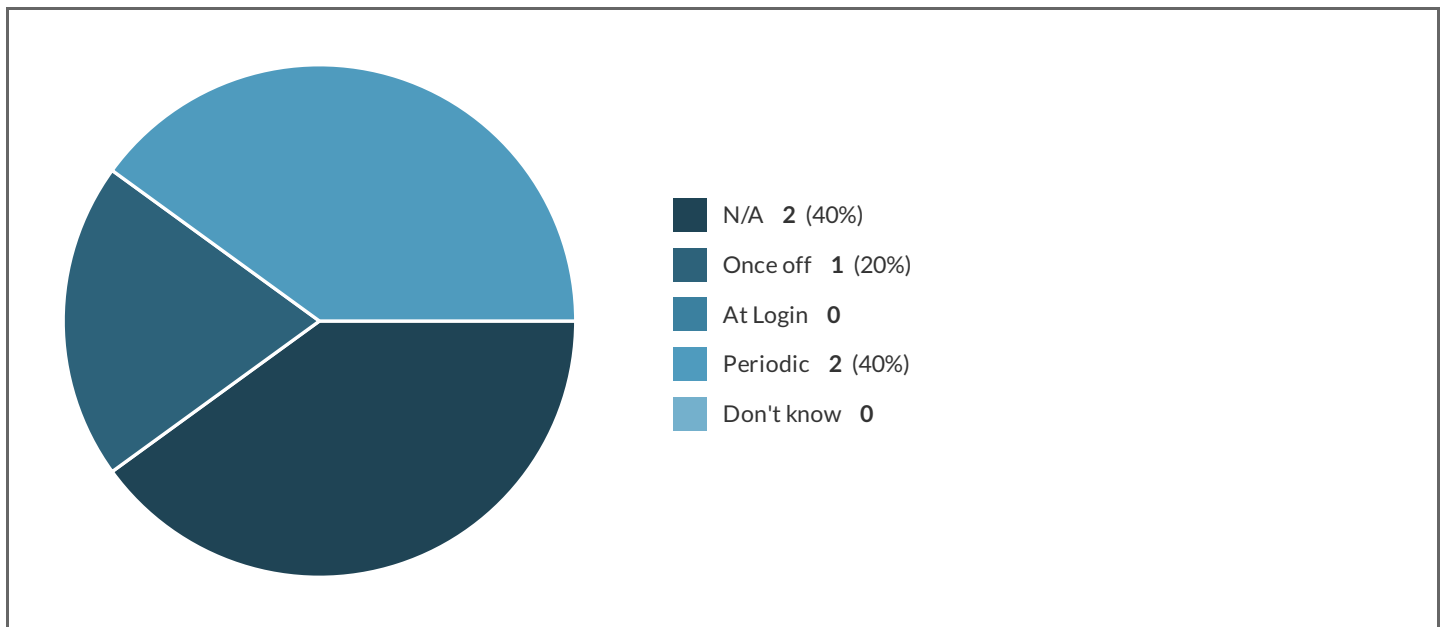


## 11.1 Increased help desk/user support time

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

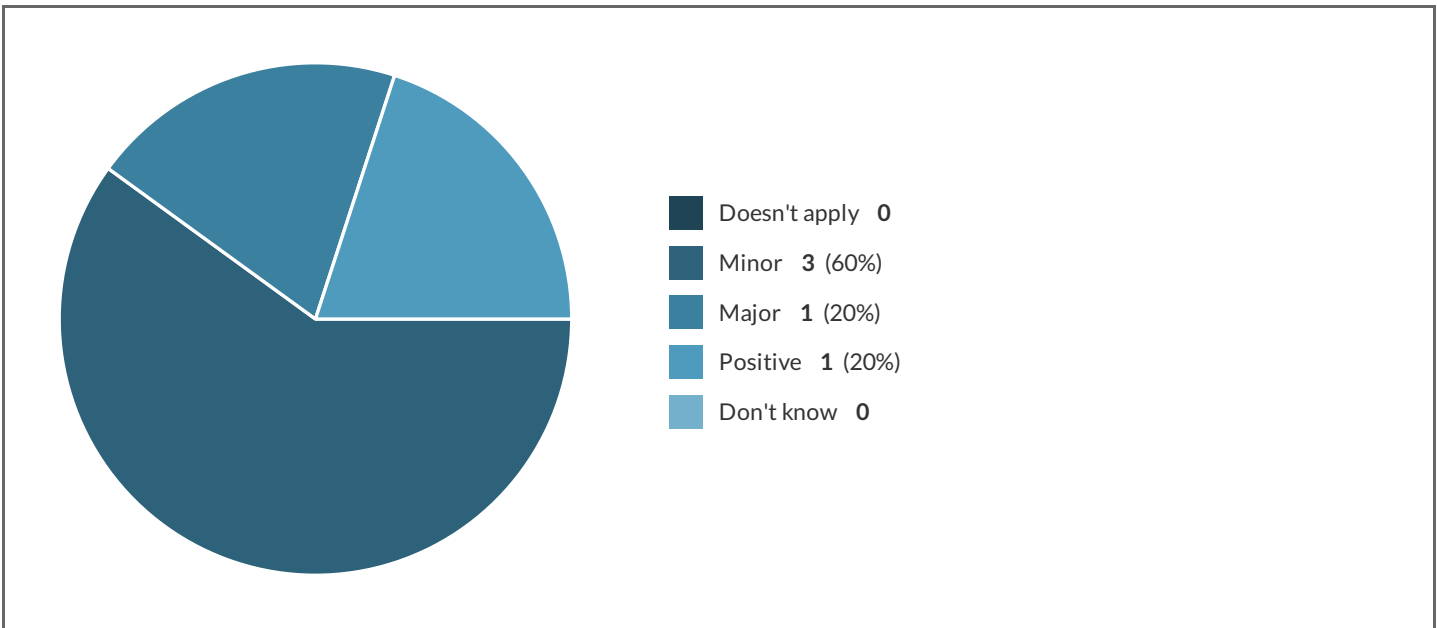


### 11.1.b Increased help desk/user support time - Frequency Cost is Experienced

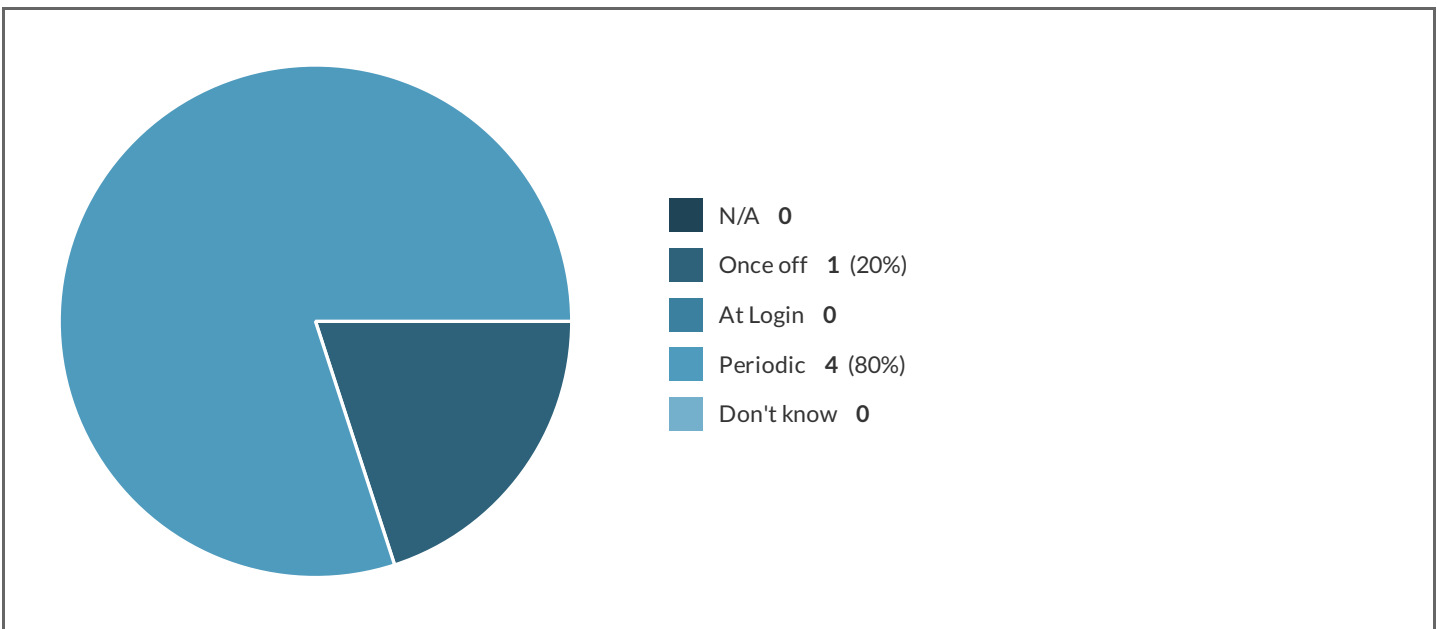


## 11.2 User education required

### 11.2.a User education required - Severity of Cost

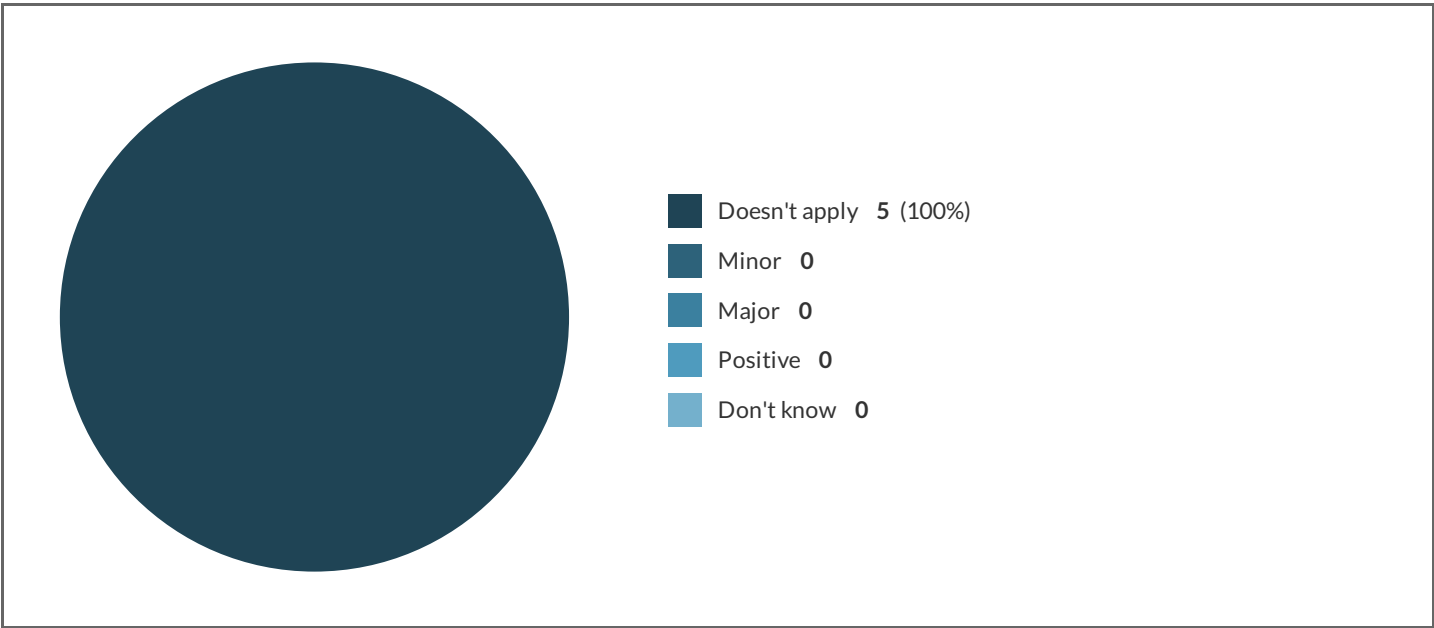


#### 11.2.b User education required - Frequency Cost is Experienced

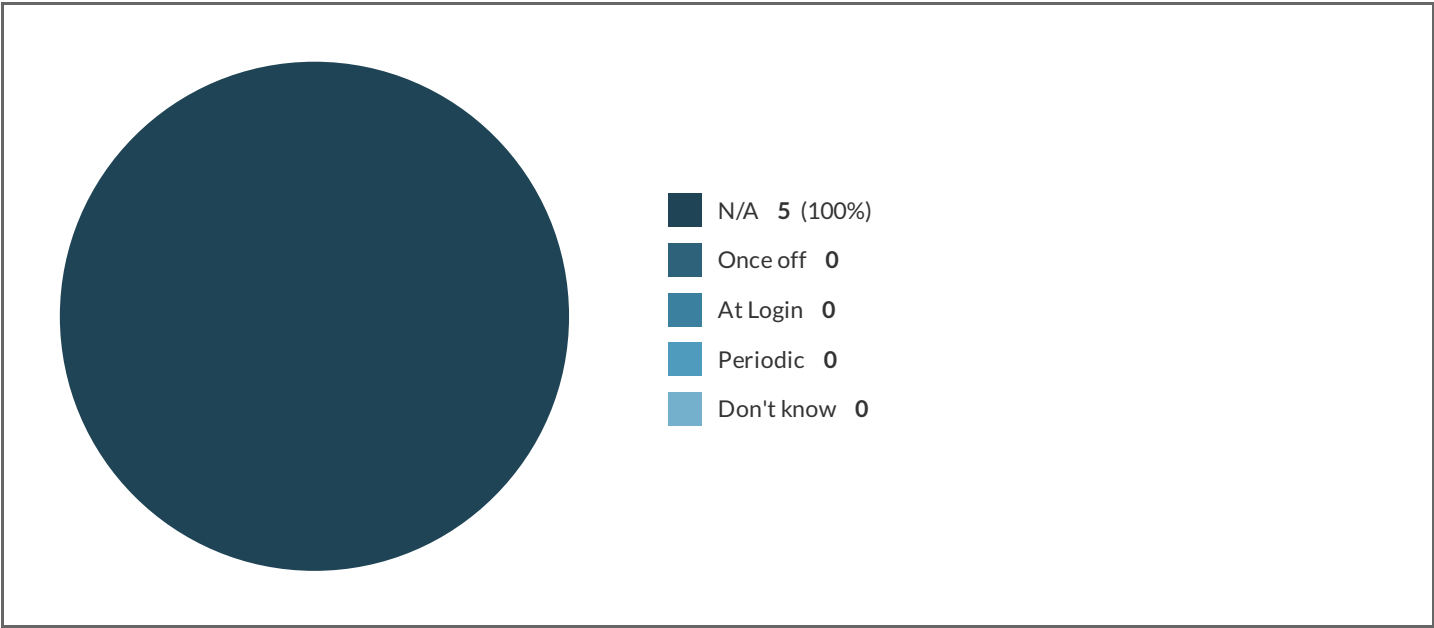


#### 11.3 Organization needs extra resources

##### 11.3.a Organization needs extra resources - Severity of Cost

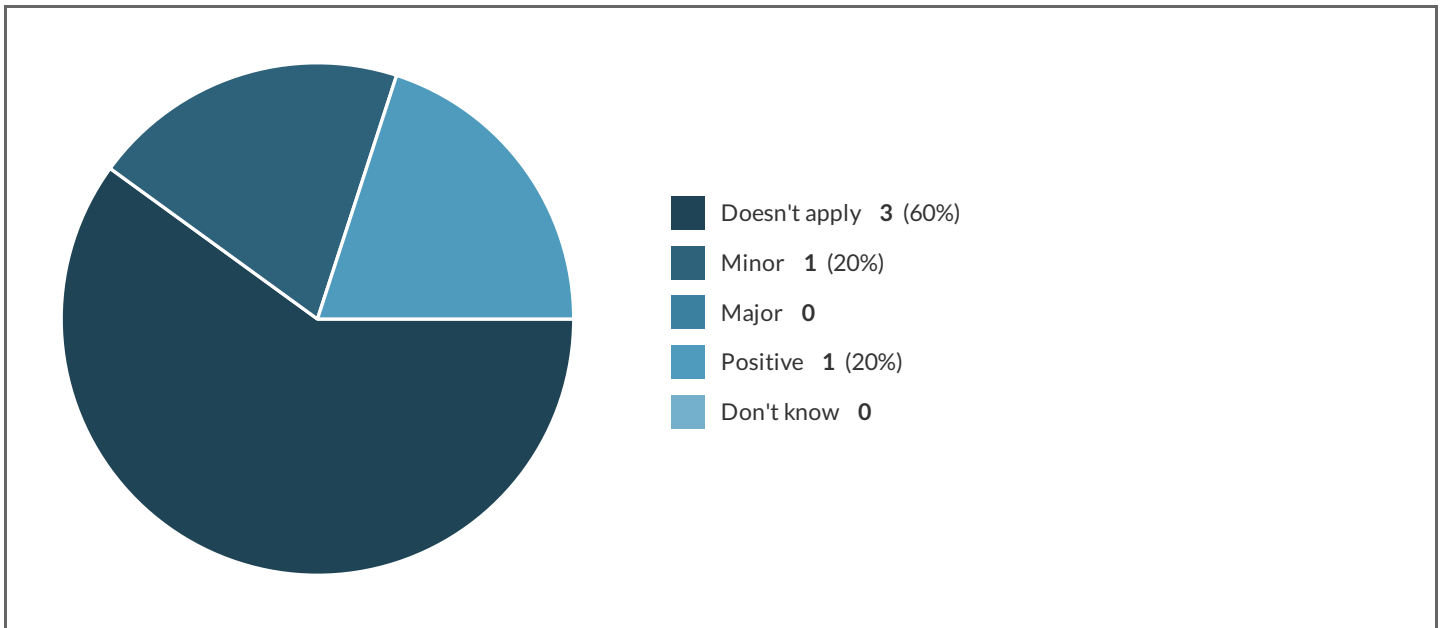


11.3.b Organization needs extra resources - Frequency Cost is Experienced

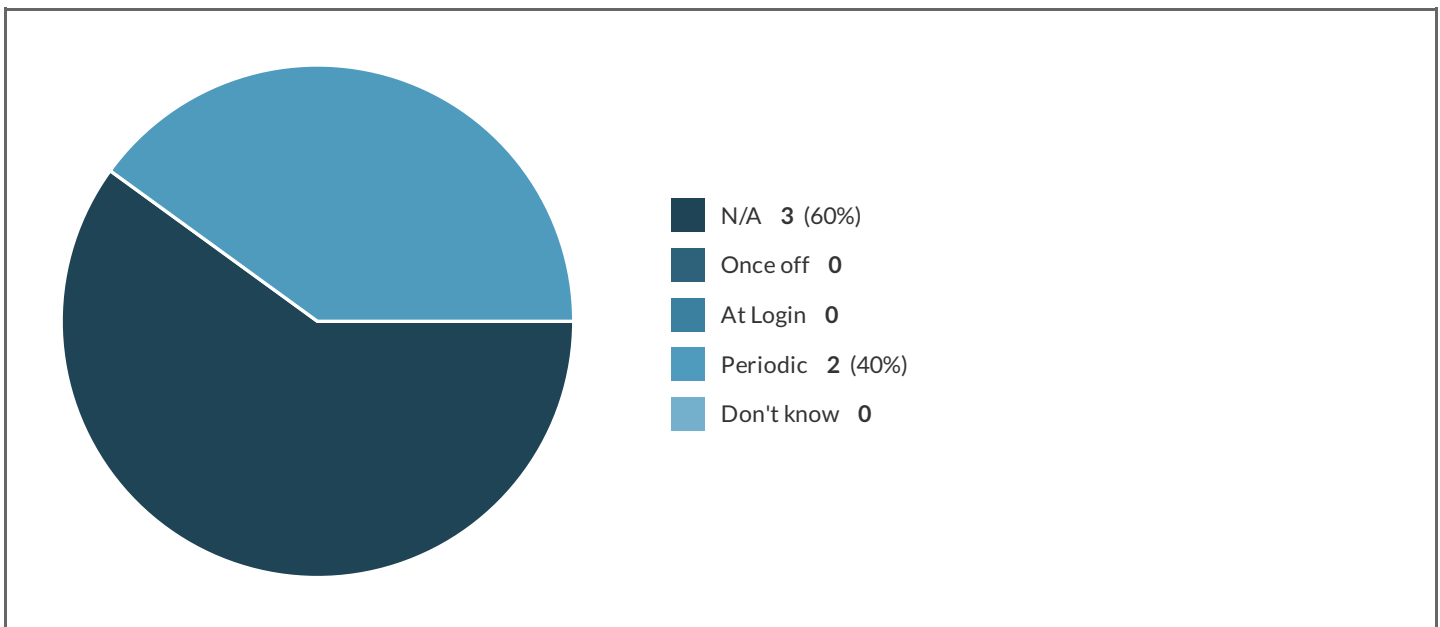


11.4 Takes organization time to implement

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

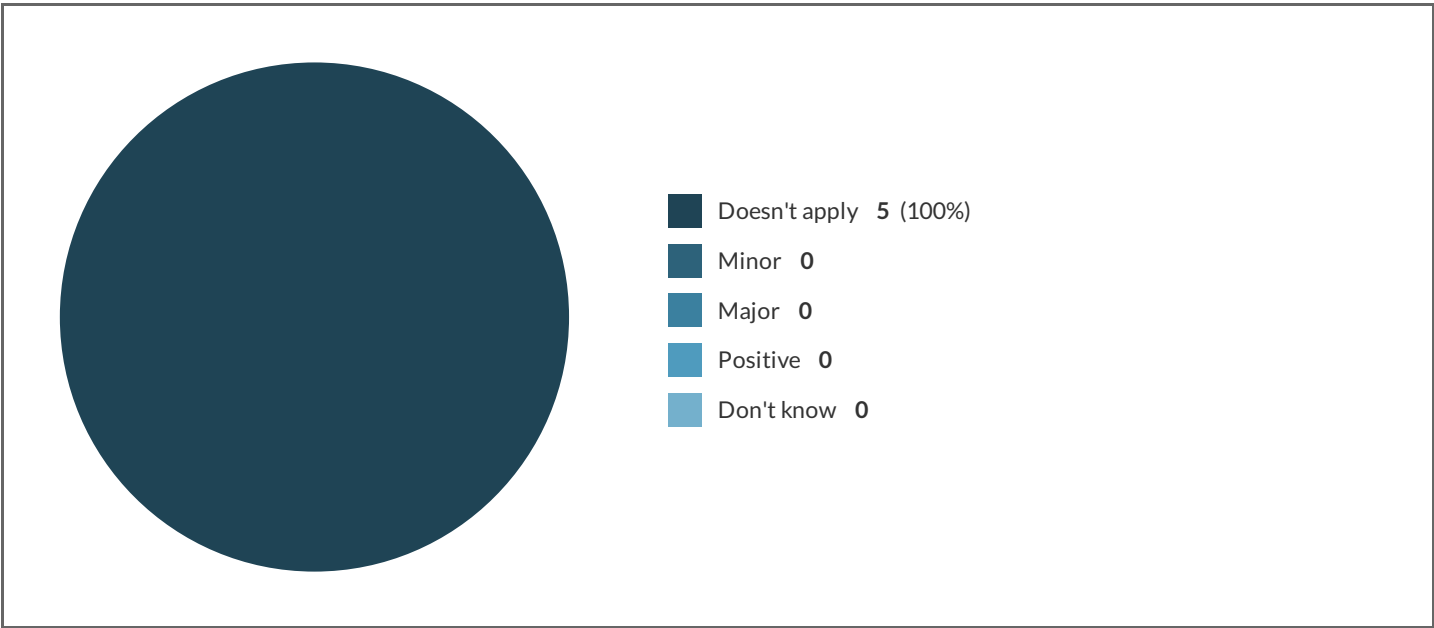


#### 11.4.b Takes organization time to implement - Frequency Cost is Experienced

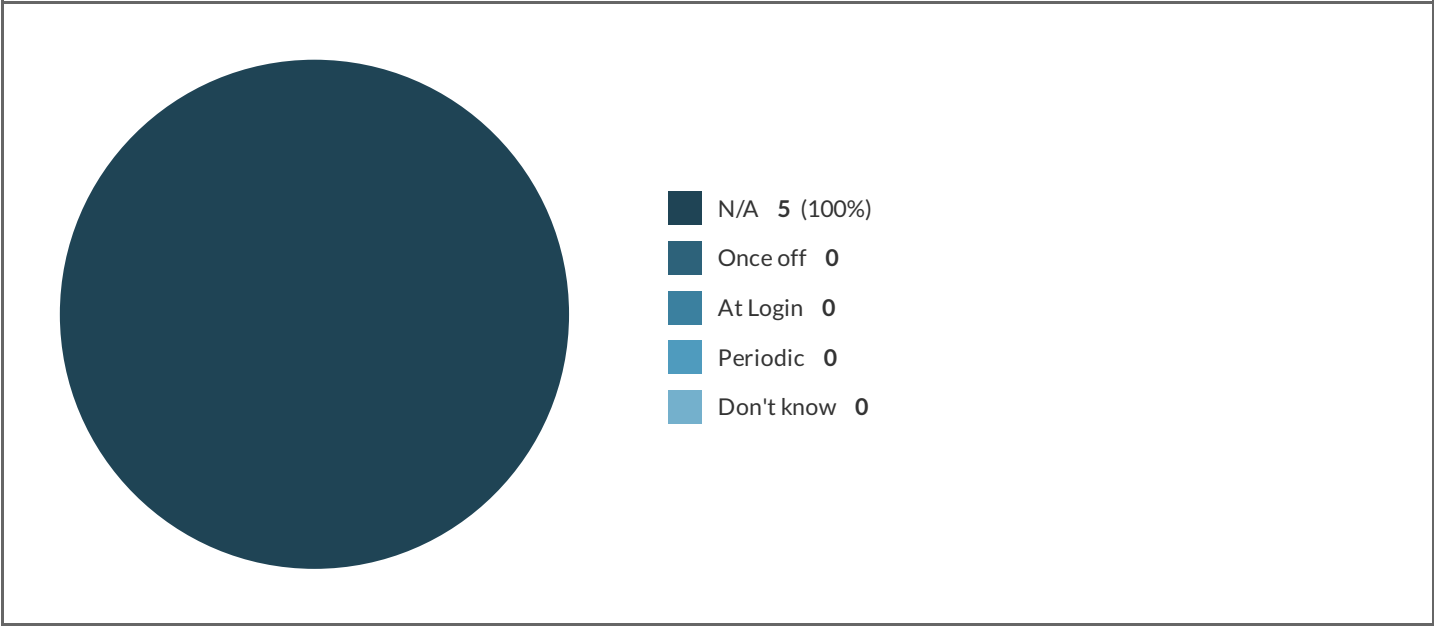


#### 11.5 Increases the organization's computing power needed

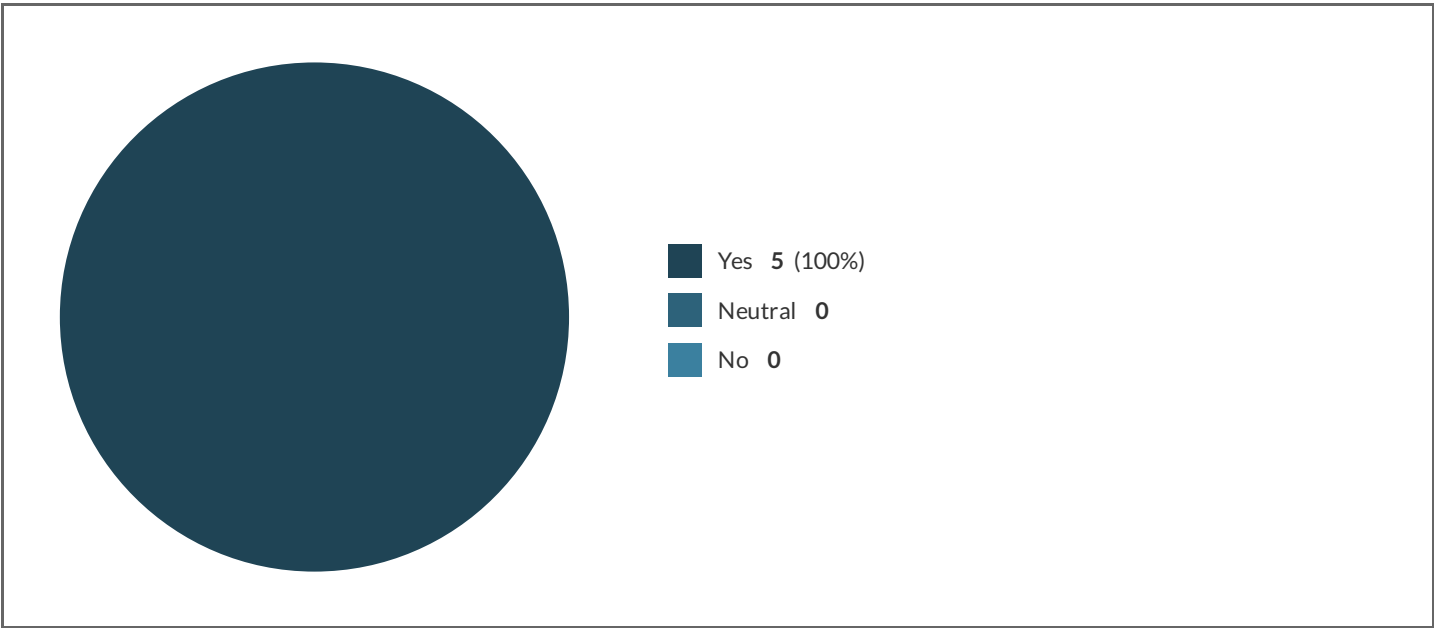
