

# Study of Administrator password policy costs Survey 3

Showing 8 of 8 responses

Showing **all** responses

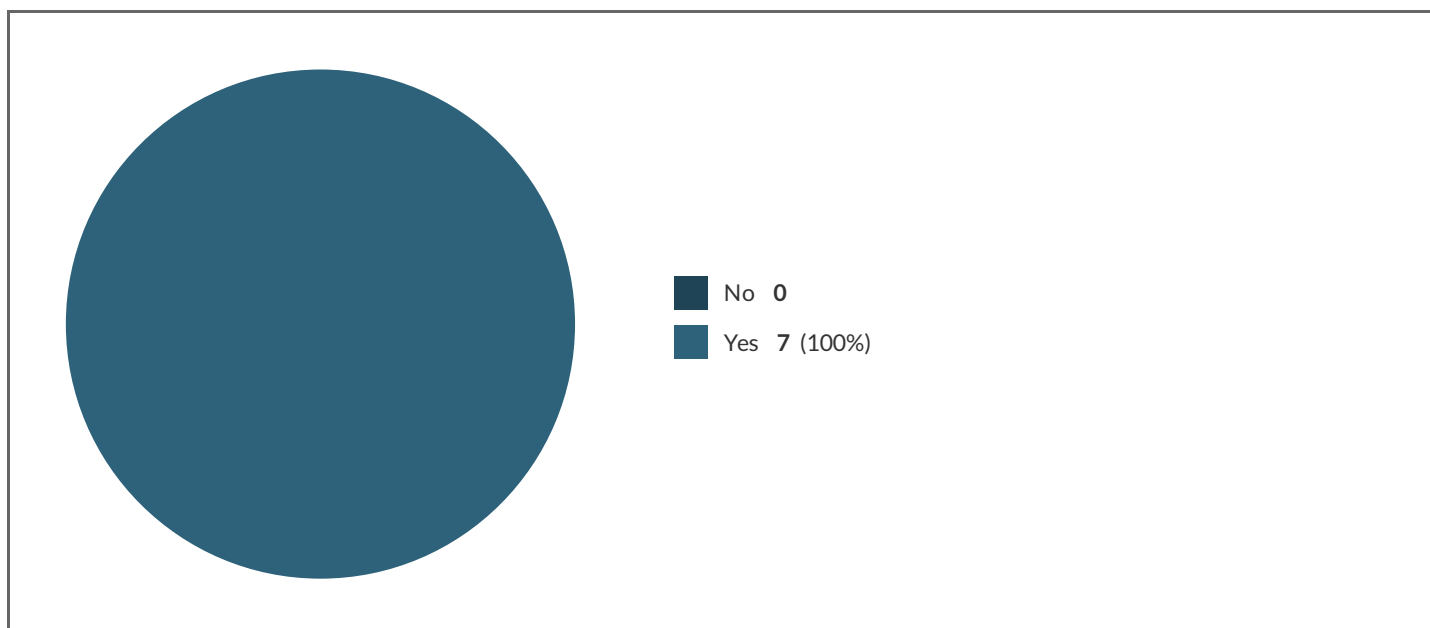
Showing **all** questions

Response rate: 8%

## 1 Informed consent

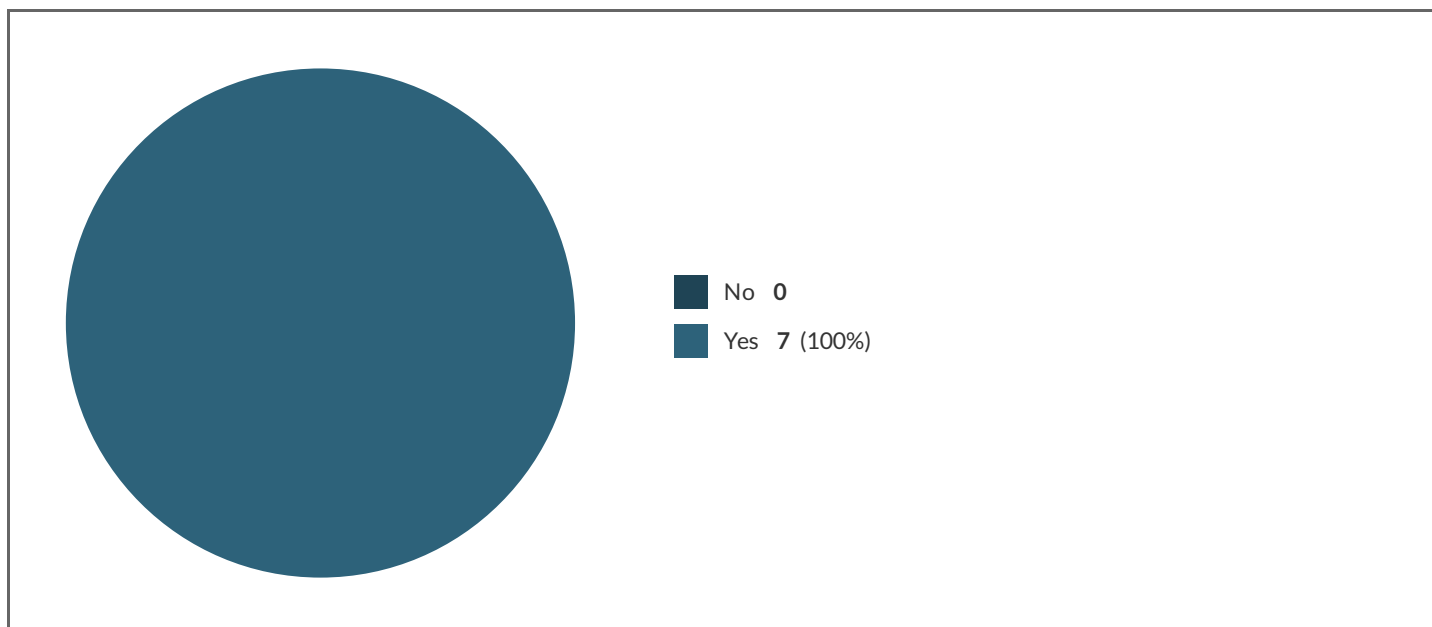
1.1 The purpose and nature of this study has been explained to me.

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



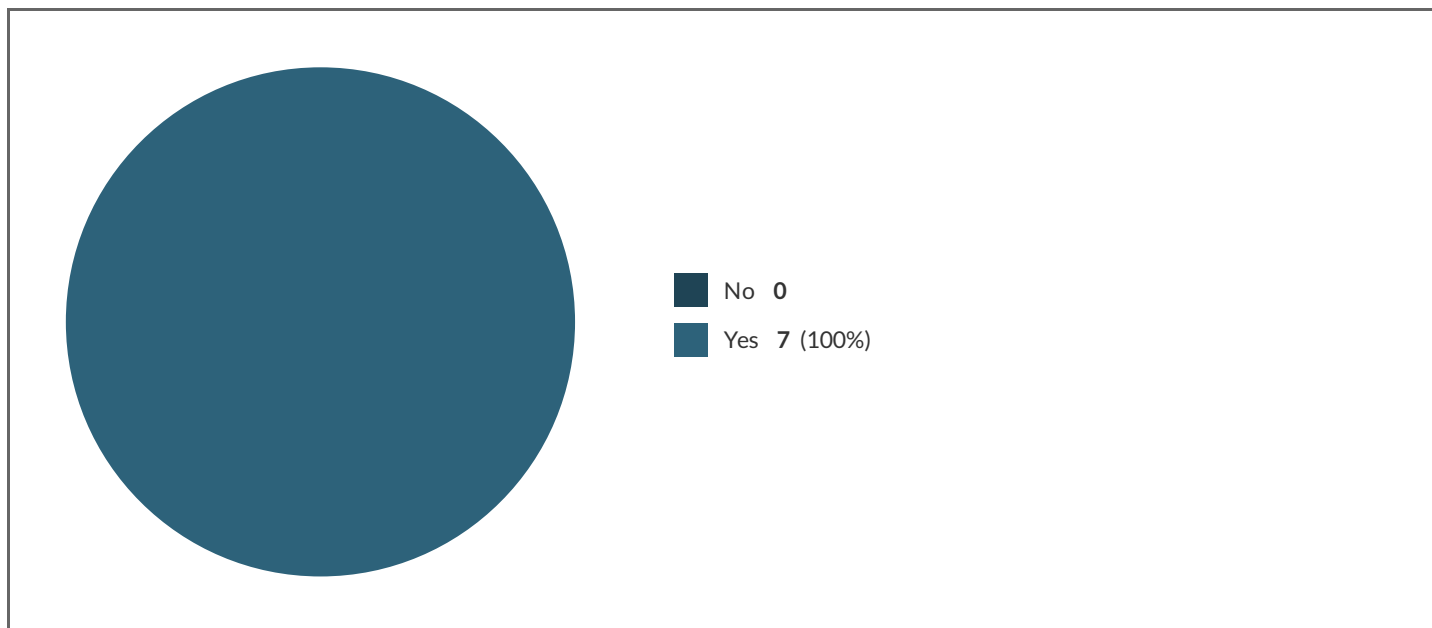
1.2 I am participating voluntarily.