##### 11.5.a Increases the organization's computing power needed - Severity of Cost



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



11.a Do you approve of this advice?



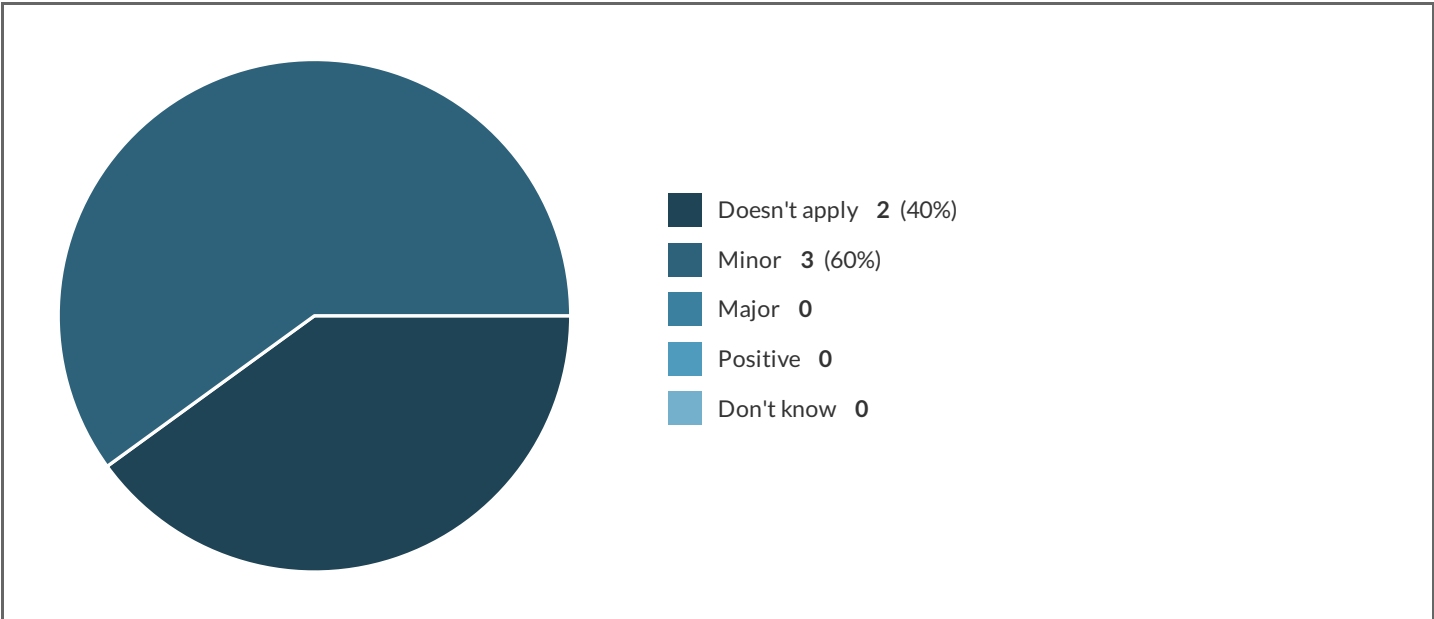
11.b Comments

Showing 1 response	
But with the caveat that they might reveal their password to the helpdesk only.	633683-633674-66285572

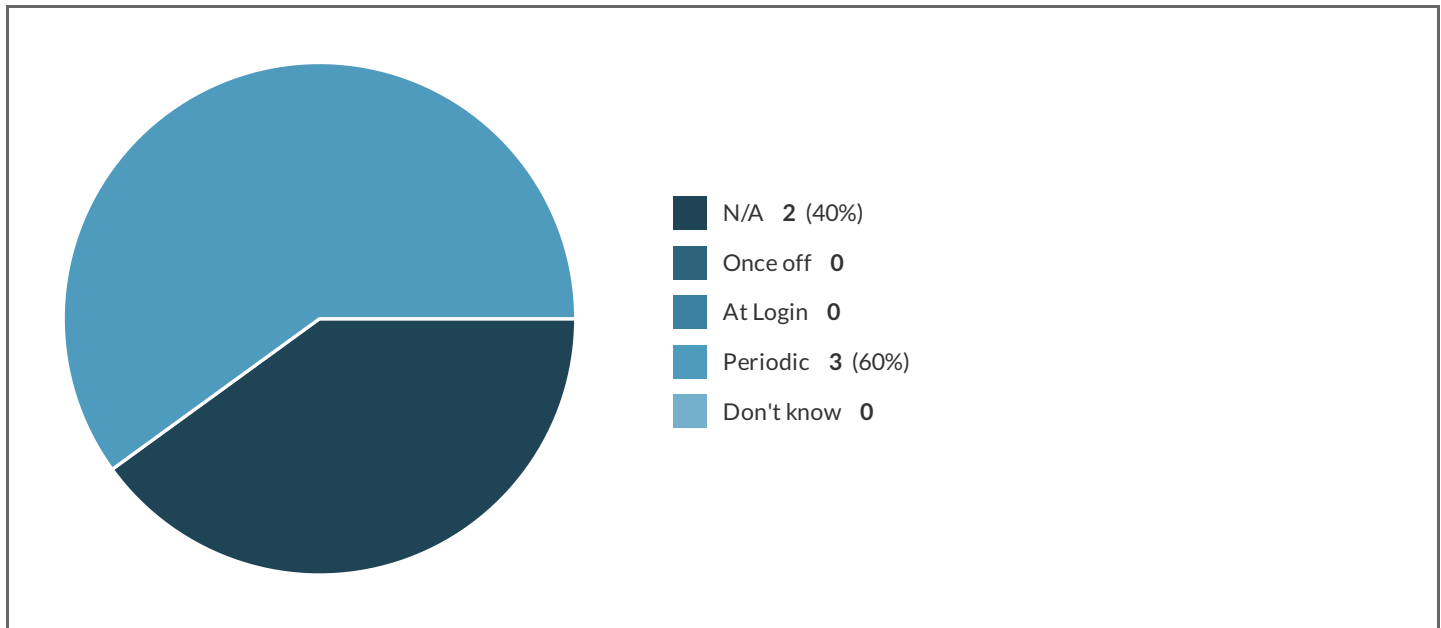
12 Users should regularly apply security patches on personal devices

12.1 Increased help desk/user support time

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

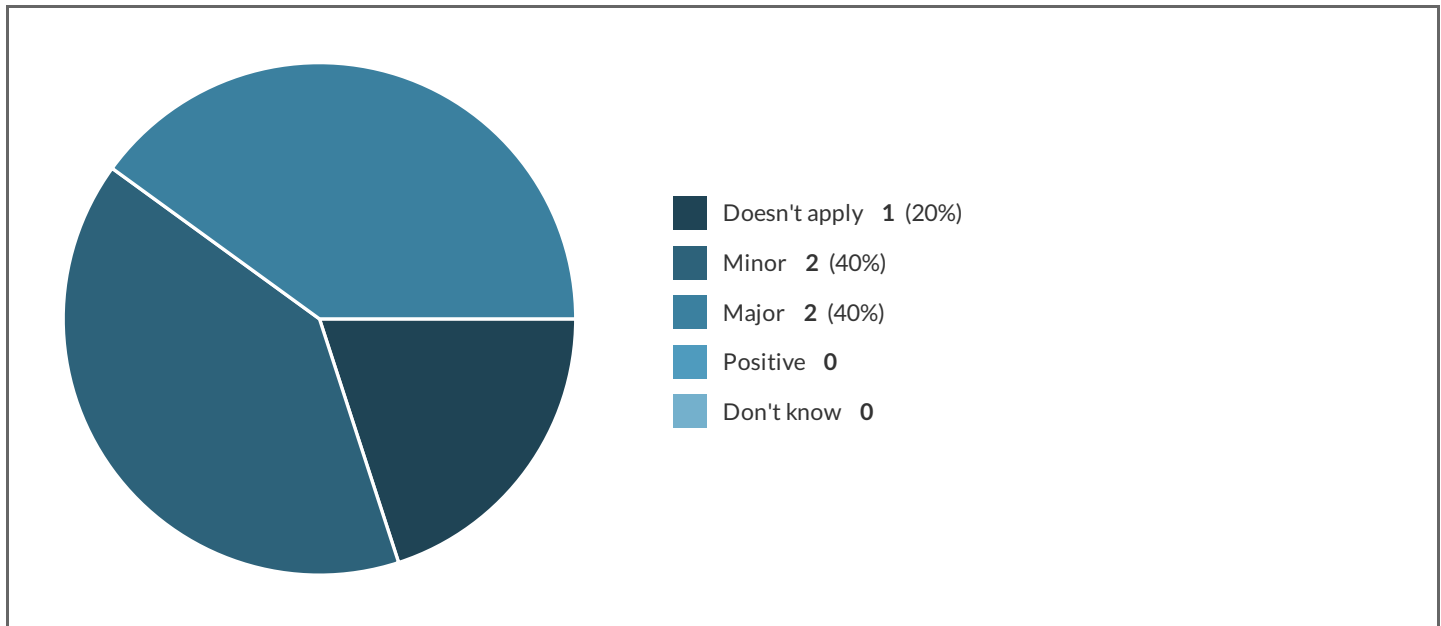


12.1.b Increased help desk/user support time - Frequency Cost is Experienced

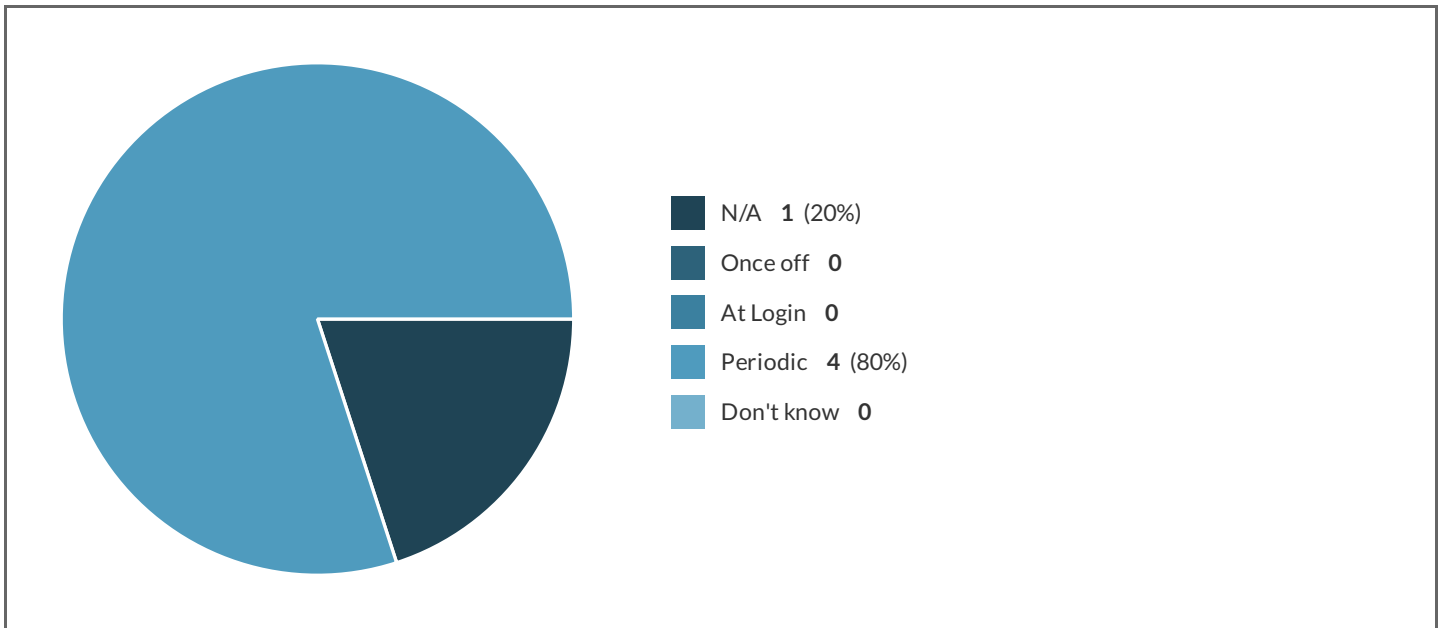


12.2 User education required

12.2.a User education required - Severity of Cost

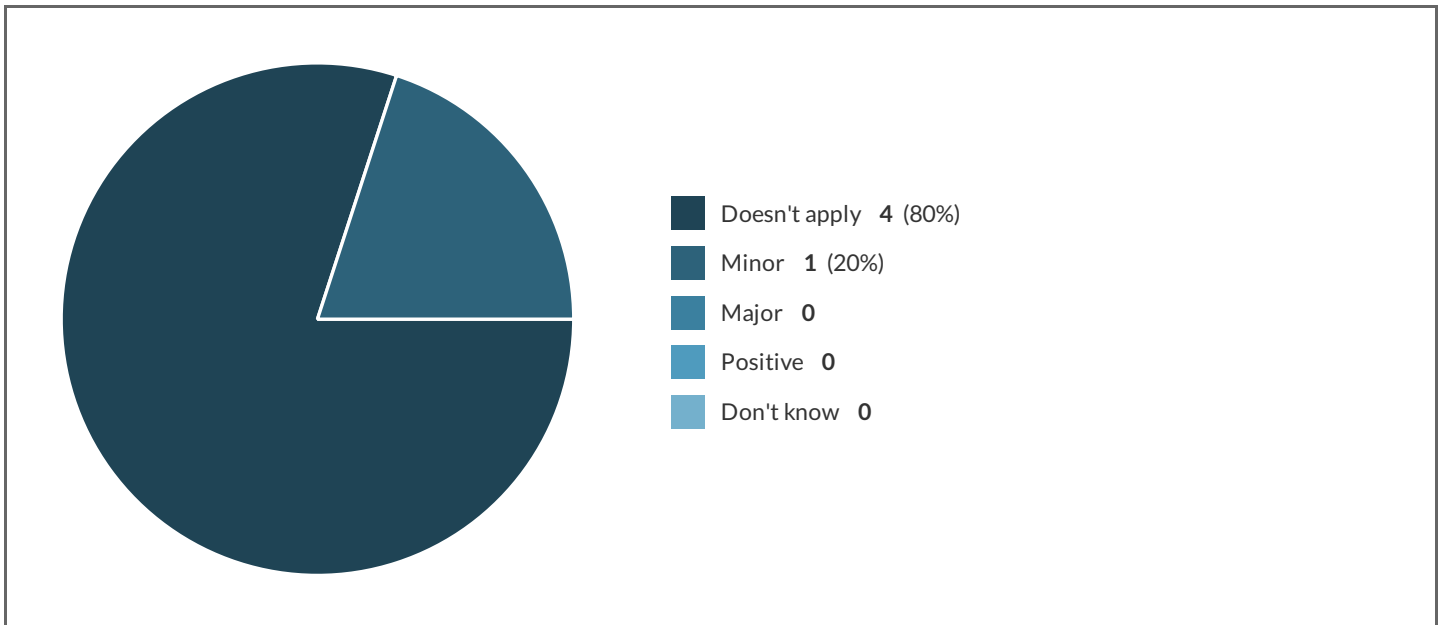


12.2.b User education required - Frequency Cost is Experienced



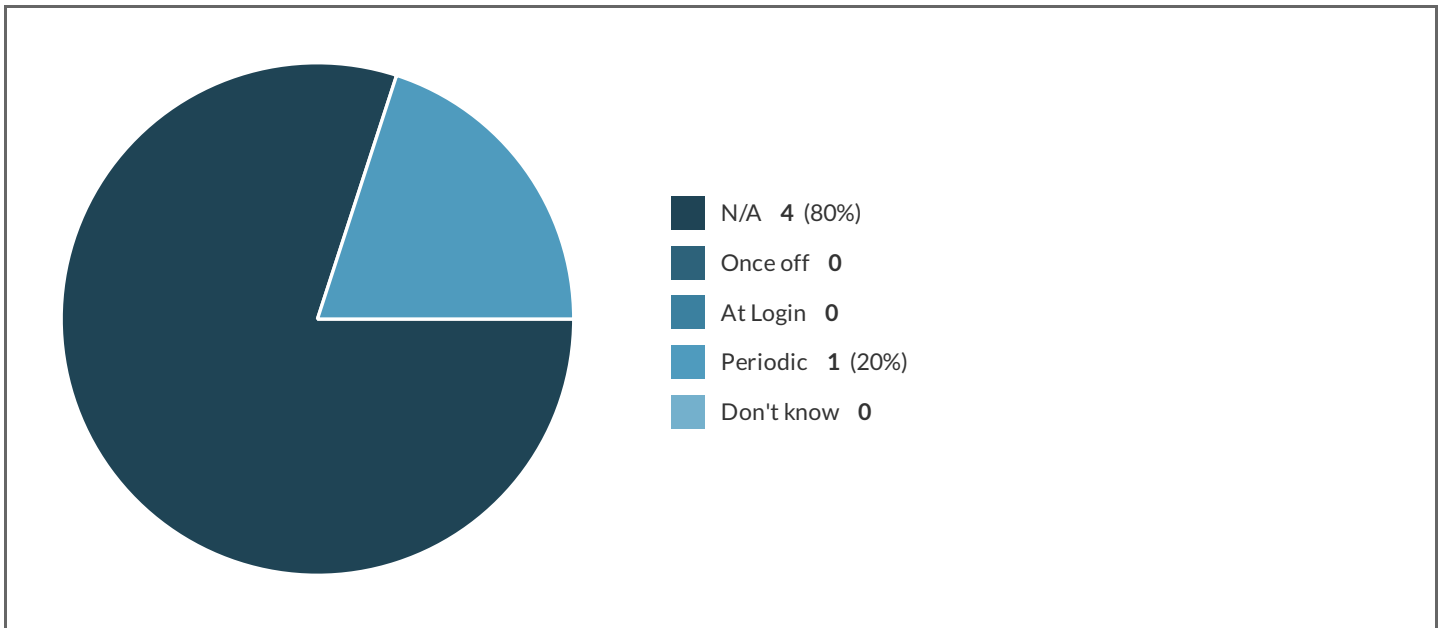
### 12.3 Organization needs extra resources

#### 12.3.a Organization needs extra resources - Severity of Cost



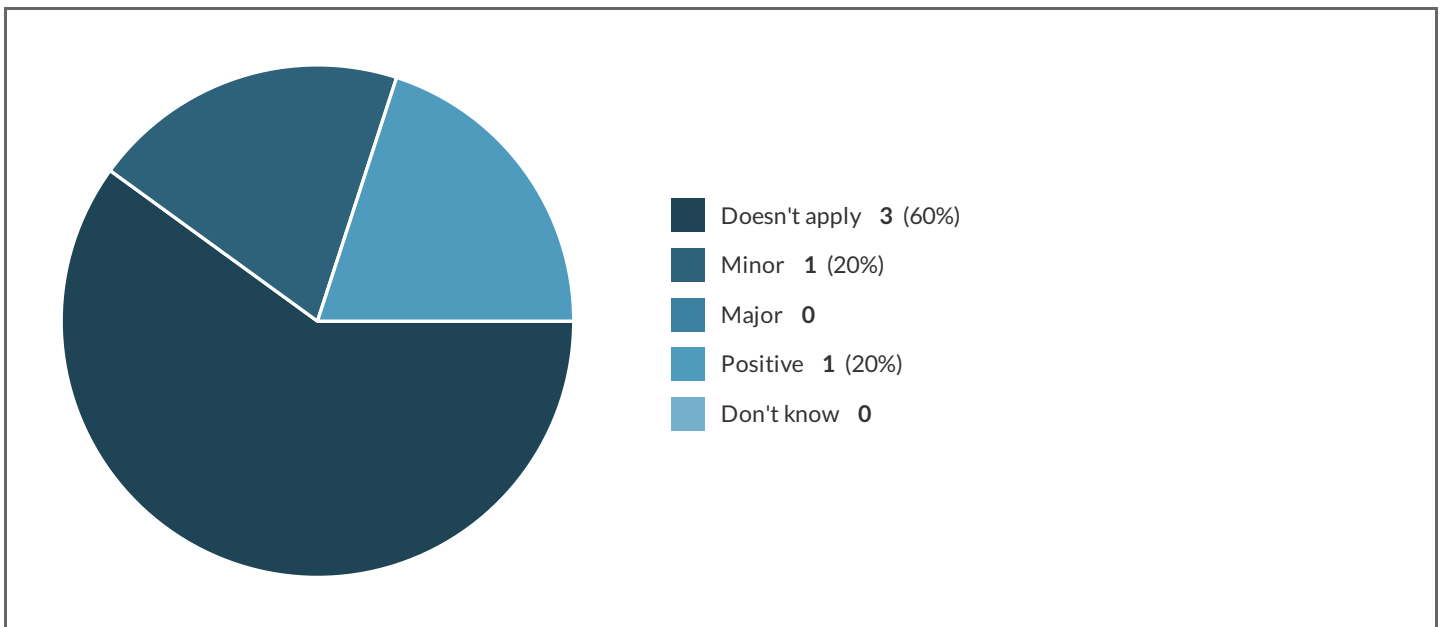
#### 12.3.b Organization needs extra resources - Frequency Cost is Experienced



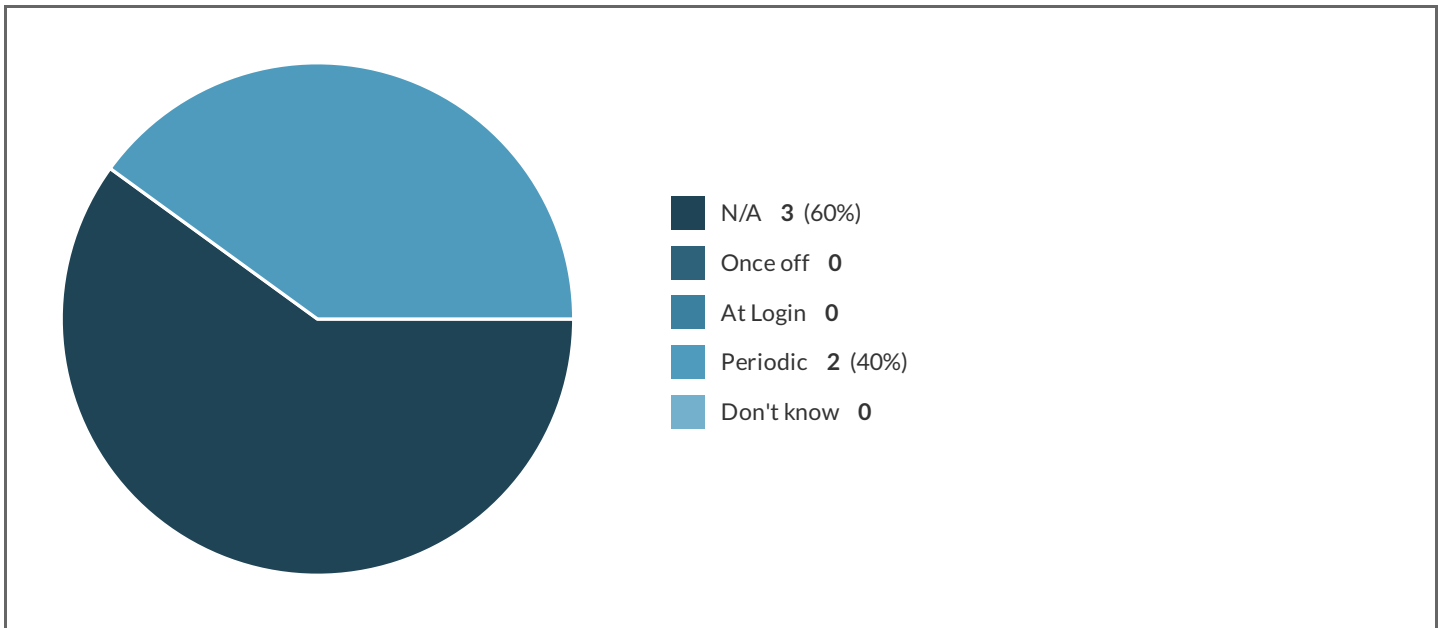


#### 12.4 Takes organization time to implement

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

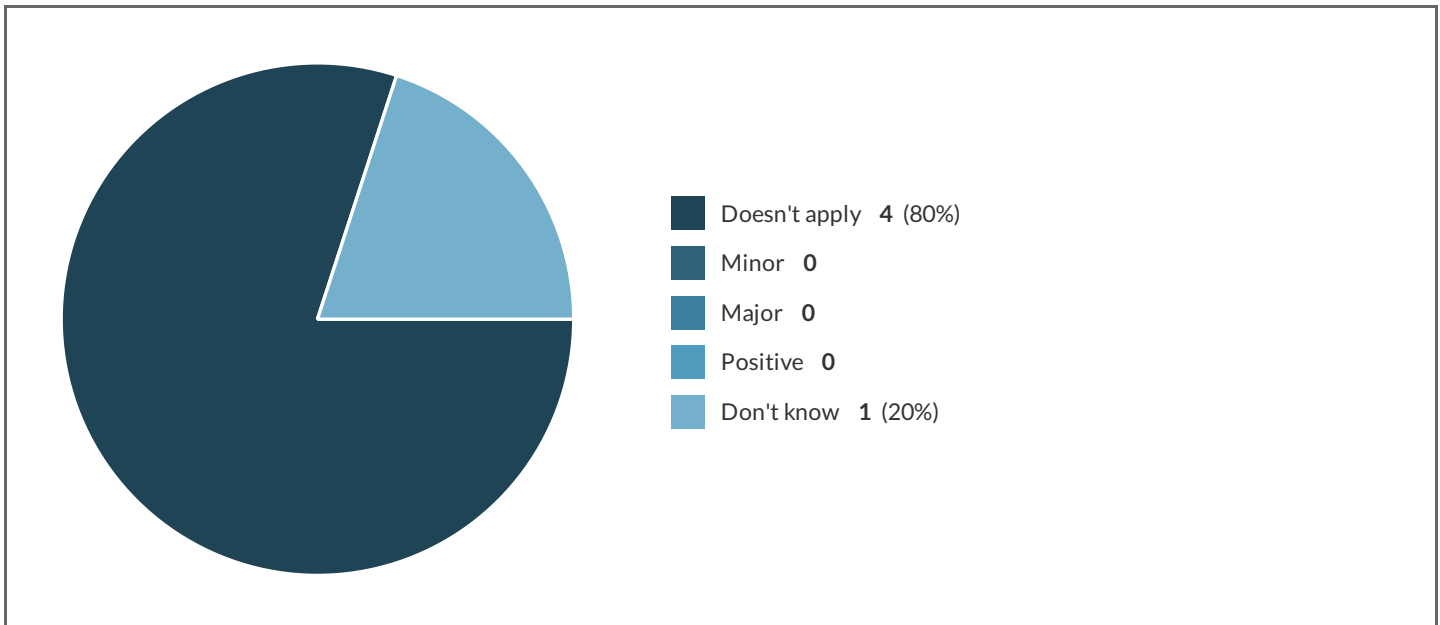


##### 12.4.b Takes organization time to implement - Frequency Cost is Experienced

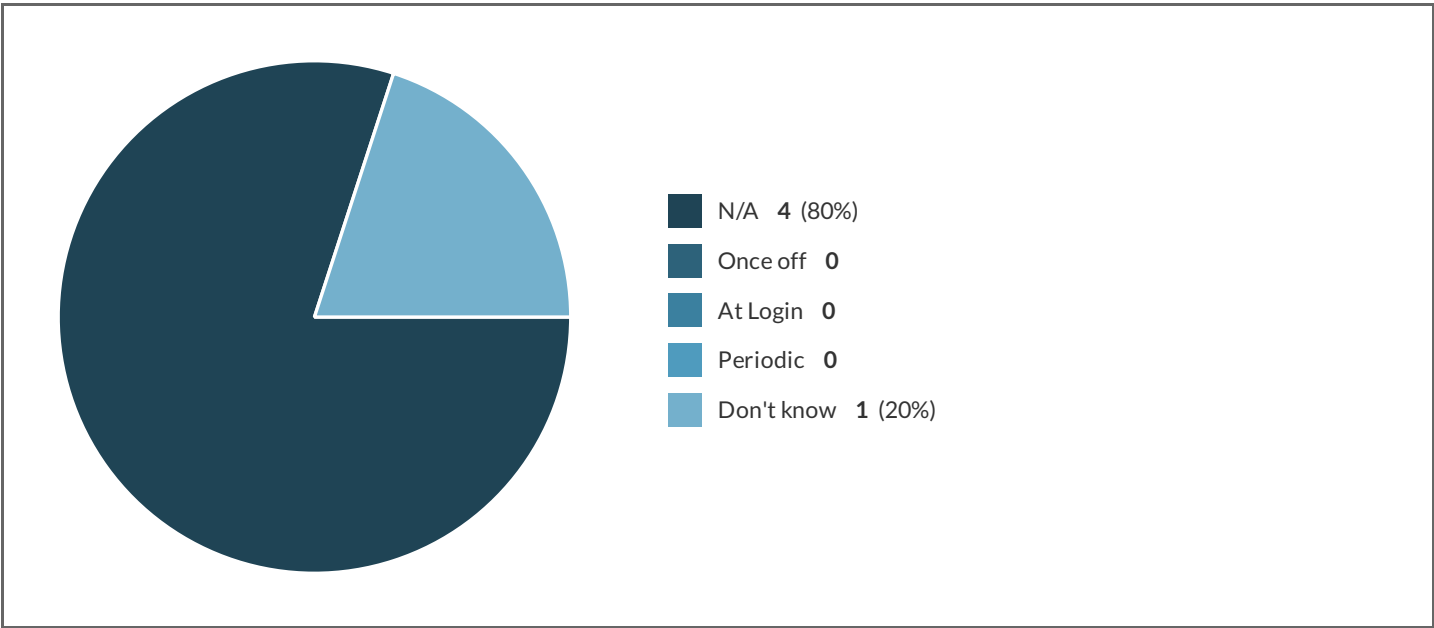


## 12.5 Increases the organization's computing power needed

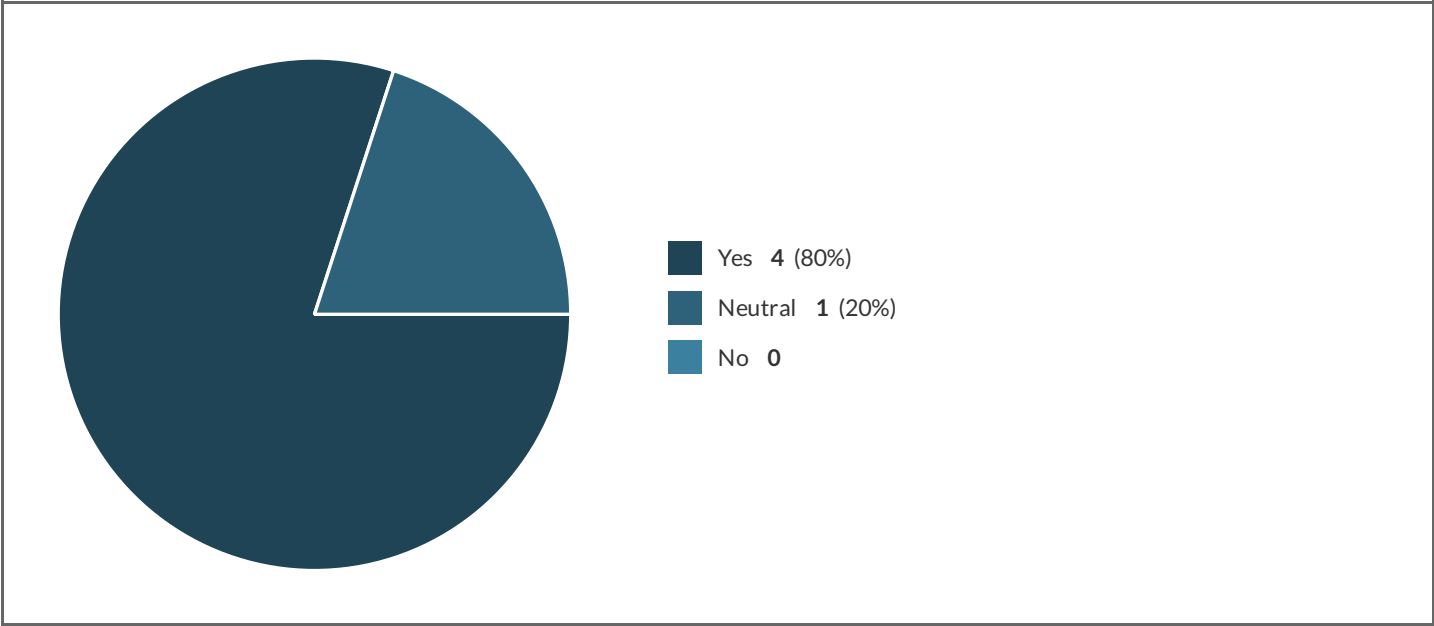
### 12.5.a Increases the organization's computing power needed - Severity of Cost



### 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 2 responses	
Apply a patch when you are happy there are no issues with it (read forumns,etc.))	633683-633674-66513232
Hard to enforce as is personal devices, however security patches are often released and should be applied asap	633683-633674-66950296

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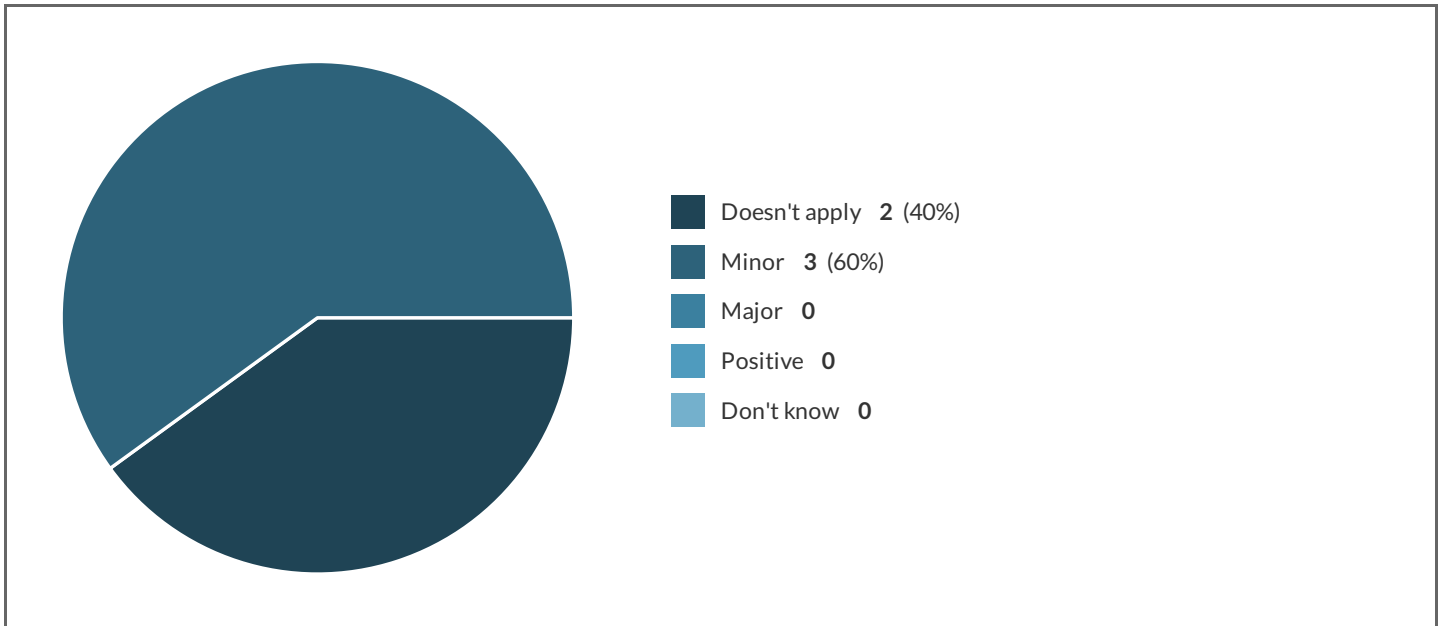
**13** A user's anti-virus software should be kept up to date

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**13.1** Increased help desk/user support time

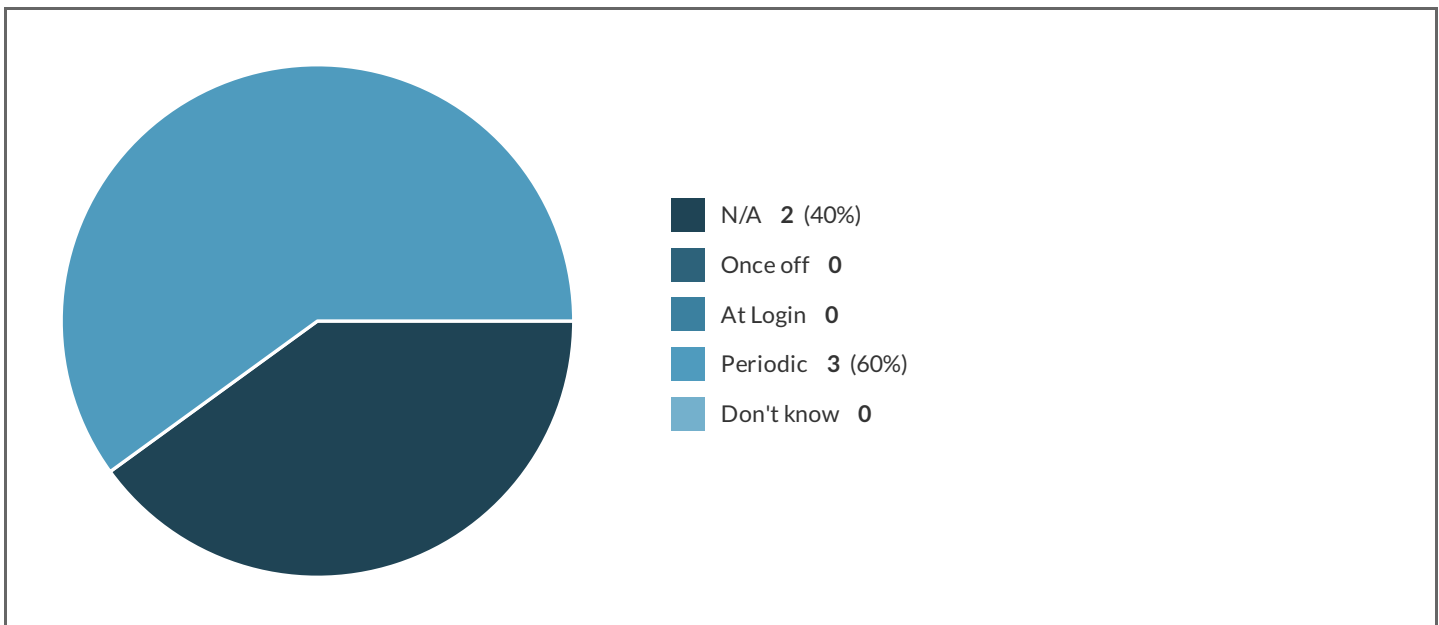
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**13.1.a** Increased help desk/user support time - Severity of Cost



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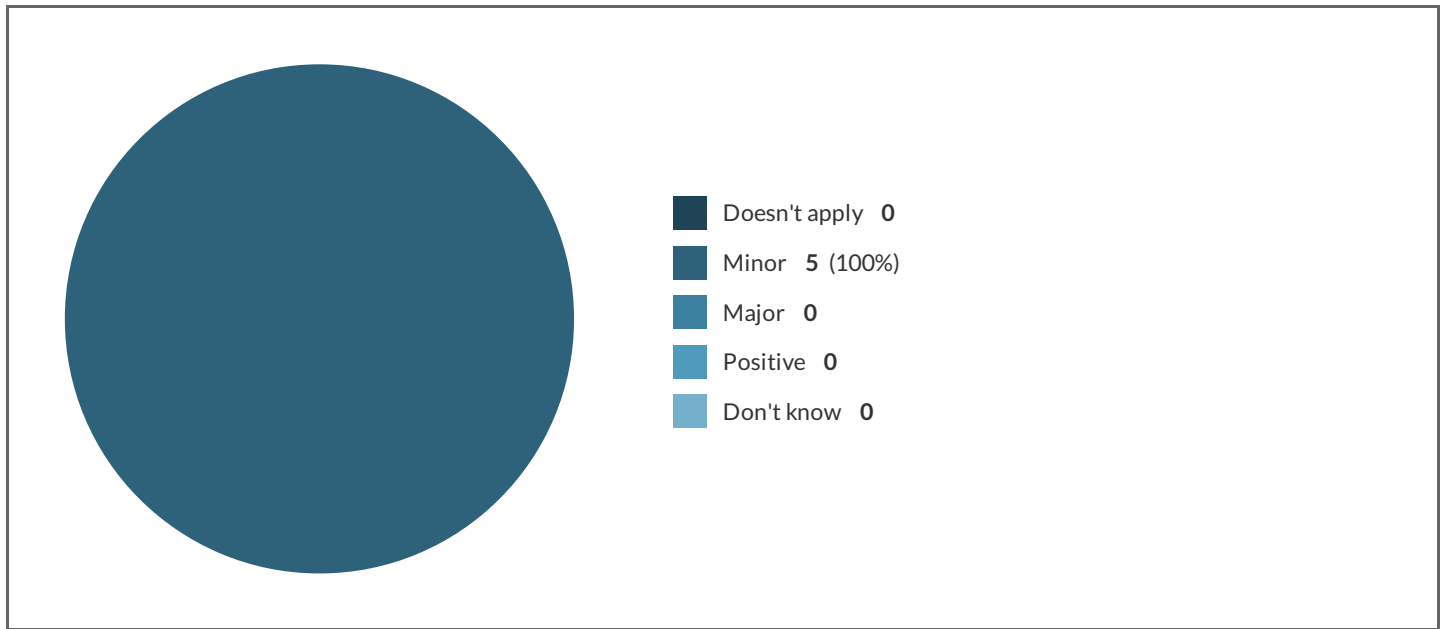
**13.1.b** Increased help desk/user support time - Frequency Cost is Experienced



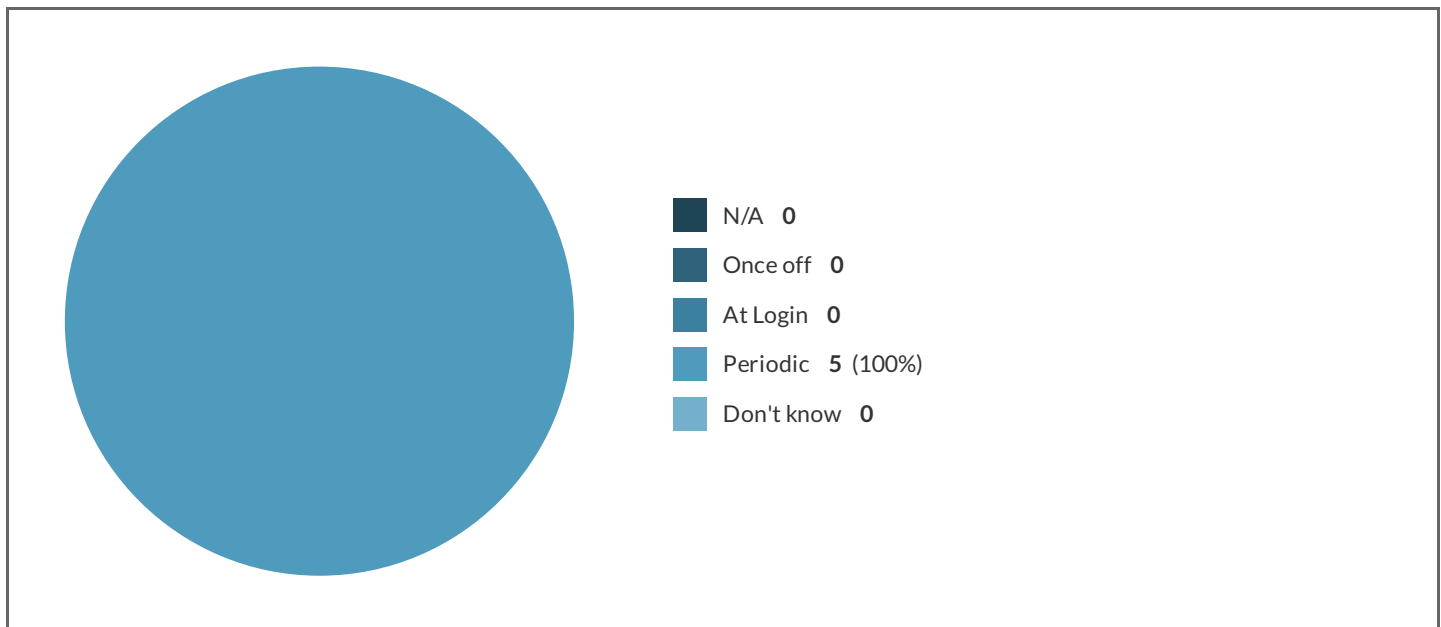
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**13.2** User education required