1.2.a I am participating voluntarily.



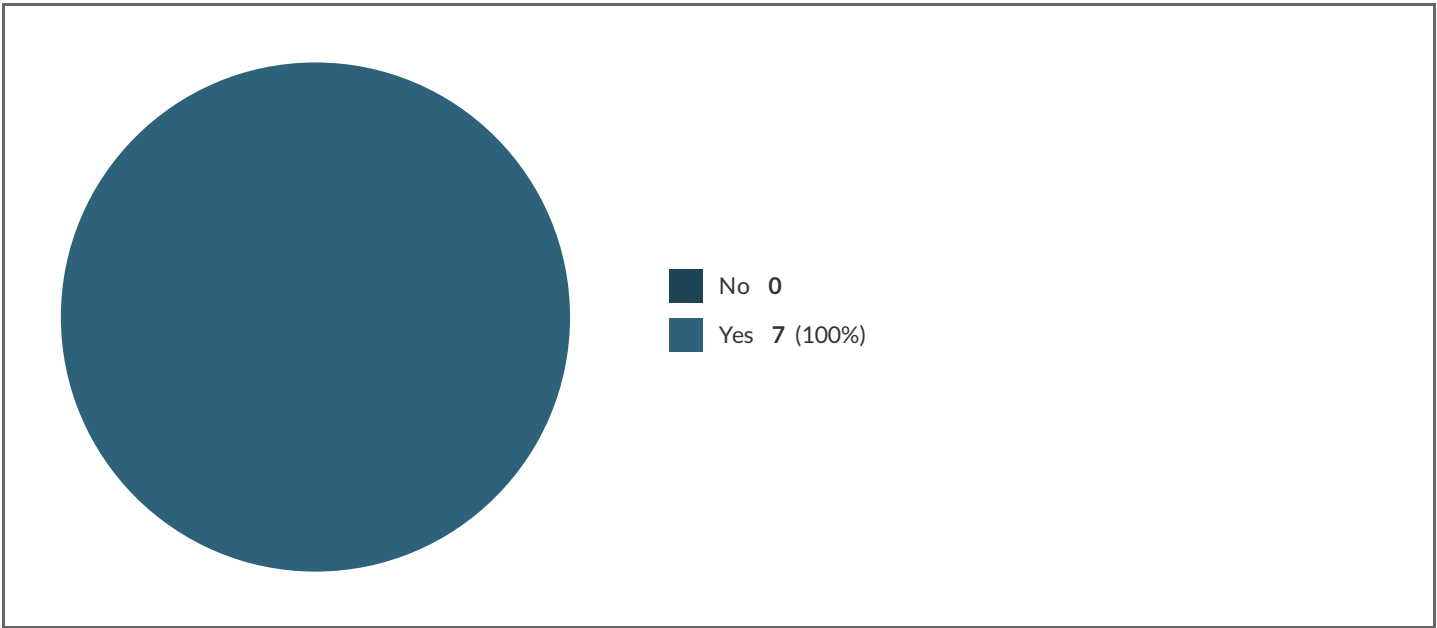
1.3 I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.