### 13.2.a User education required - Severity of Cost

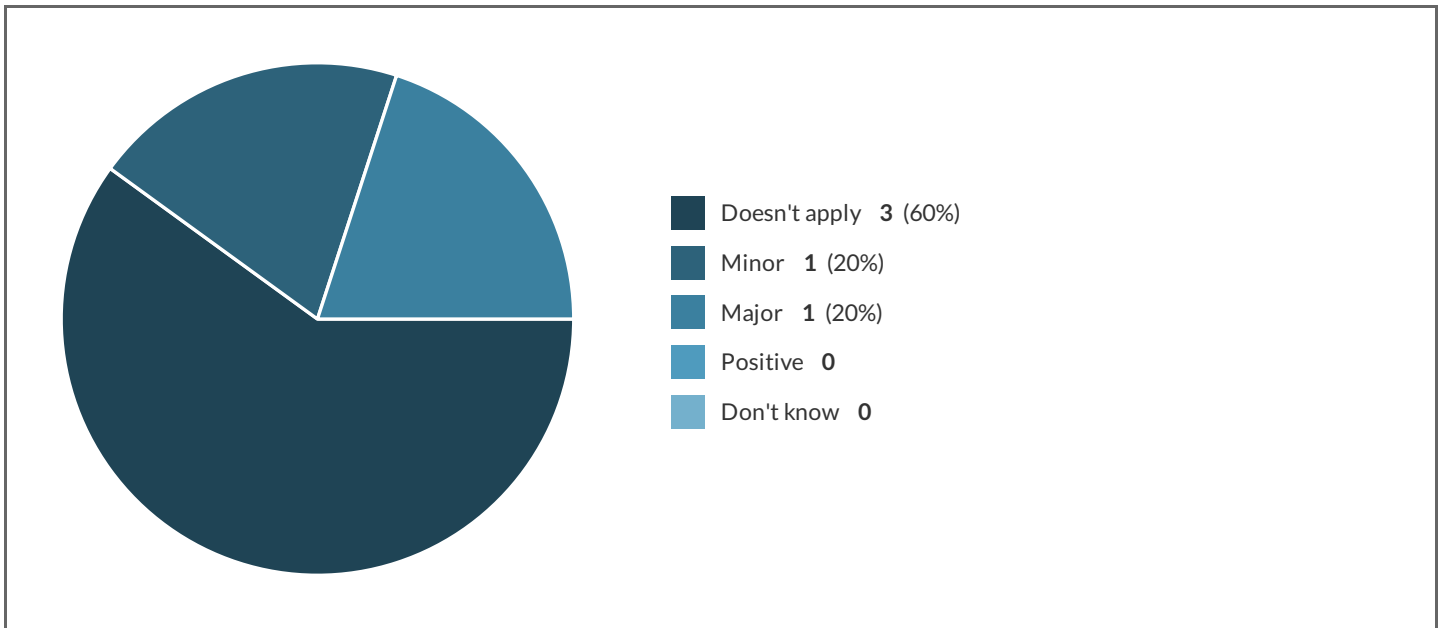


### 13.2.b User education required - Frequency Cost is Experienced

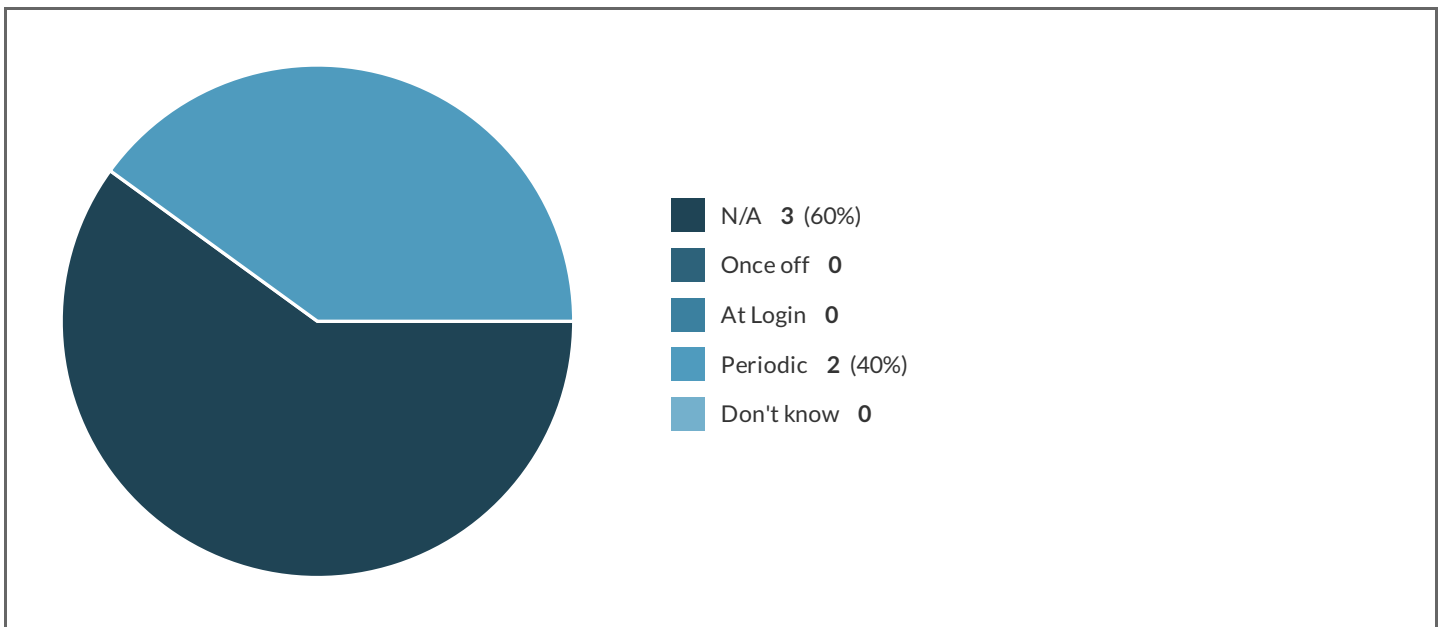


## 13.3 Organization needs extra resources

### 13.3.a Organization needs extra resources - Severity of Cost

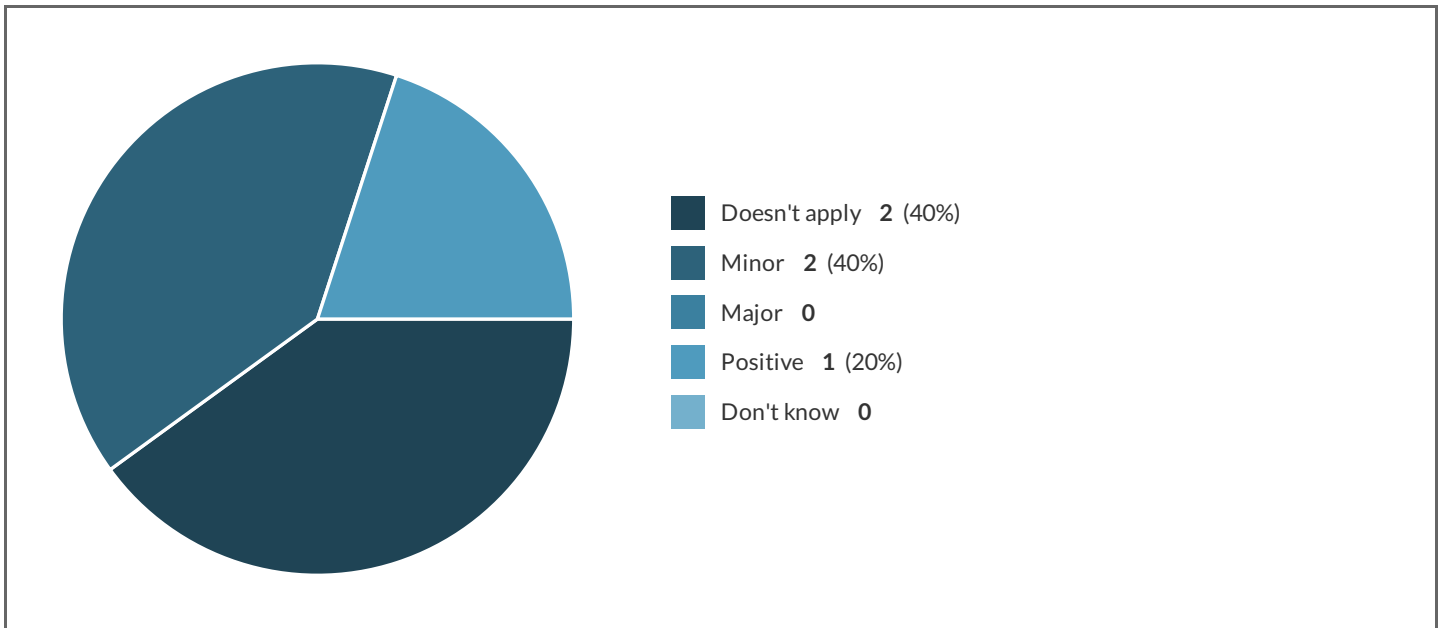


#### 13.3.b Organization needs extra resources - Frequency Cost is Experienced

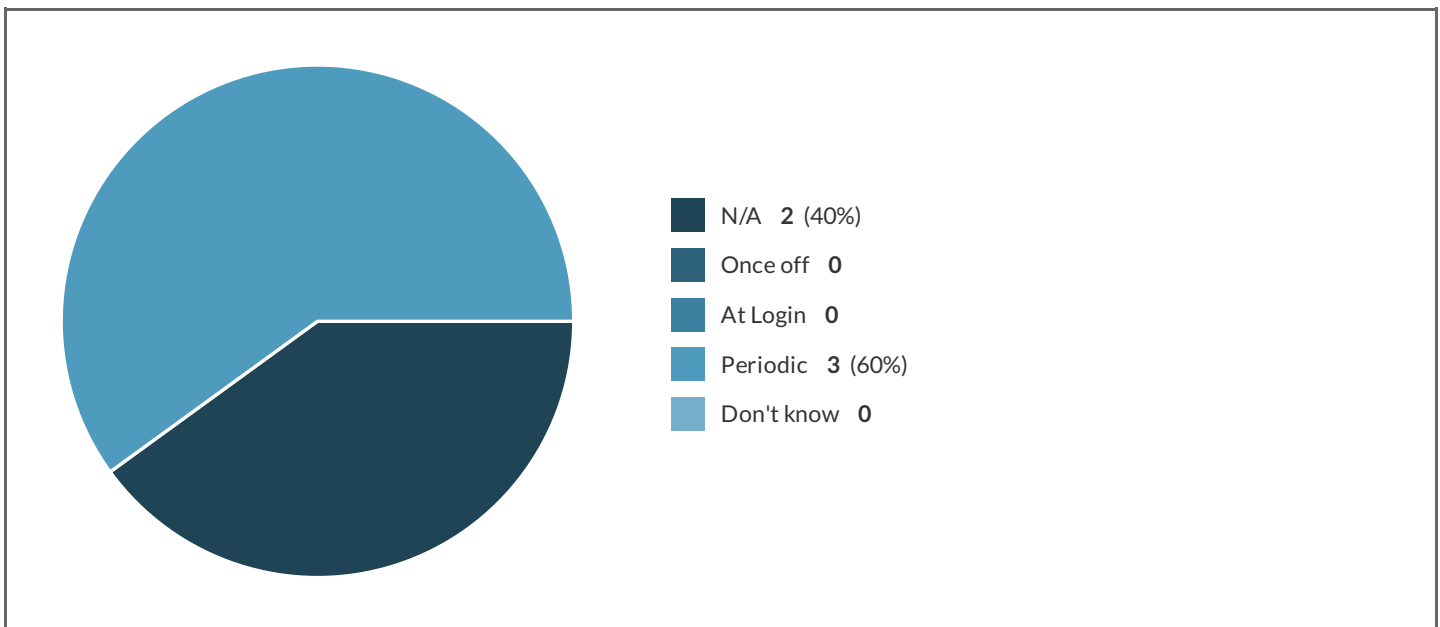


#### 13.4 Takes organization time to implement

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

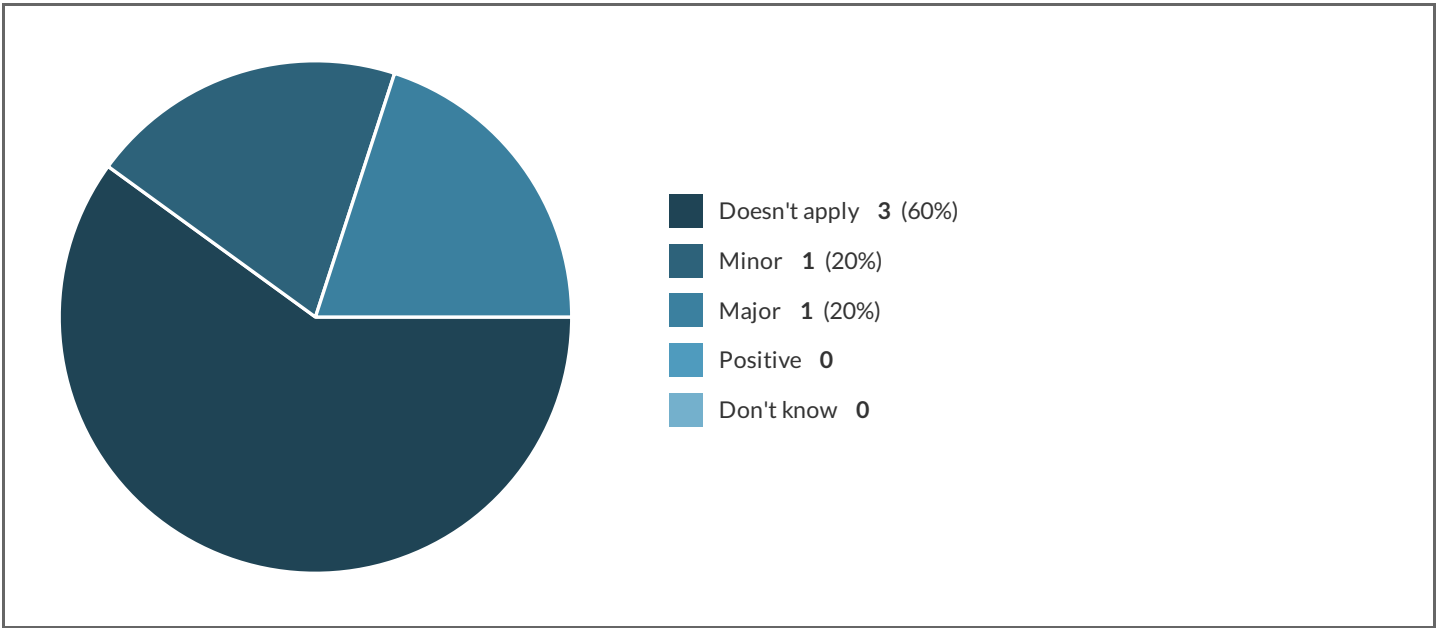


#### 13.4.b Takes organization time to implement - Frequency Cost is Experienced

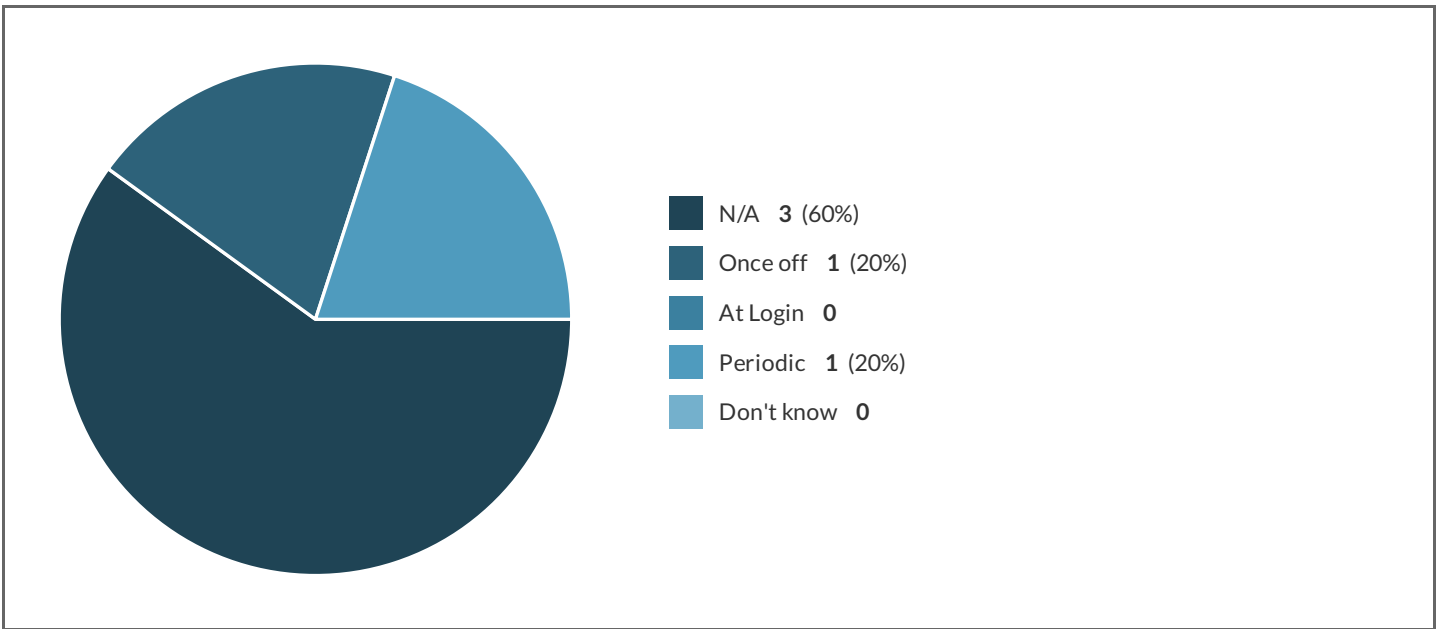


#### 13.5 Increases the organization's computing power needed

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

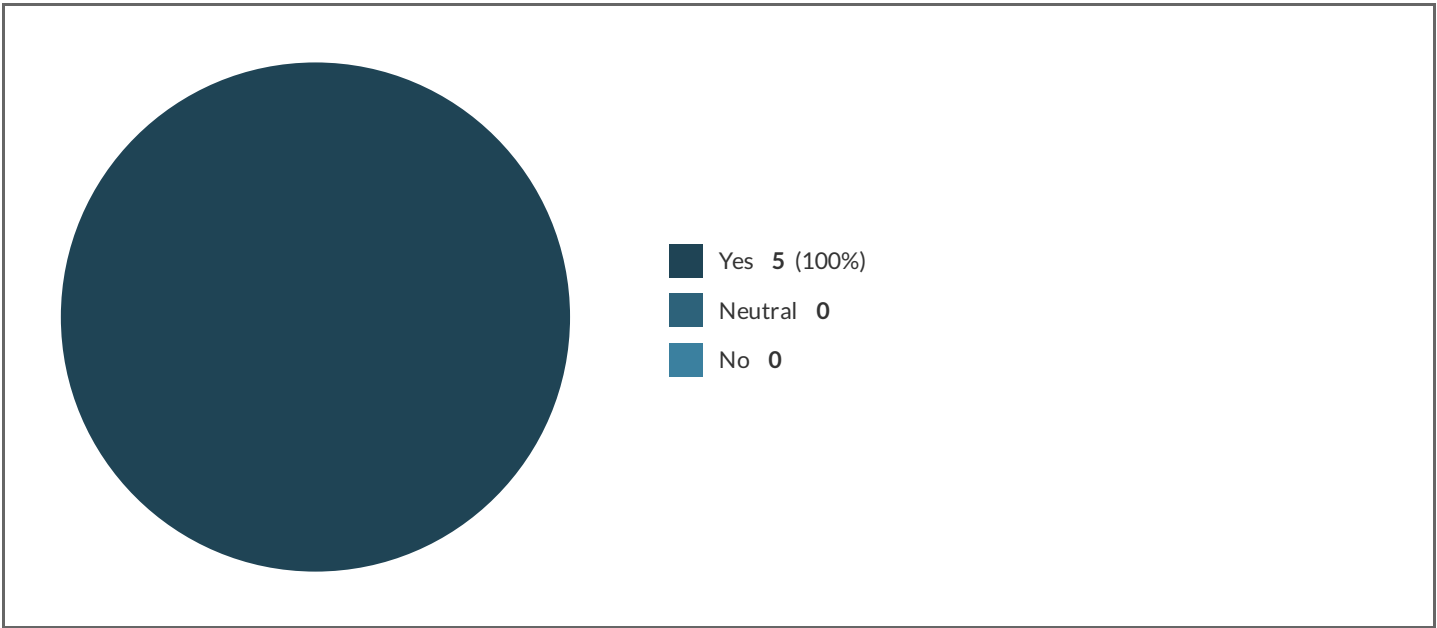


**13.5.b** Increases the organization's computing power needed - Frequency Cost is Experienced



**13.a** Do you approve of this advice?





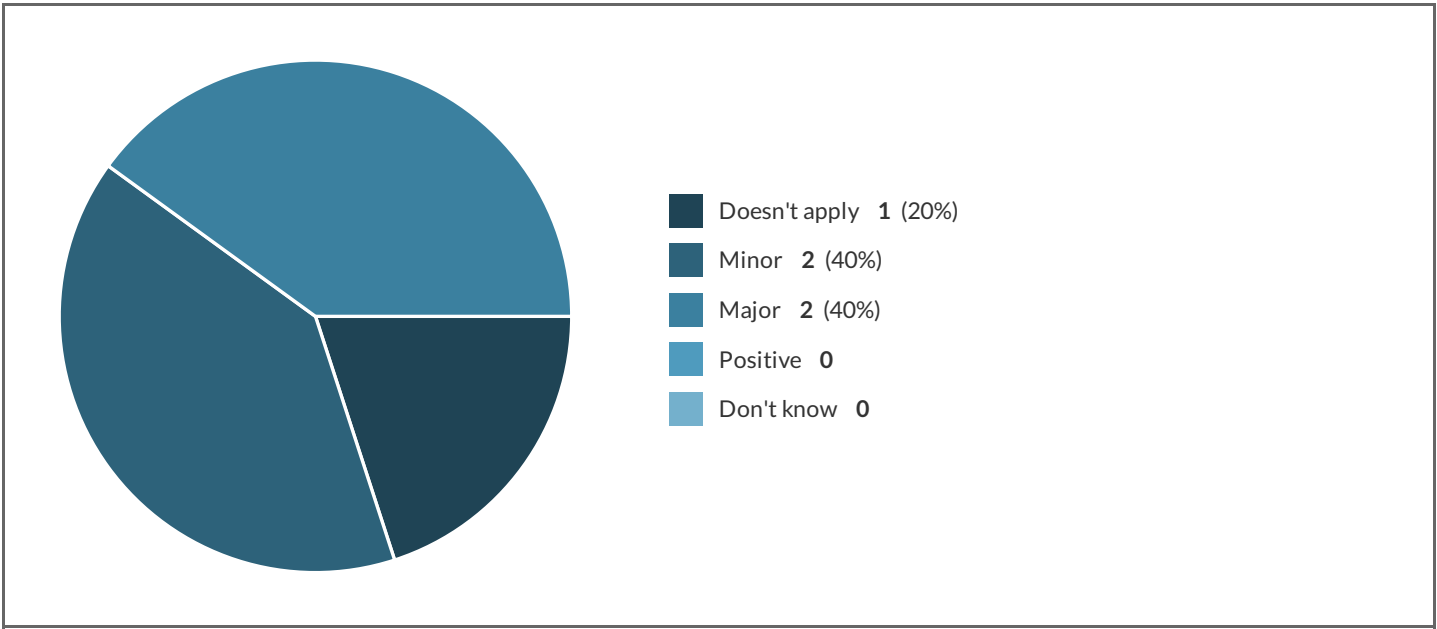
13.b Comments

No responses

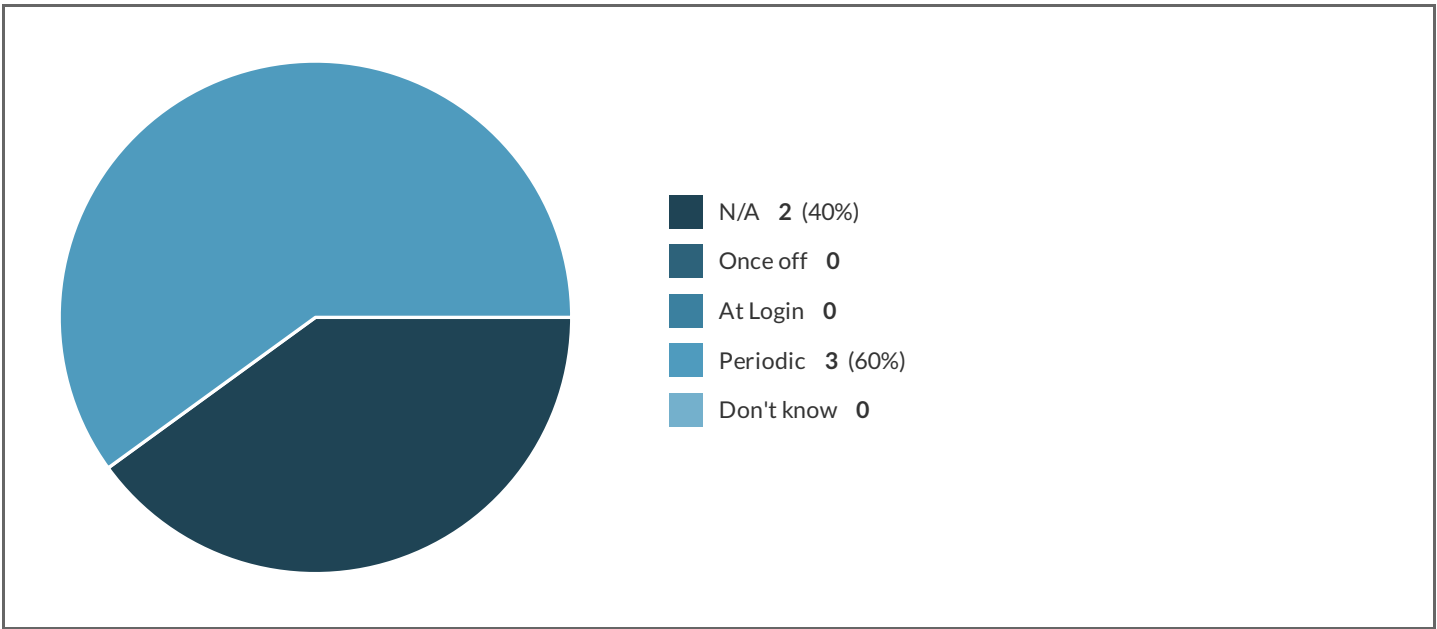
14 Some form of 2-factor authentication should be available to users

14.1 Increased help desk/user support time

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

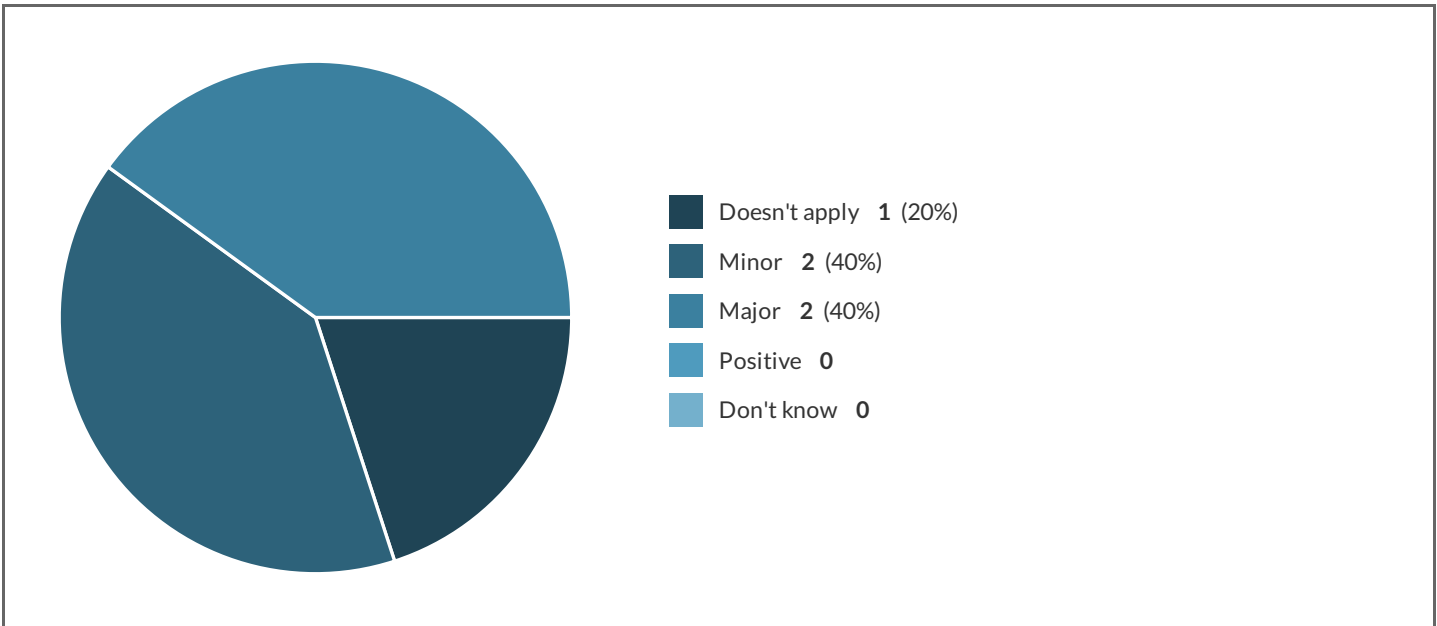


14.1.b Increased help desk/user support time - Frequency Cost is Experienced

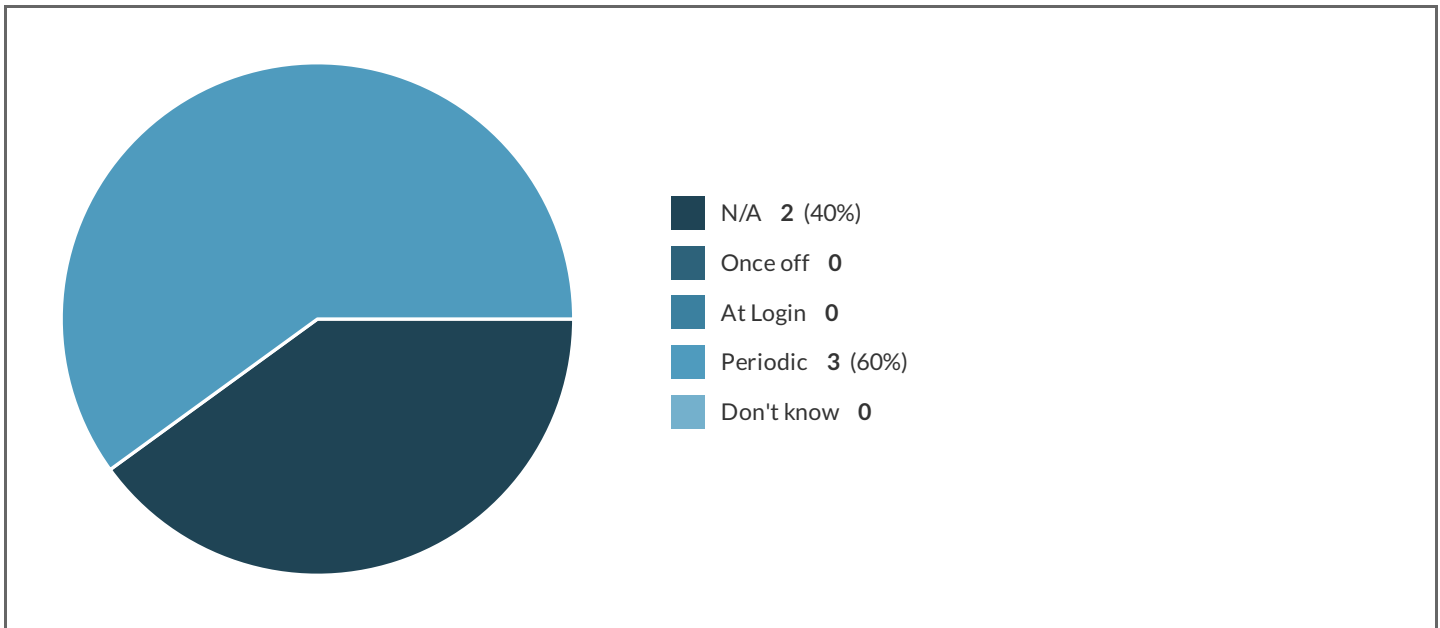


## 14.2 User education required

### 14.2.a User education required - Severity of Cost

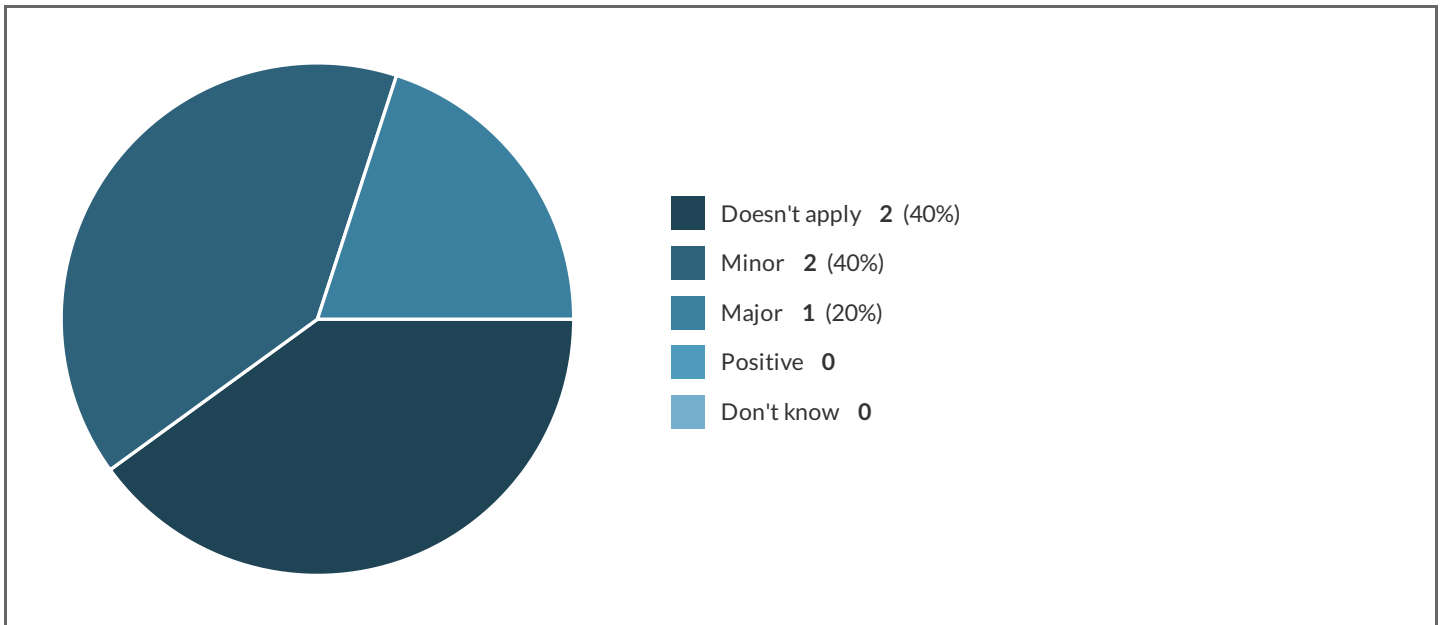


### 14.2.b User education required - Frequency Cost is Experienced

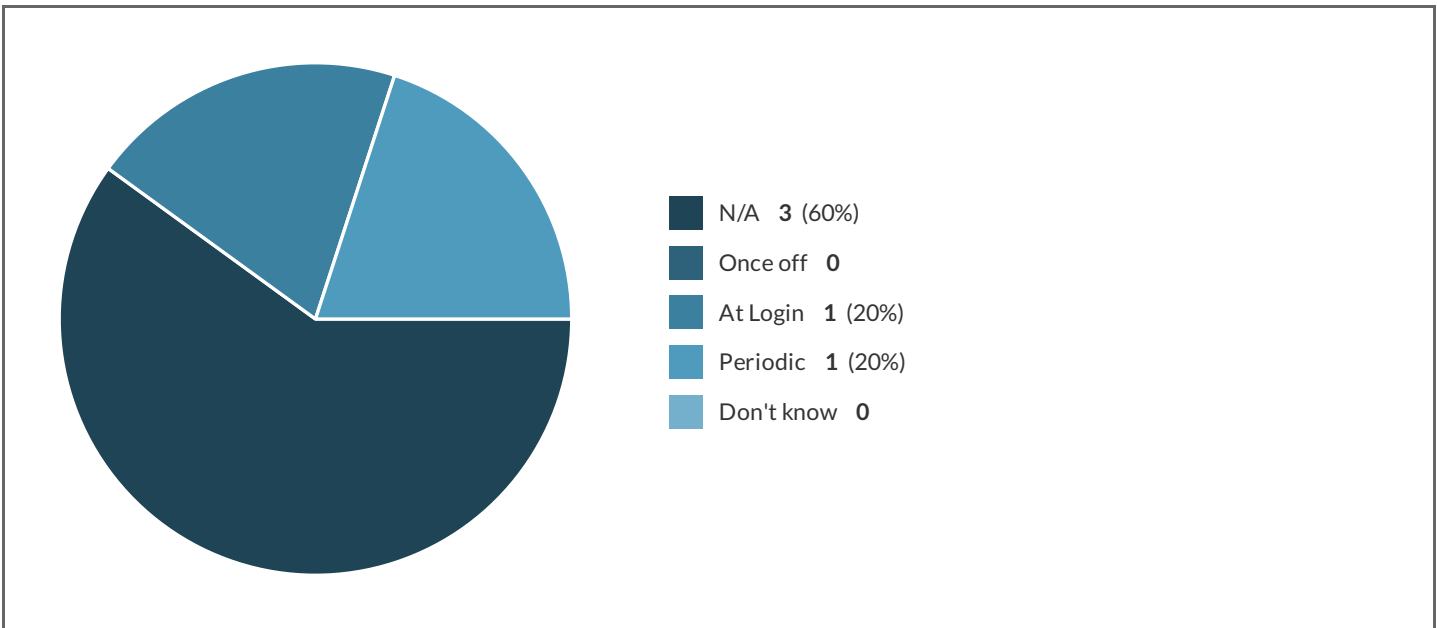


### 14.3 Organization needs extra resources

#### 14.3.a Organization needs extra resources - Severity of Cost

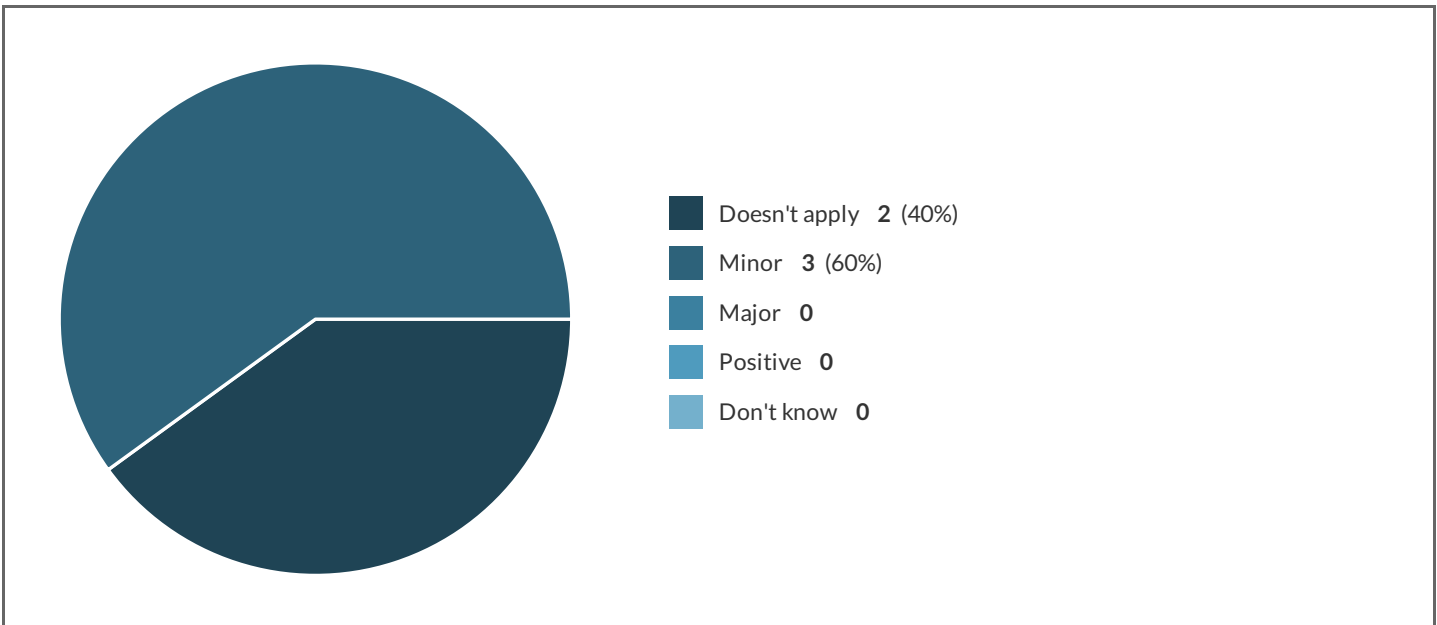


#### 14.3.b Organization needs extra resources - Frequency Cost is Experienced

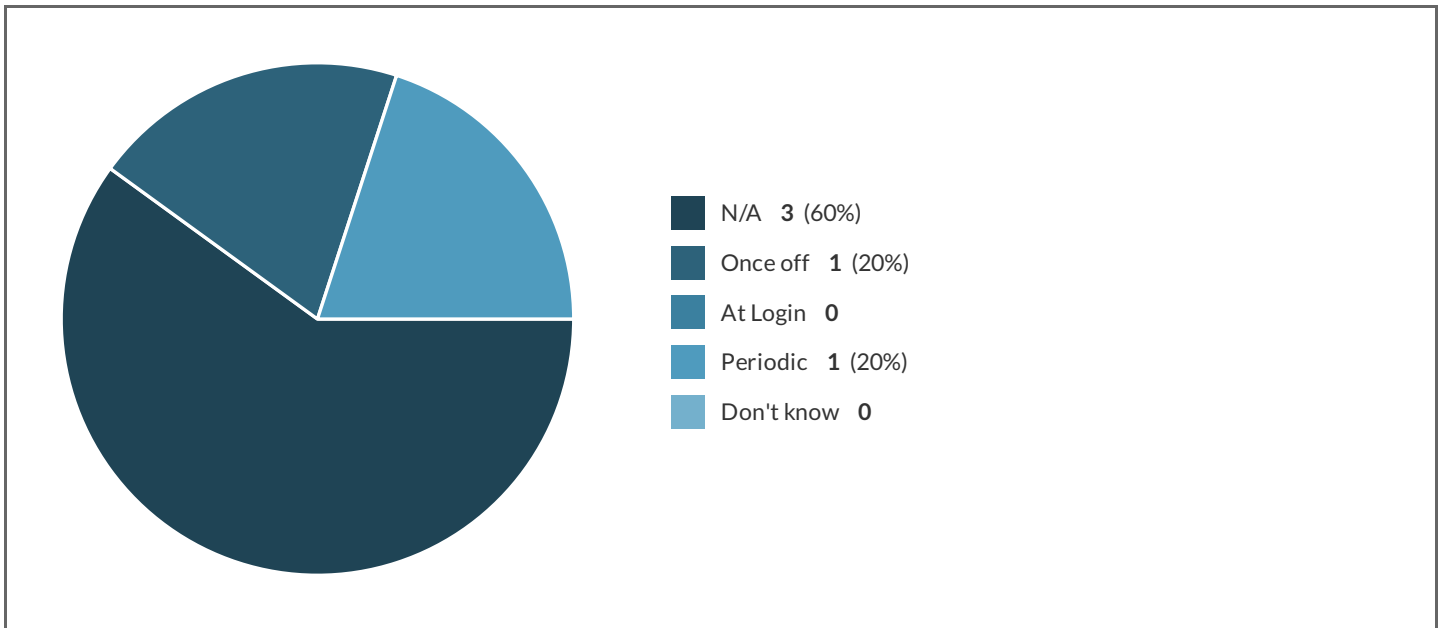


#### 14.4 Takes organization time to implement

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

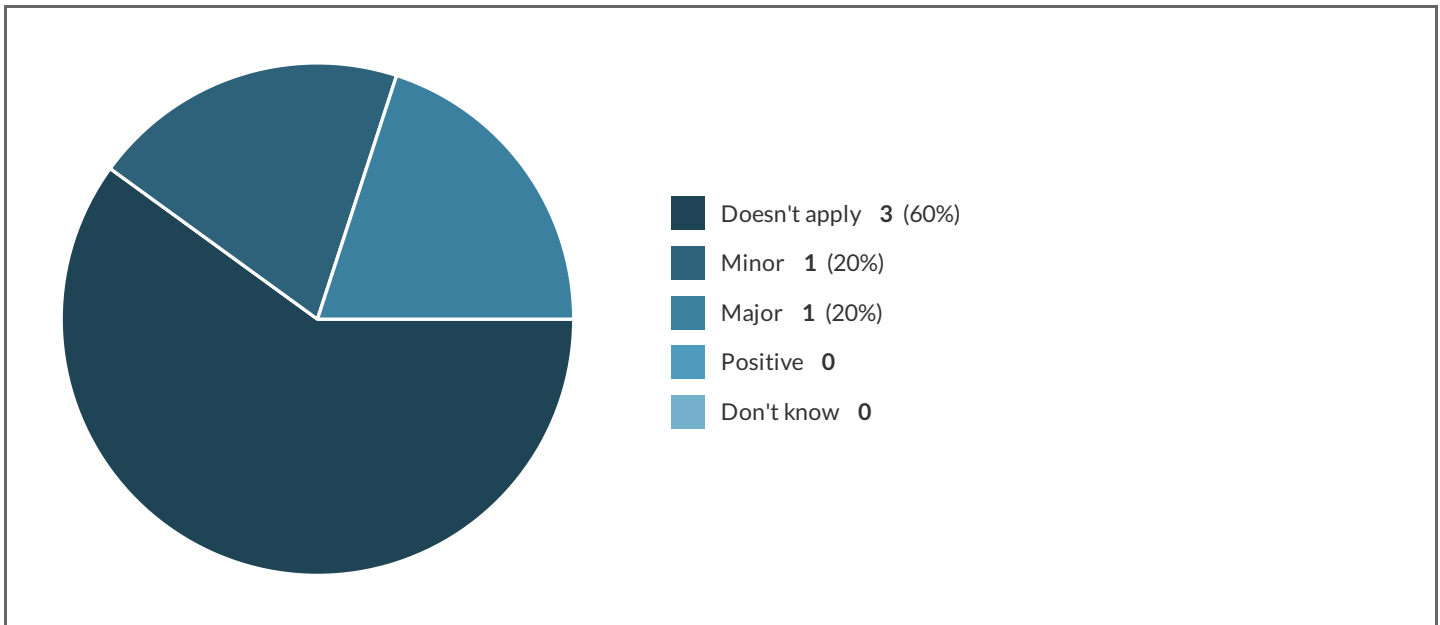


##### 14.4.b Takes organization time to implement - Frequency Cost is Experienced

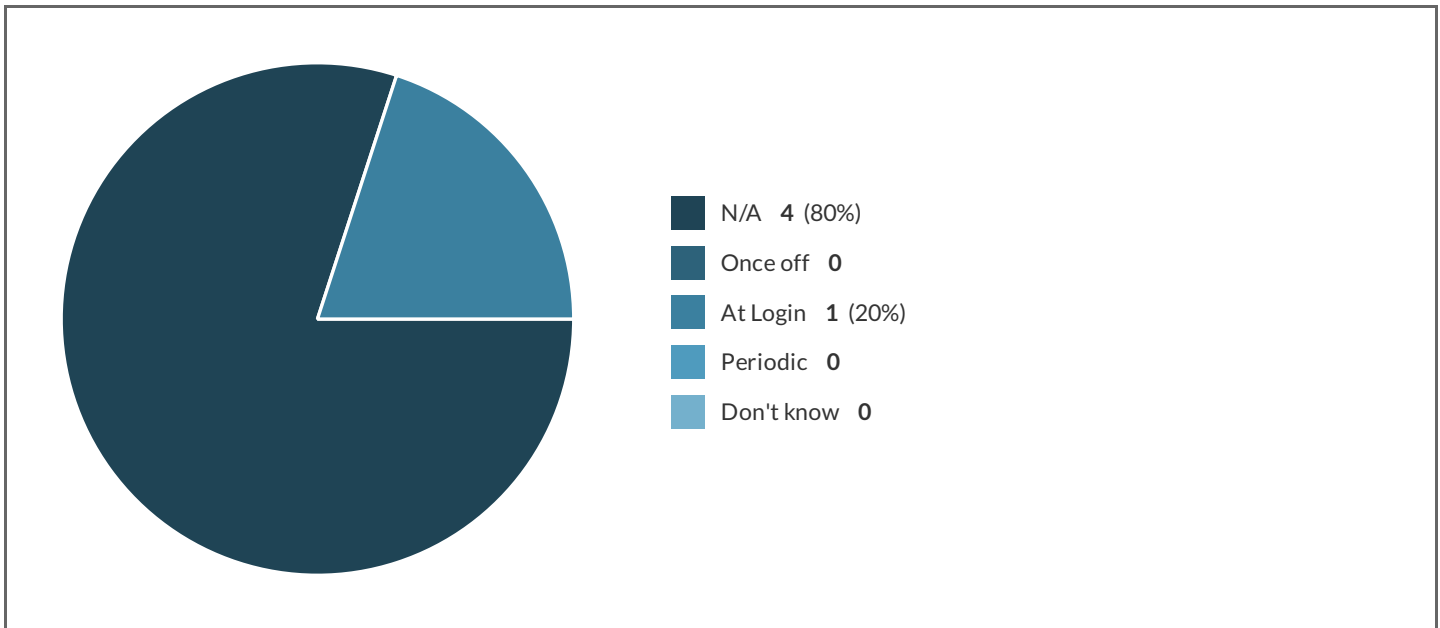