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.



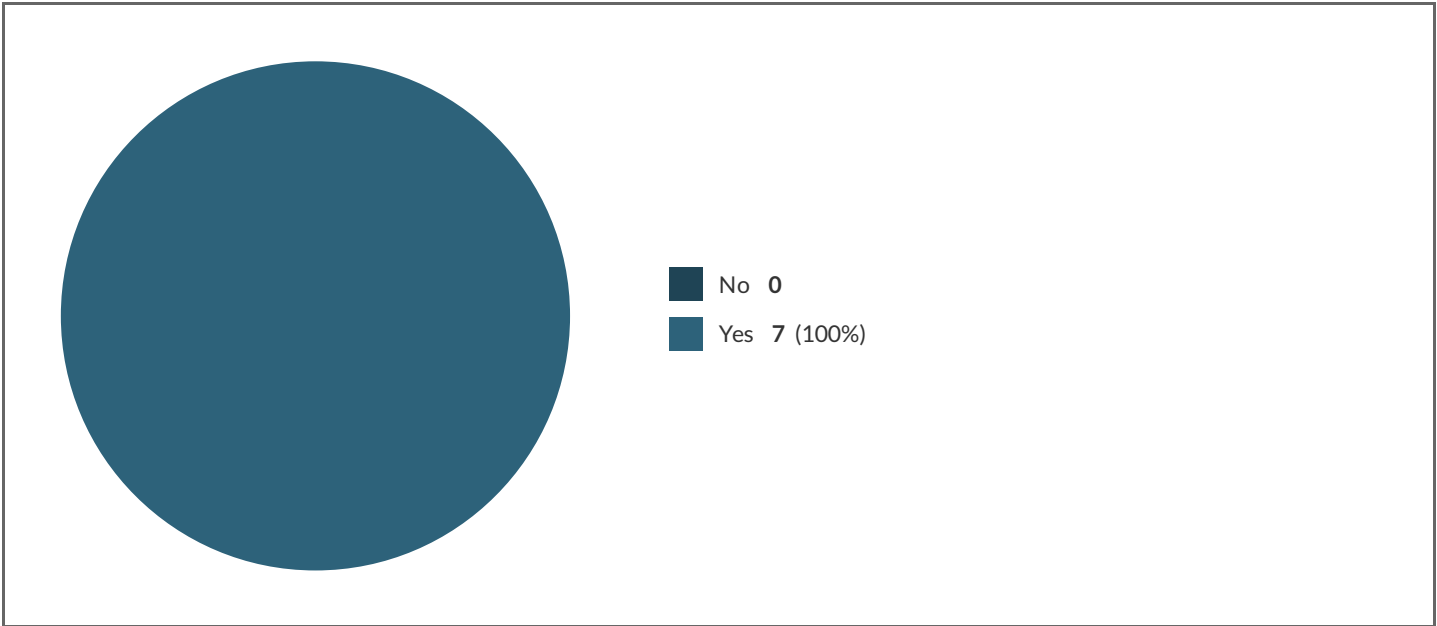
1.4 I understand the limits of confidentiality as described in the information sheet.