#### 14.5 Increases the organization's computing power needed

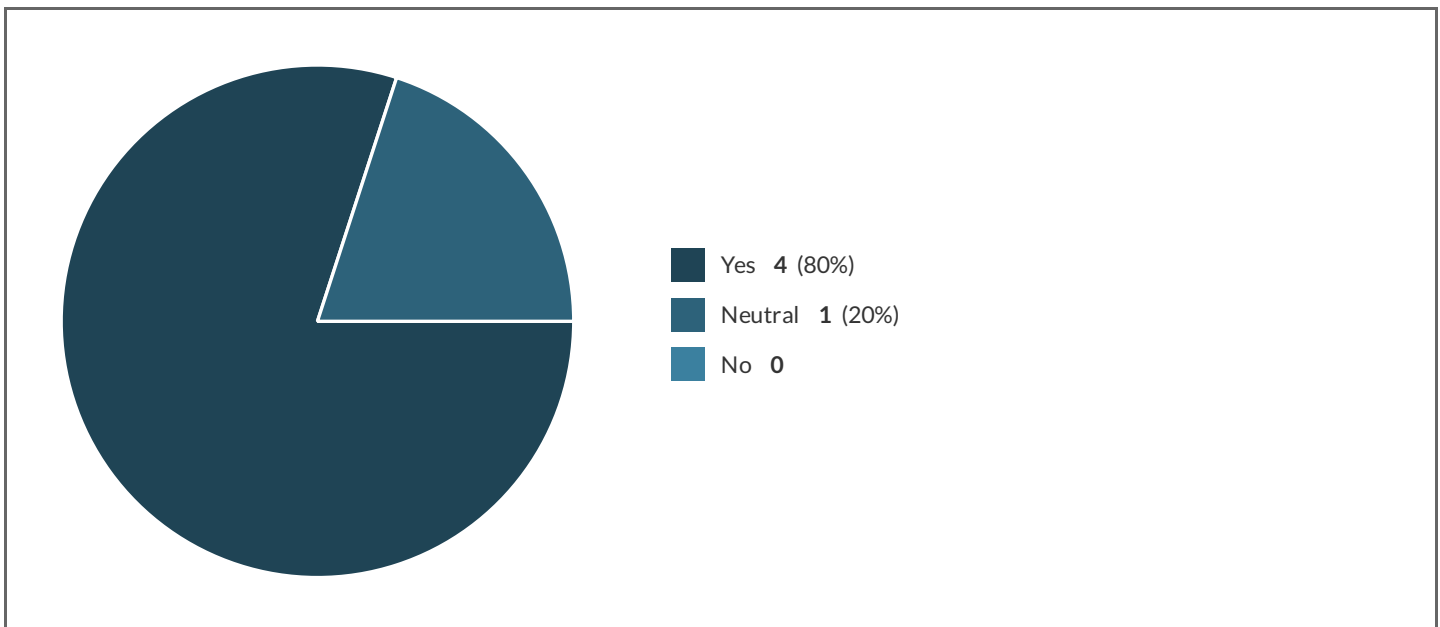
##### 14.5.a Increases the organization's computing power needed - Severity of Cost



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



14.a Do you approve of this advice?



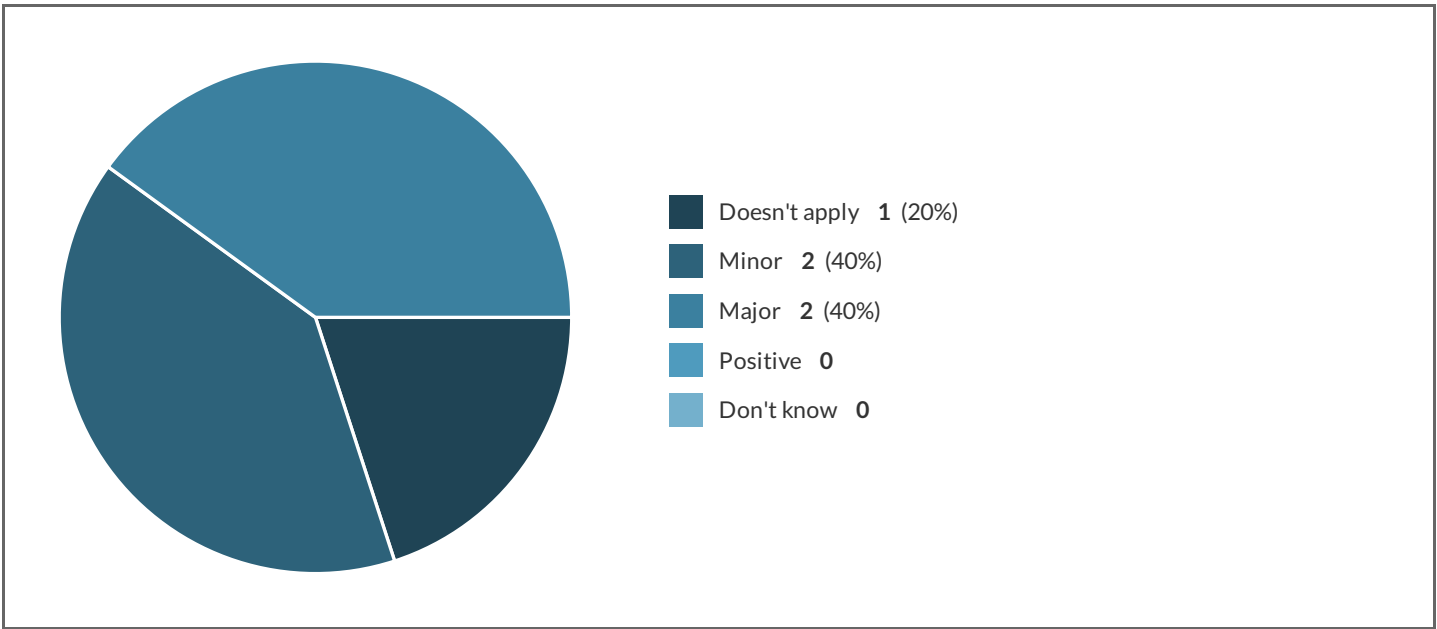
14.b Comments

*No responses*

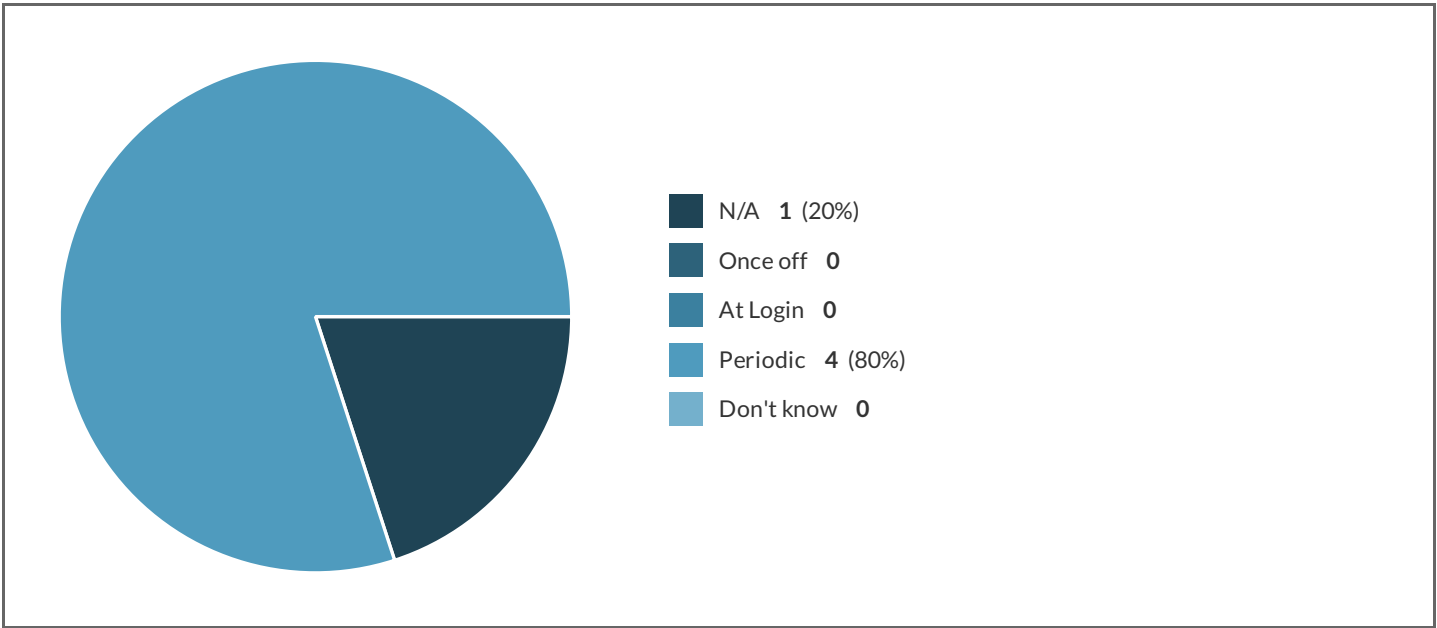
15 Access controls should be applied to access to particular features or systems

15.1 Increased help desk/user support time

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

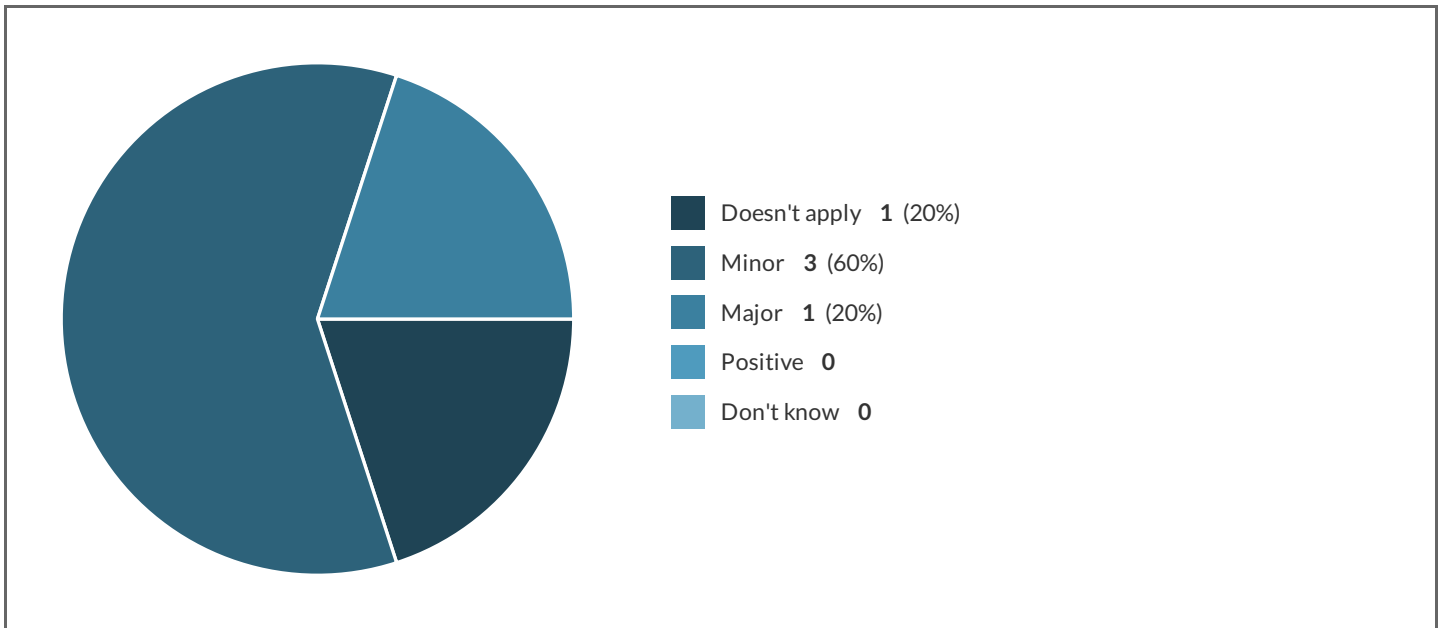


15.1.b Increased help desk/user support time - Frequency Cost is Experienced

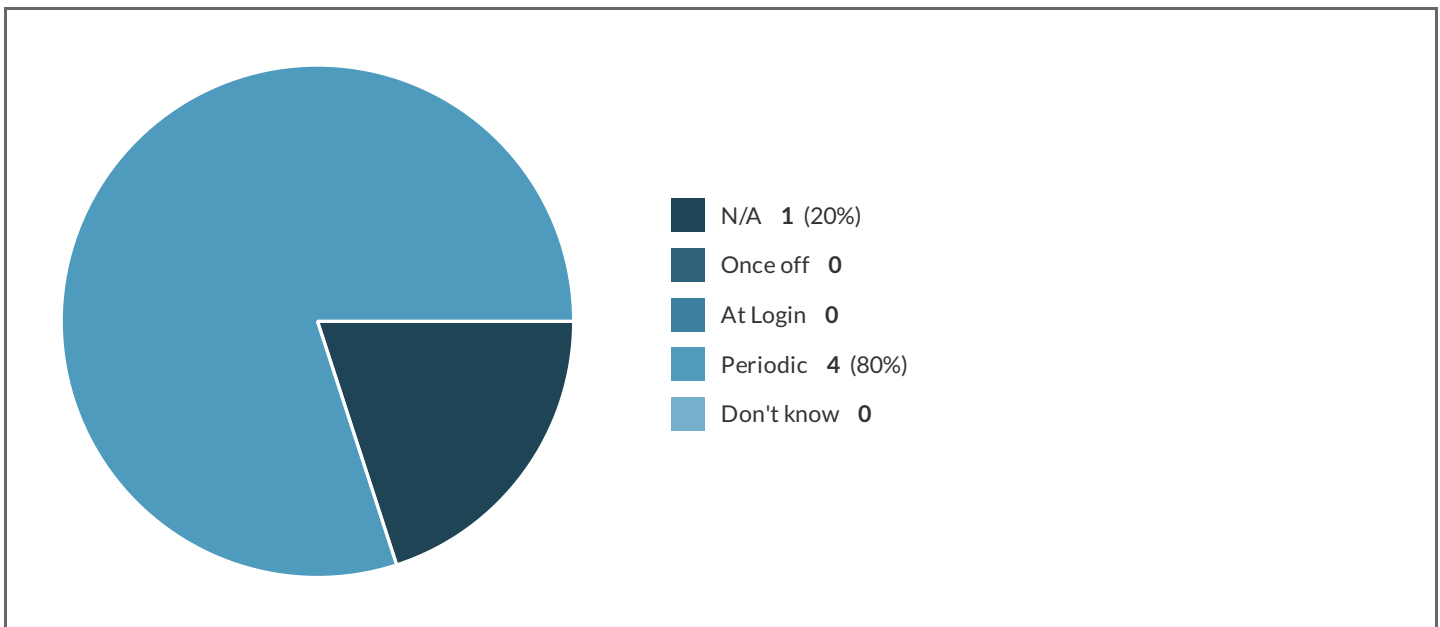


15.2 User education required

15.2.a User education required - Severity of Cost



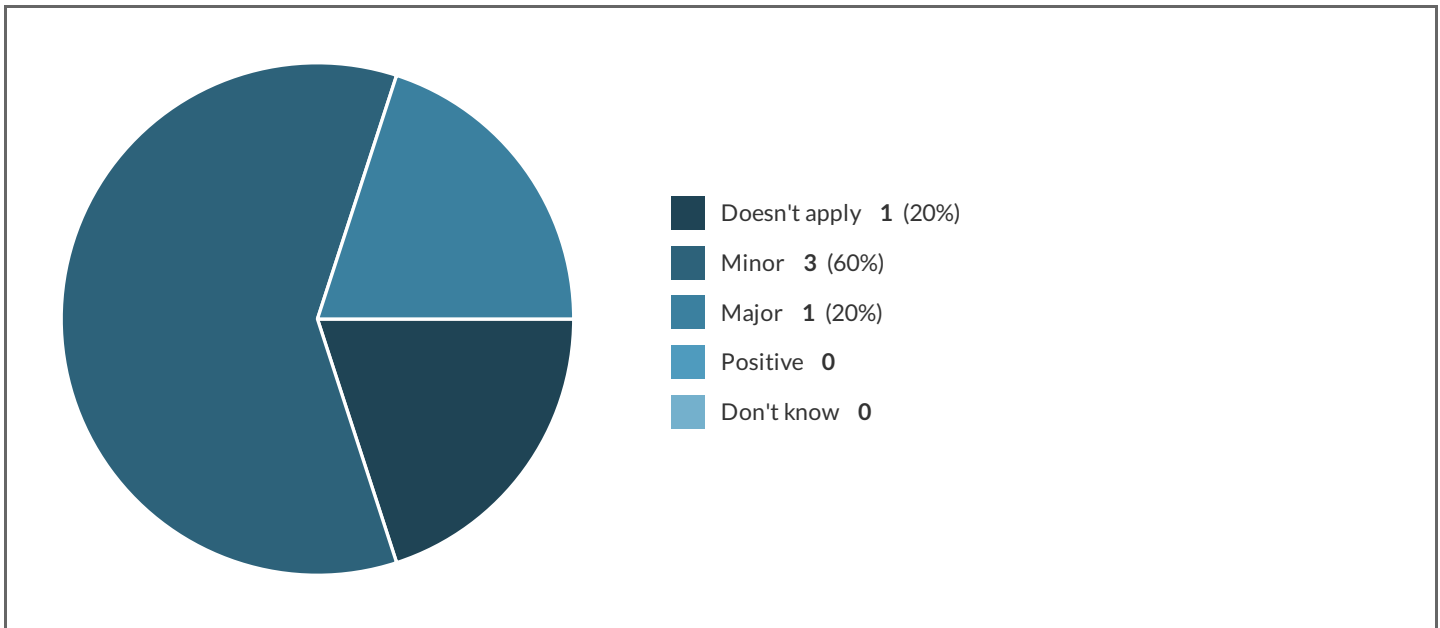
#### 15.2.b User education required - Frequency Cost is Experienced



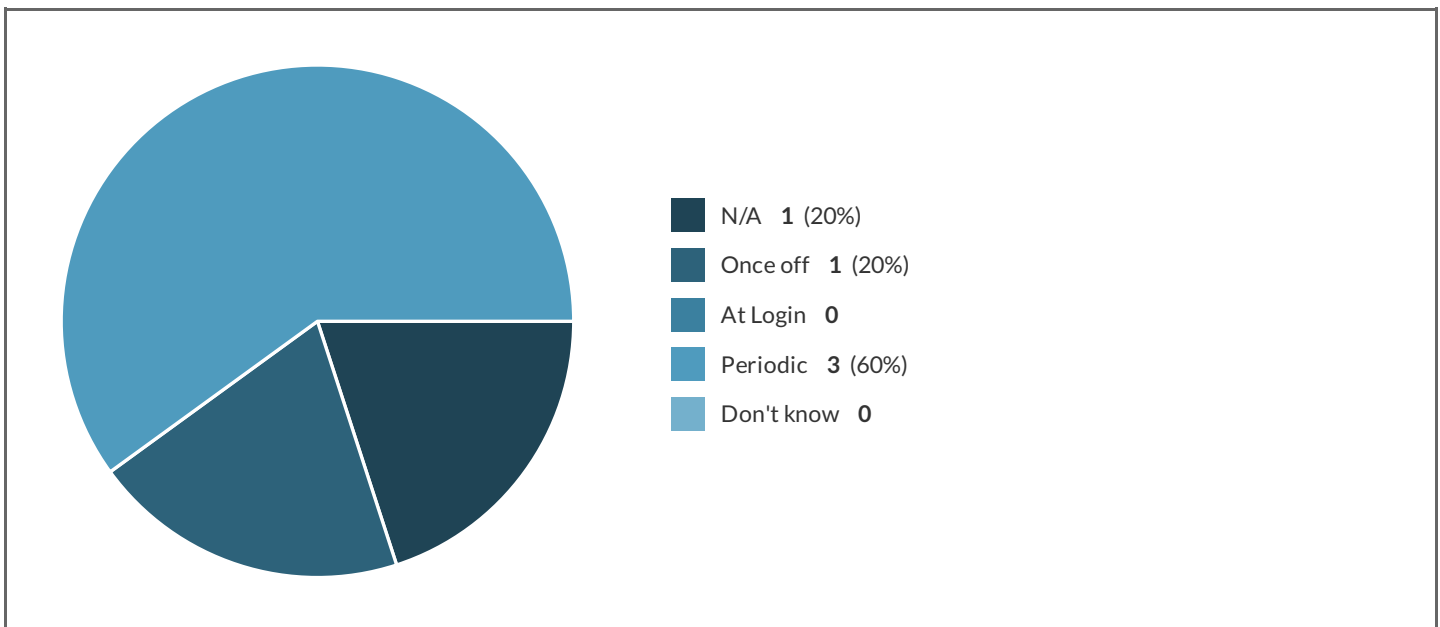
#### 15.3 Organization needs extra resources

##### 15.3.a Organization needs extra resources - Severity of Cost



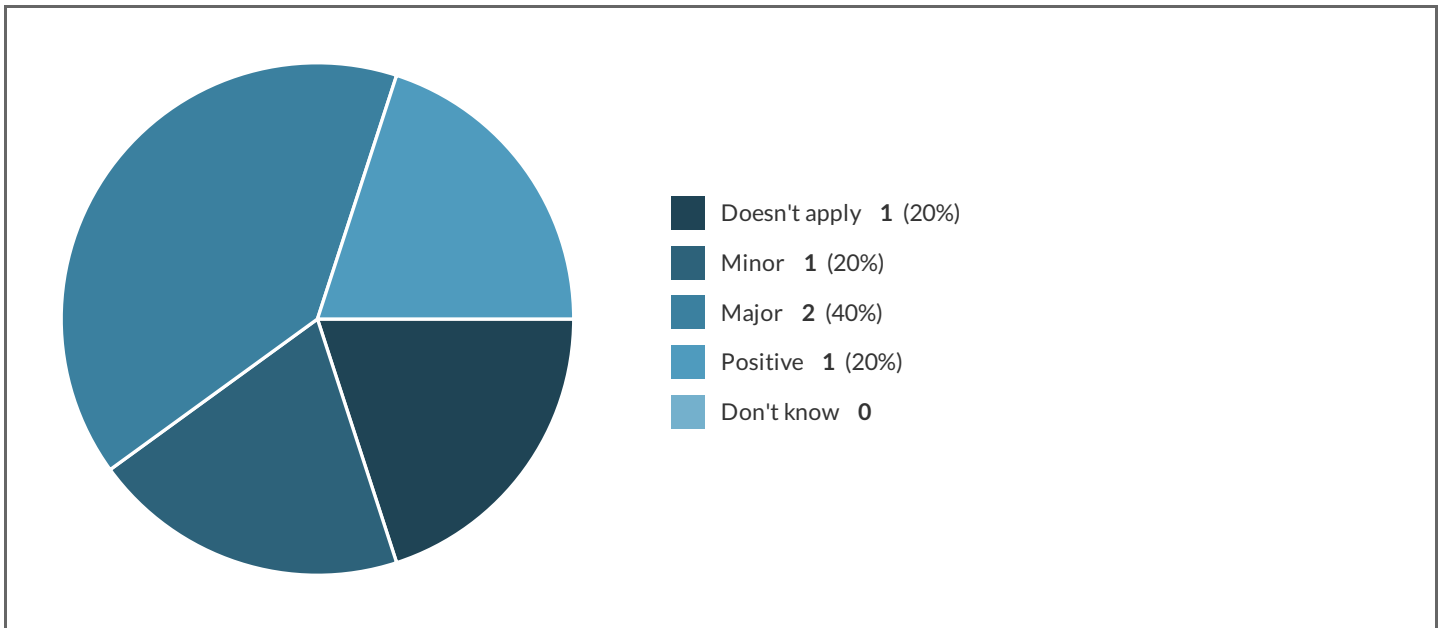


#### 15.3.b Organization needs extra resources - Frequency Cost is Experienced

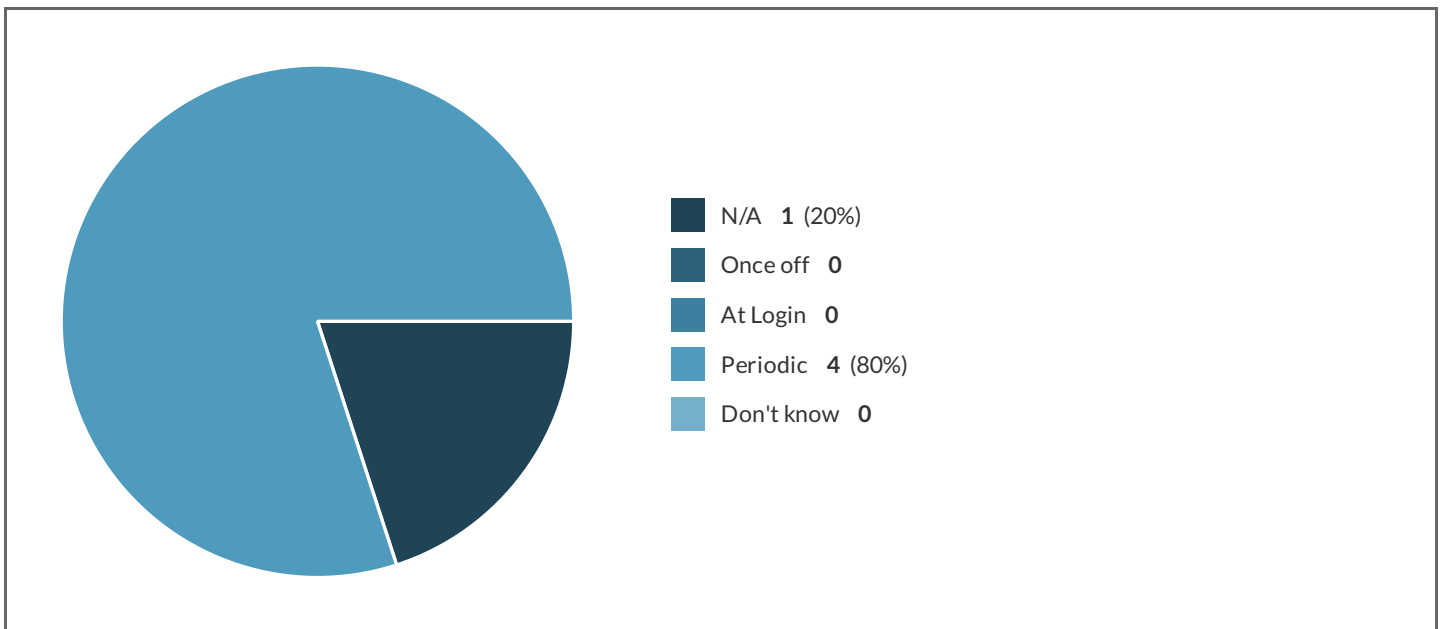


#### 15.4 Takes organization time to implement

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

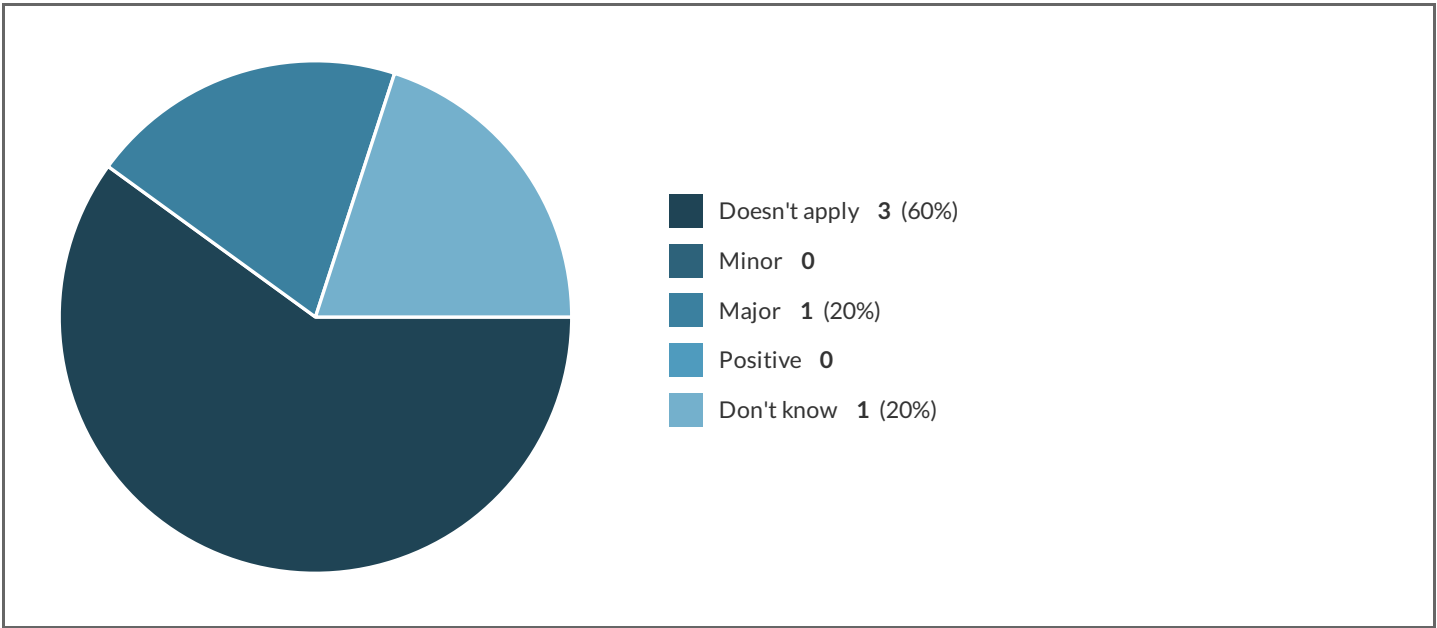


**15.4.b** Takes organization time to implement - Frequency Cost is Experienced

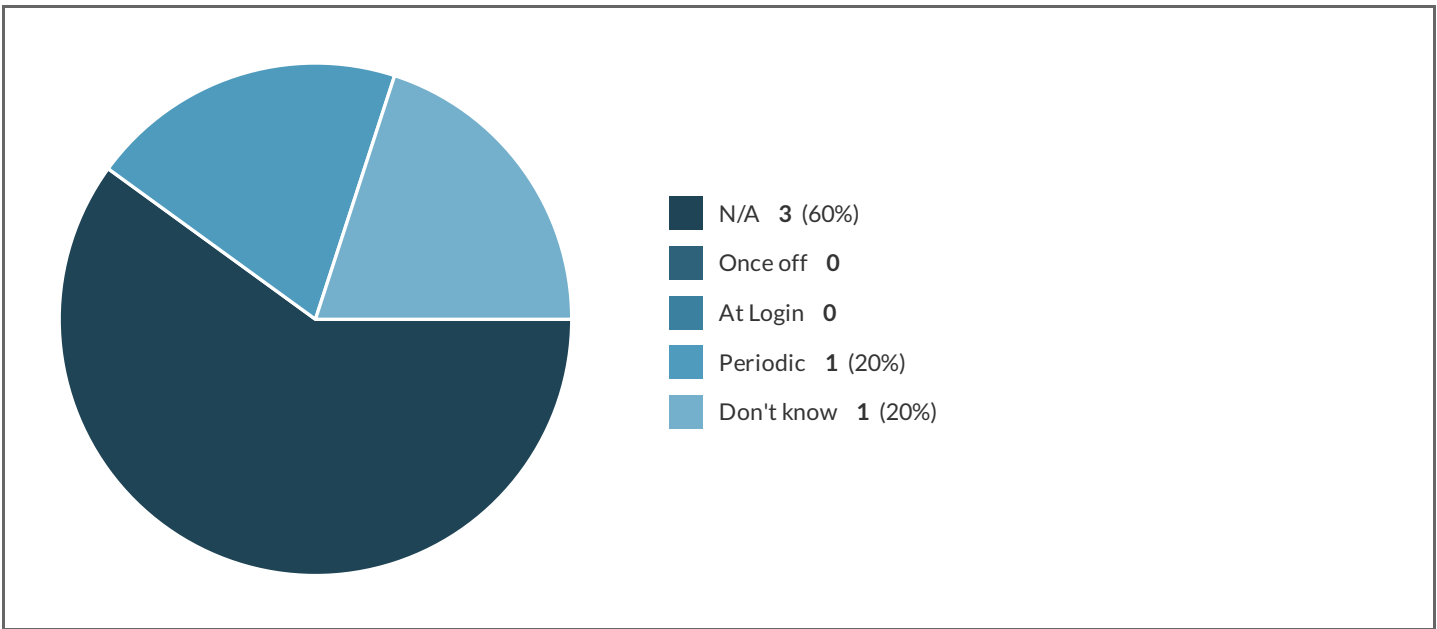


**15.5** Increases the organization's computing power needed

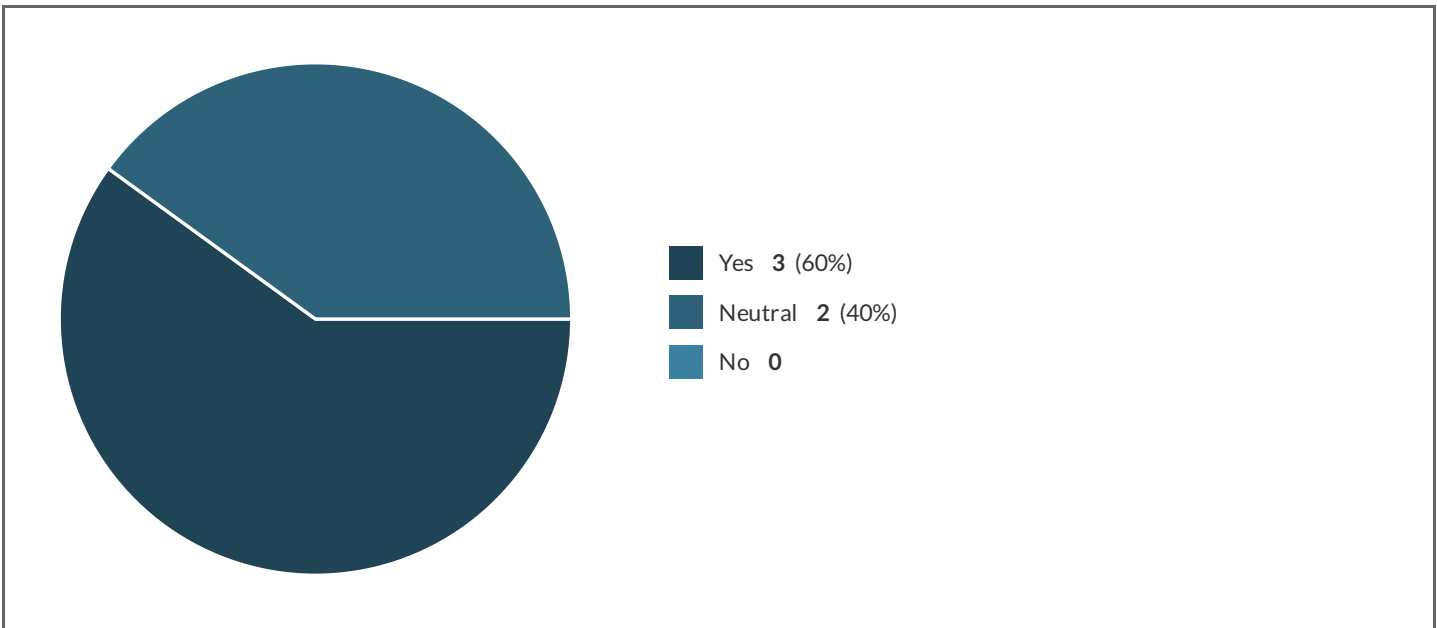
**15.5.a** Increases the organization's computing power needed - Severity of Cost



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



**15.a** Do you approve of this advice?



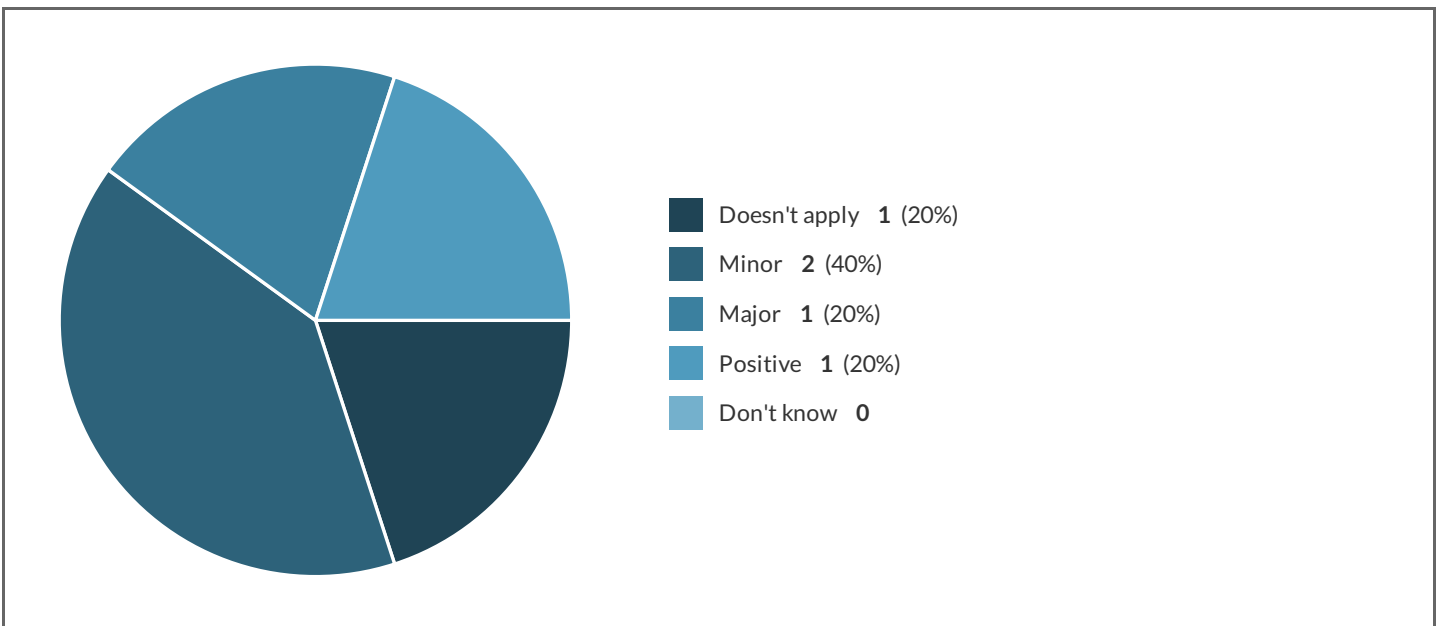
15.b Comments

*No responses*

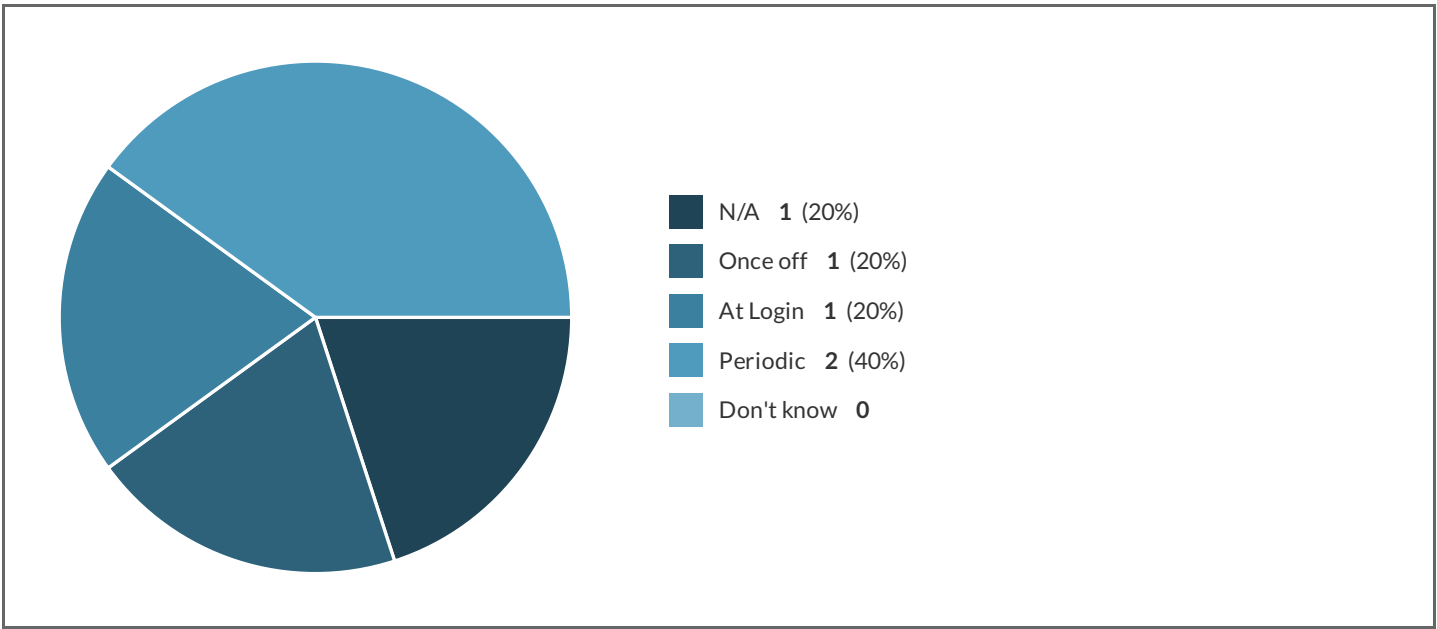
16 Generated passwords should be valid only on first login

16.1 Increased help desk/user support time

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

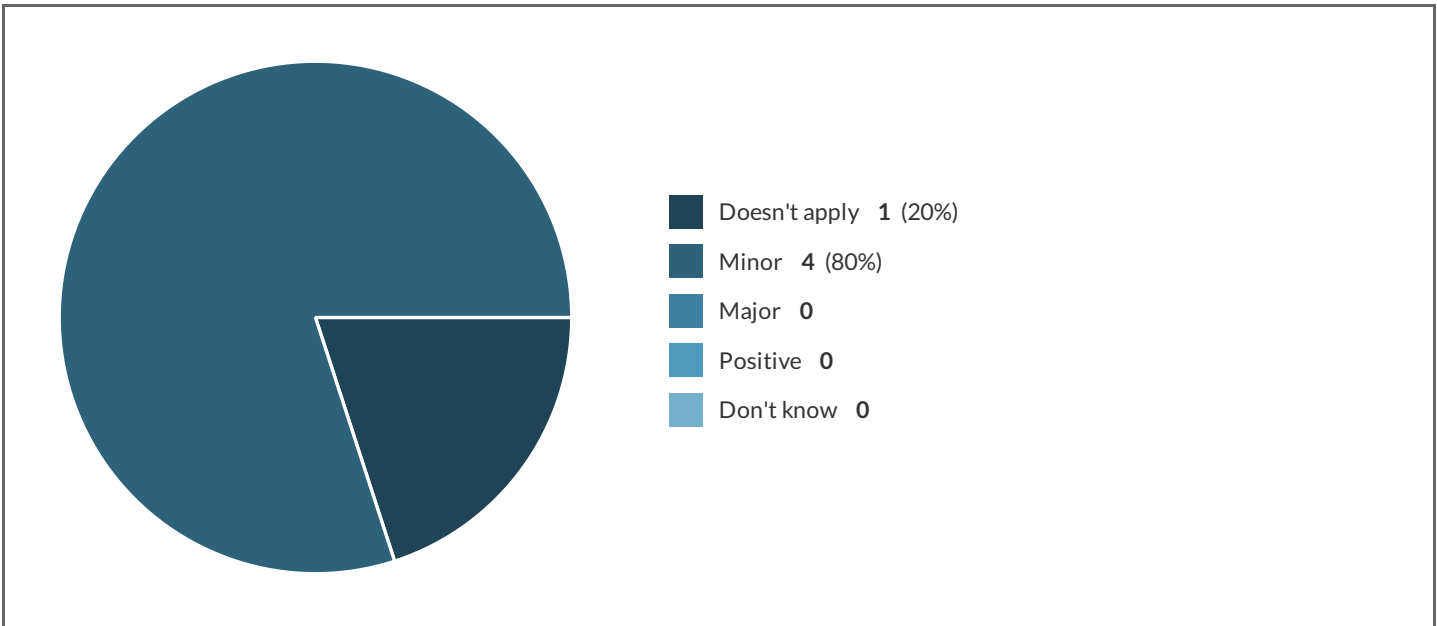


16.1.b Increased help desk/user support time - Frequency Cost is Experienced

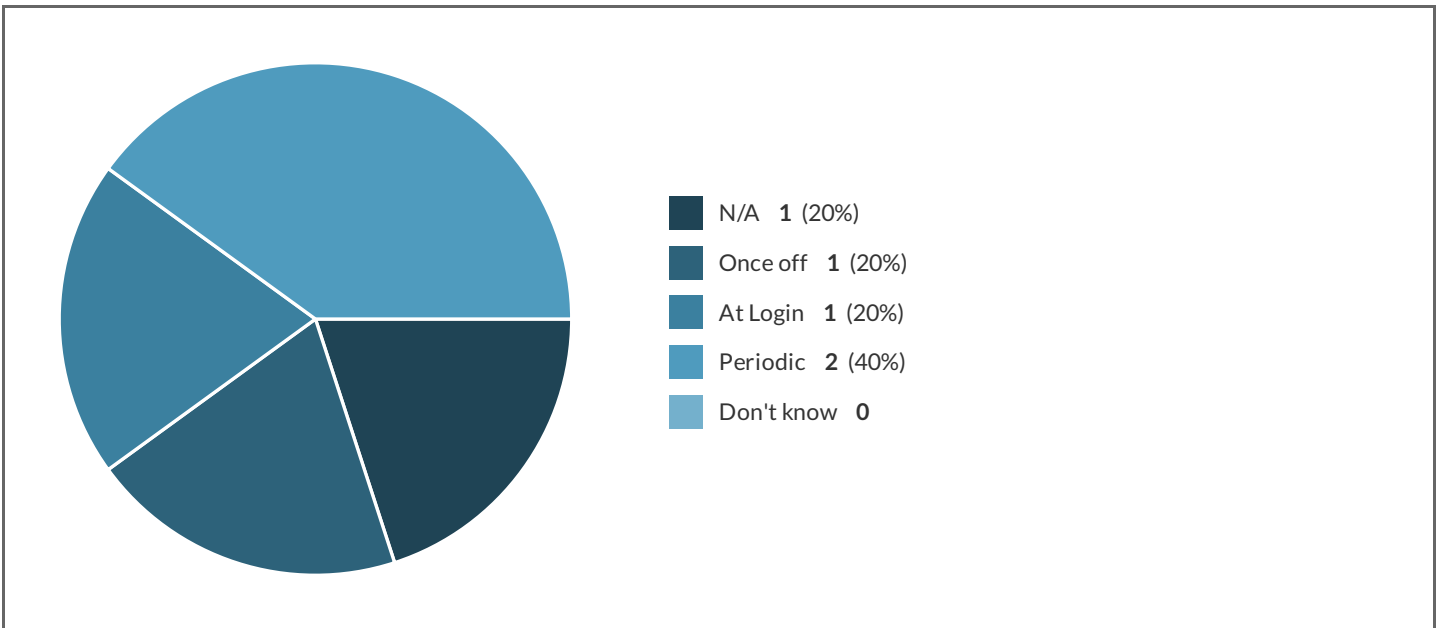


## 16.2 User education required

### 16.2.a User education required - Severity of Cost

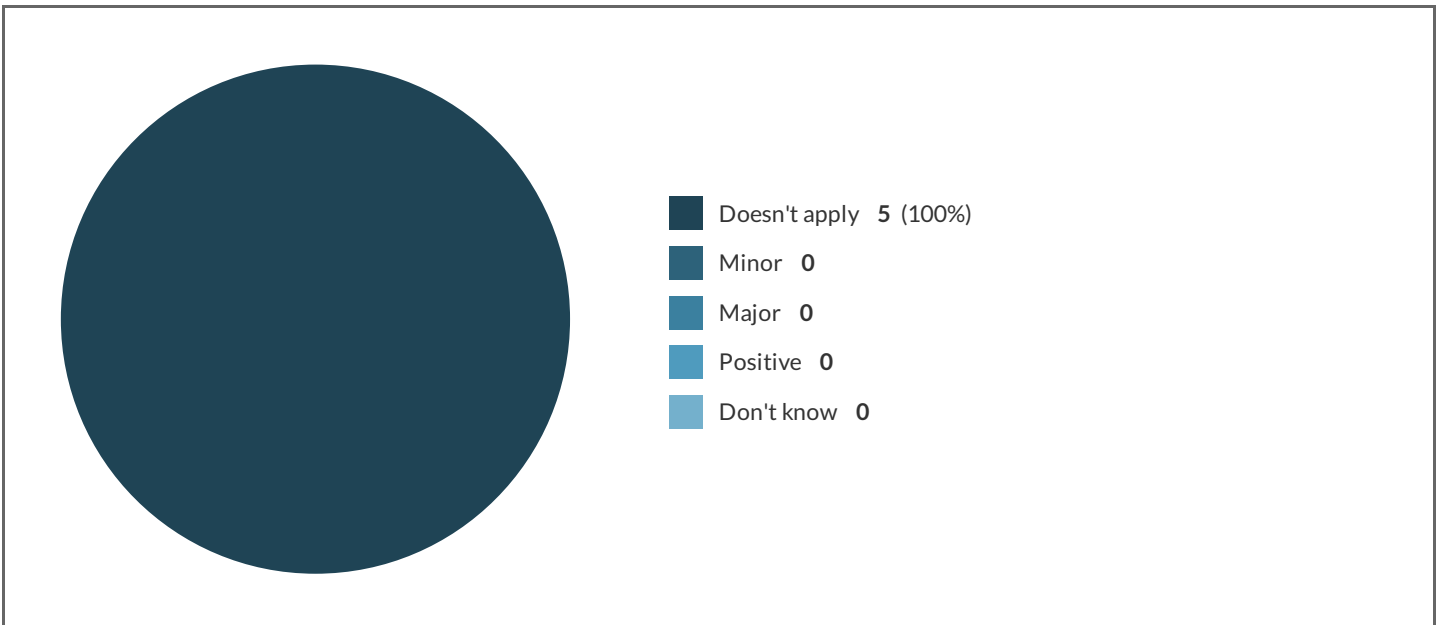


### 16.2.b User education required - Frequency Cost is Experienced

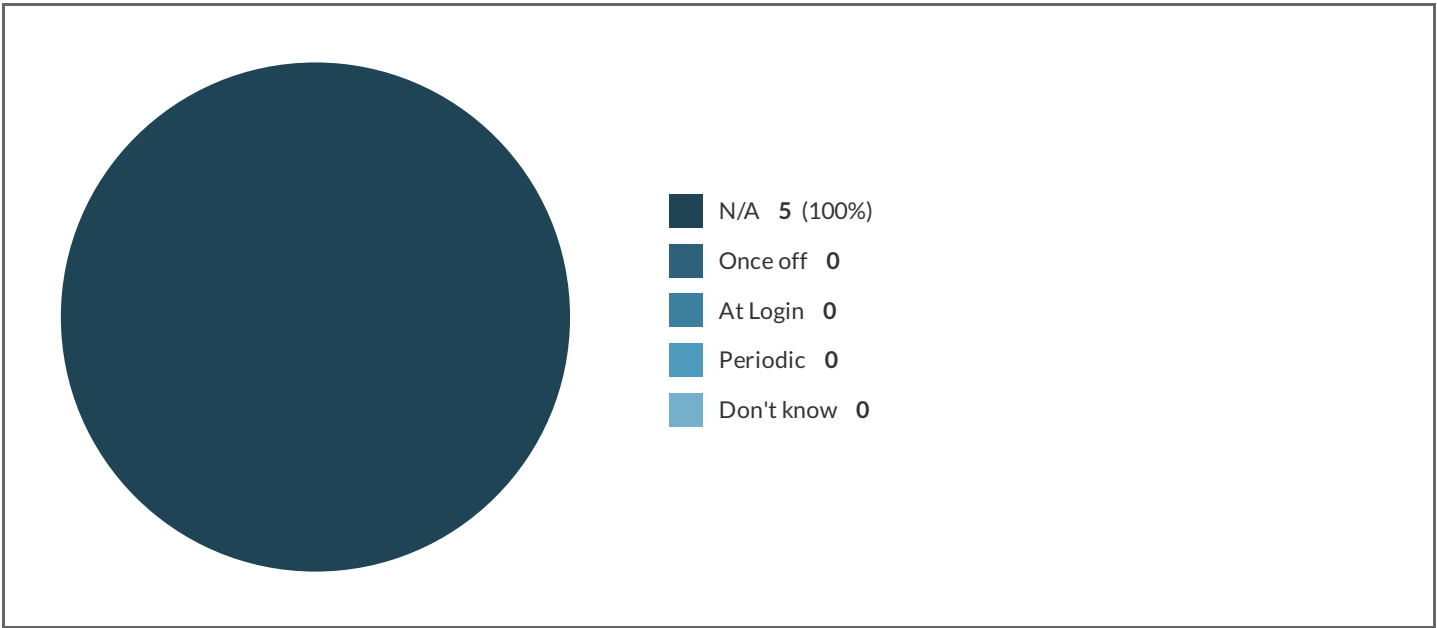


### 16.3 Organization needs extra resources

#### 16.3.a Organization needs extra resources - Severity of Cost

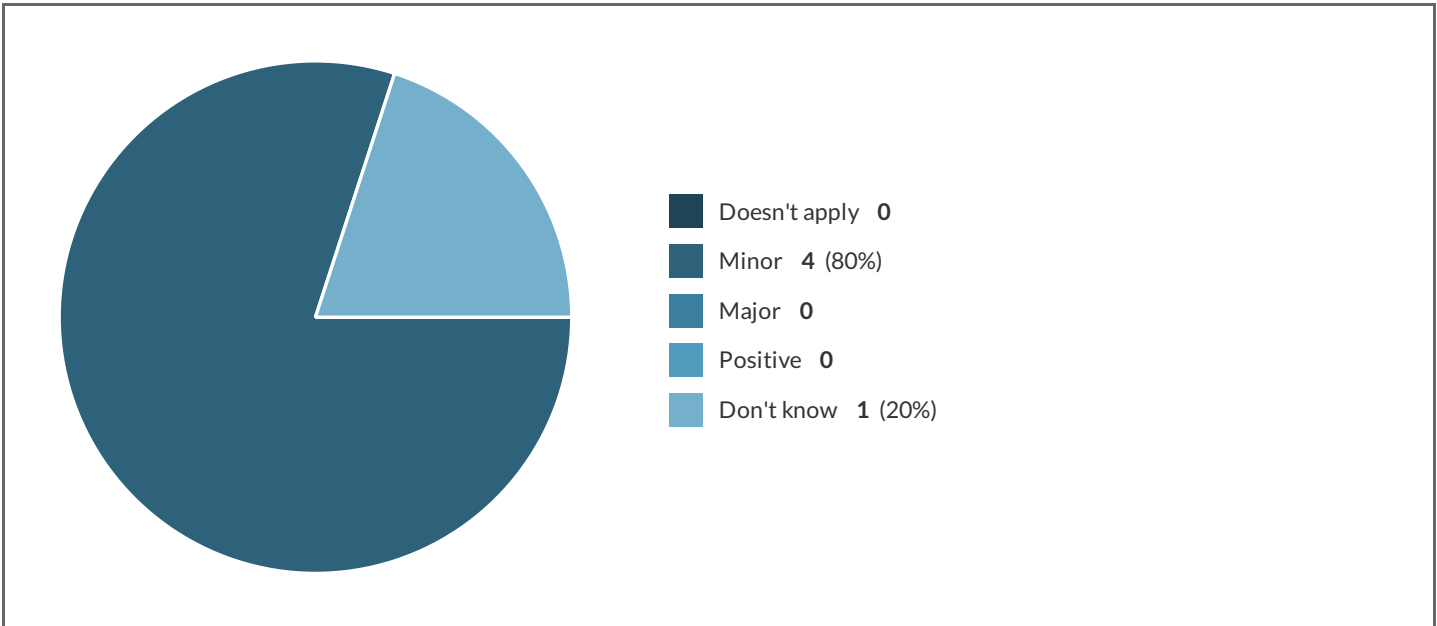


#### 16.3.b Organization needs extra resources - Frequency Cost is Experienced

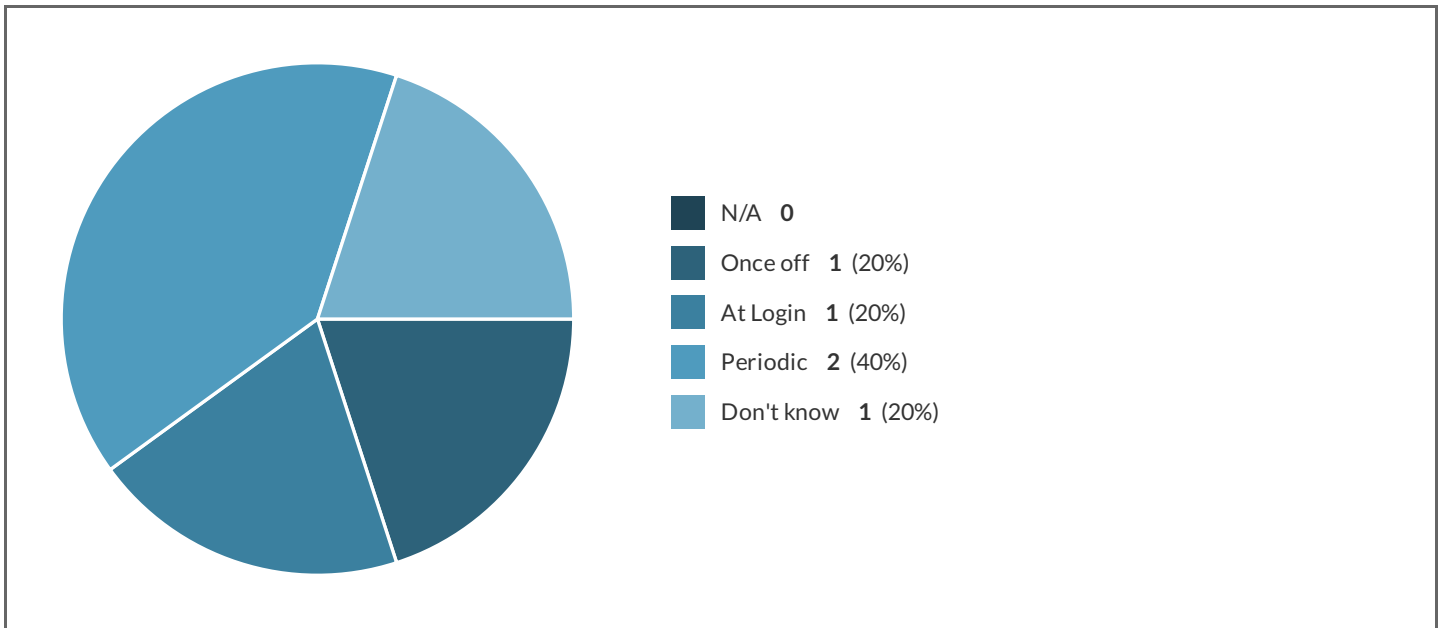


16.4 Takes organization time to implement

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

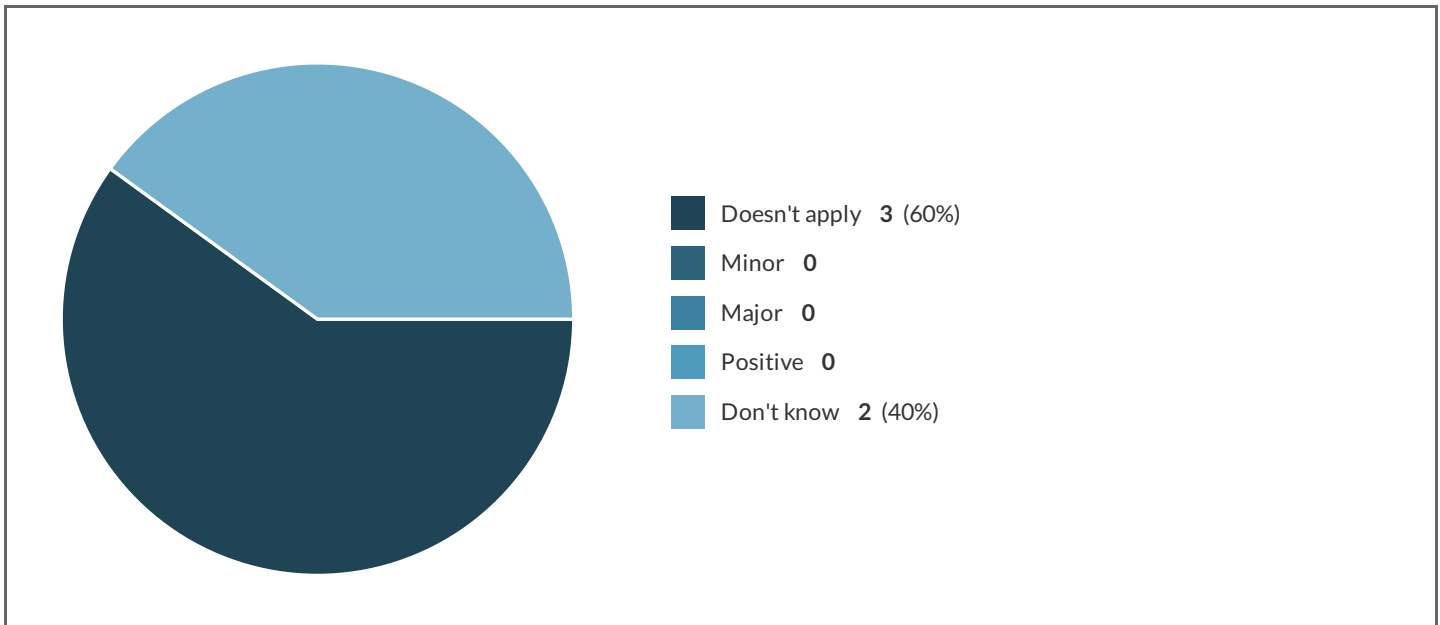


16.4.b Takes organization time to implement - Frequency Cost is Experienced



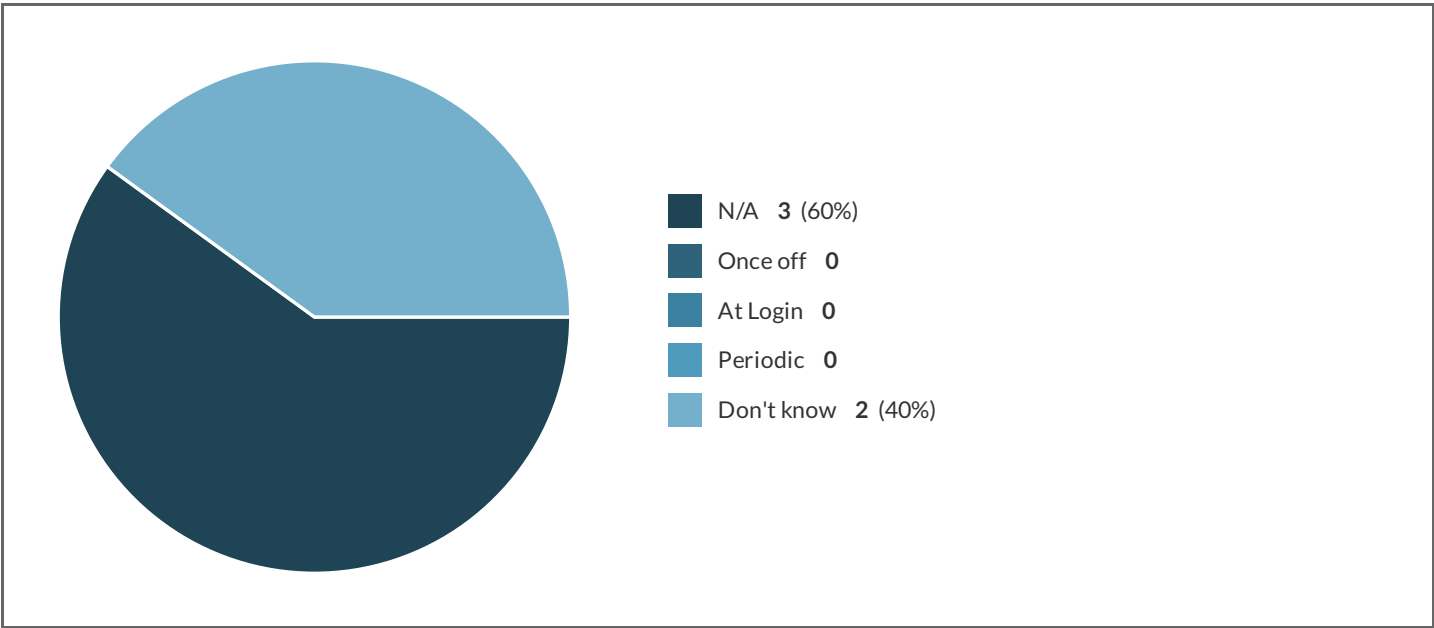
#### 16.5 Increases the organization's computing power needed

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

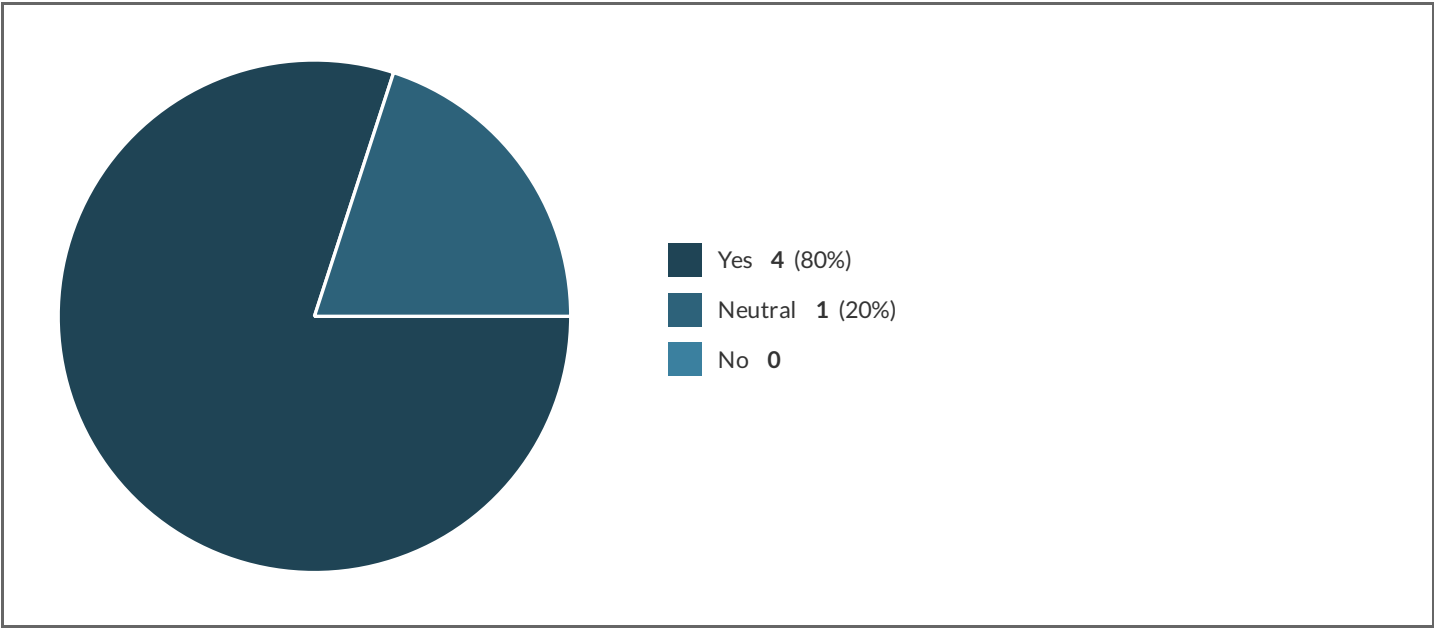


##### 16.5.b Increases the organization's computing power needed - Frequency Cost is Experienced





16.a Do you approve of this advice?

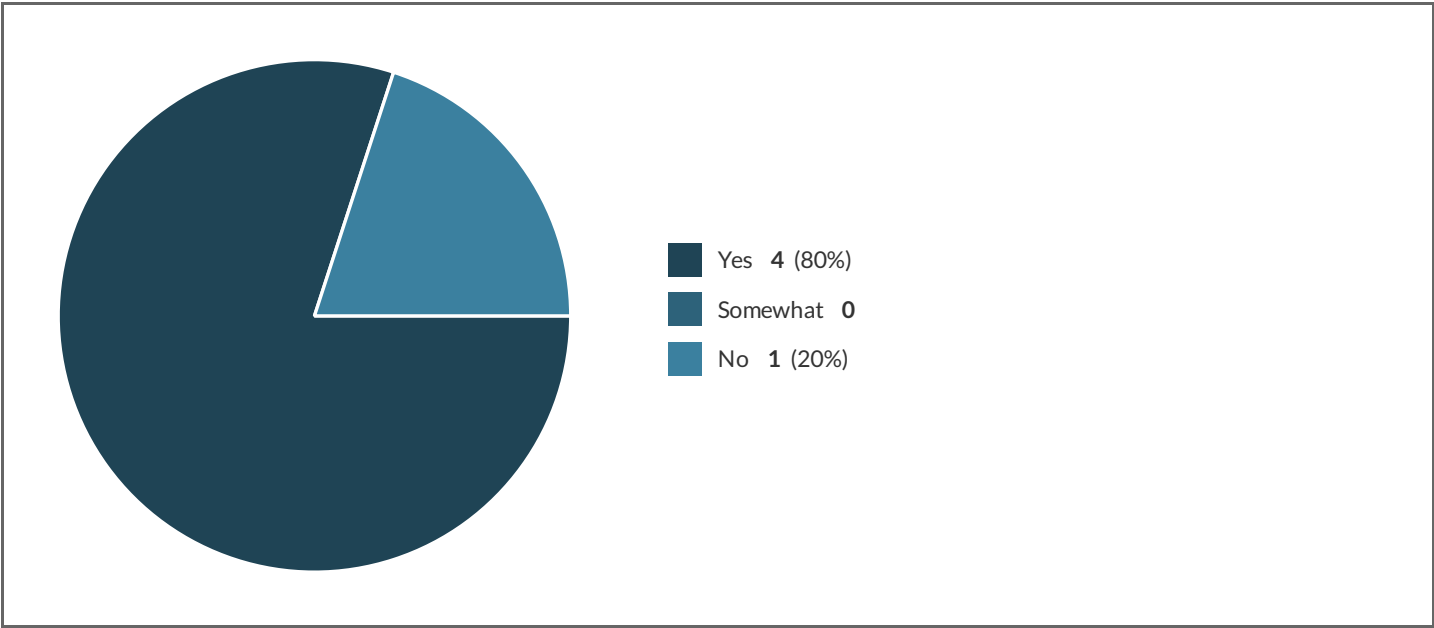


16.b Comments

Showing 1 response	
It depends on the quality of the passwords being generated.	<a href="#">633683-633674-66285572</a>

Final Comments

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



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

Showing 1 response	
<p>Takes organization time to implement -- this is a given if the policy does not already exist. If the policy exists then the investment has already been made and maintenance of policy and enforcement is all that is left.</p> <p>Replace with enforcement costs. Users will never read policies or follow them. You must constantly train and make your users aware of the situation and take corrective action when they misuse their capabilities, that is invalidate policy.</p>	633683-633674-66253313

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

Showing all 3 responses	
<p>There is more than just training and help support in terms of cost. Their is also engineering cost, audit cost, risk assessment cost, employee quality costs (not all employees can implement the policies discussed here in an enterprise environment). Technology cost. Enforcement cost. Incident response cost (for policy violations).</p> <p>These policies are connected to many other services that make the makeup of cyber security in a company.</p>	633683-633674-66253313
I use a password manager and have previously used a hardware/software token for 2-factor authentication.	633683-633674-66285572
This was from the perspective of a developer.	633683-633674-66513232