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

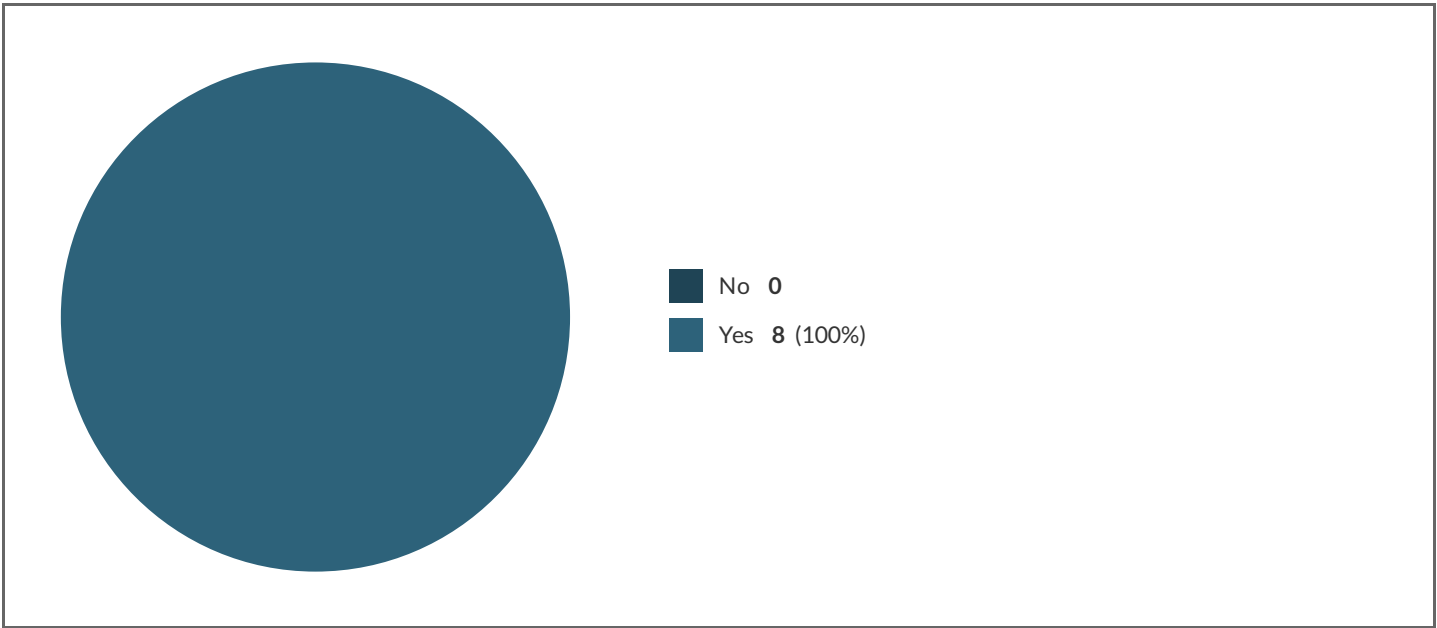


1.5 I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:

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:



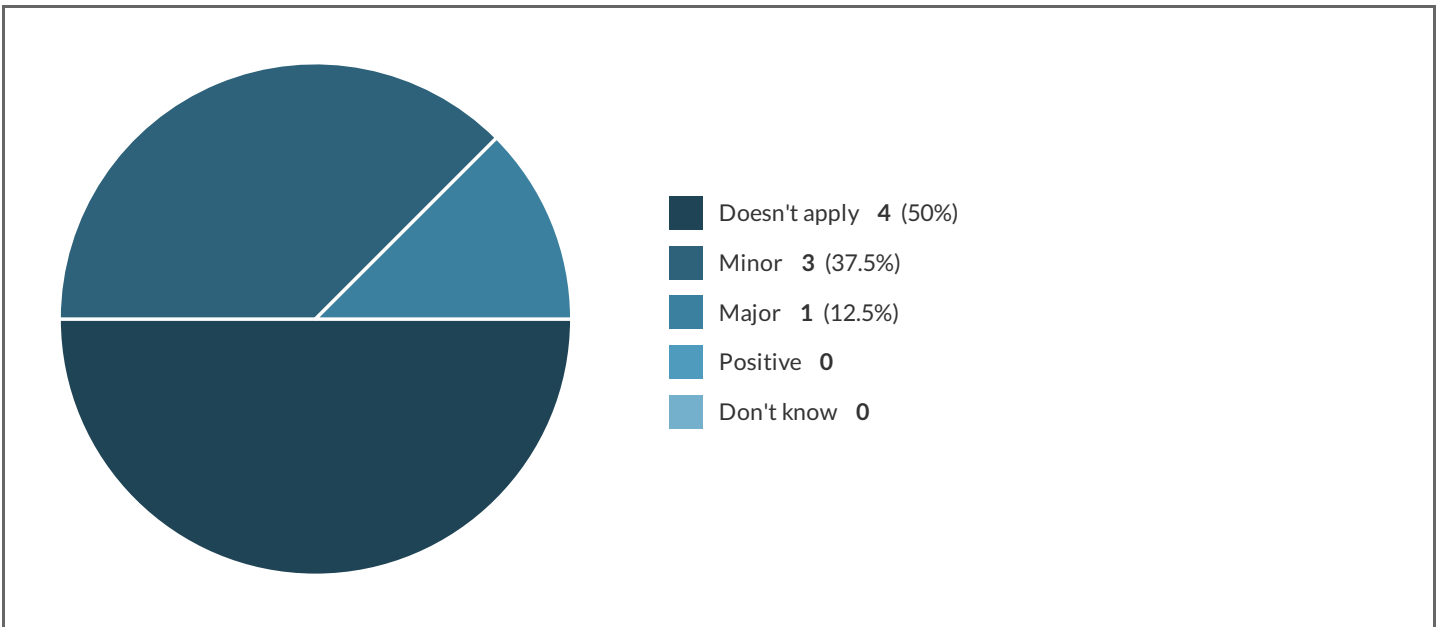
2 I consent to participate in this survey:



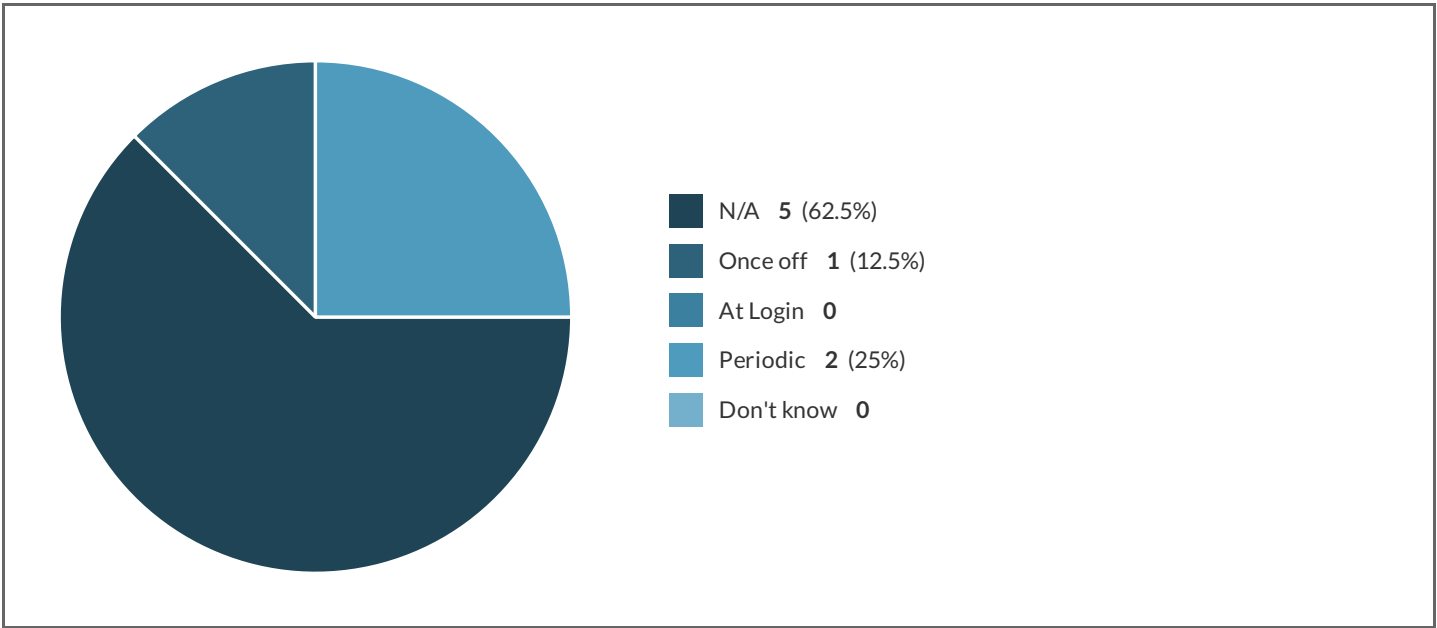
### 3 Passwords should be encrypted

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

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

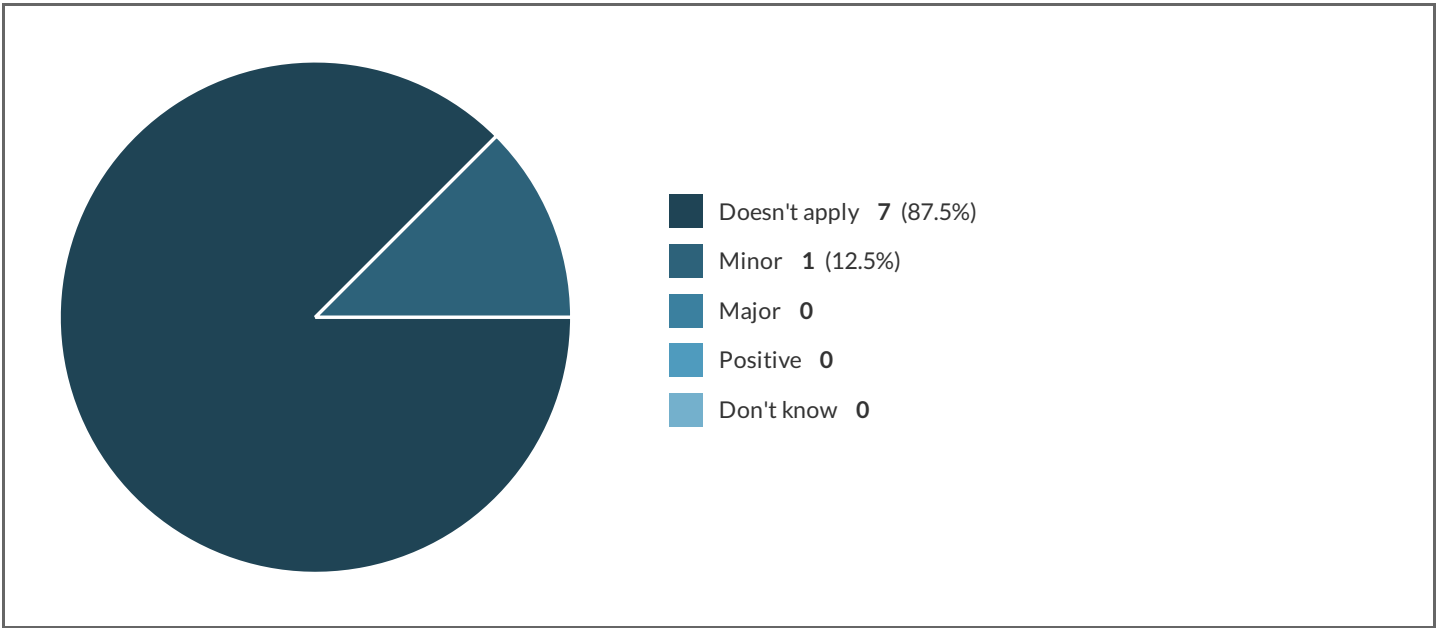


##### 3.1.b Increased help desk/user support time - Frequency Cost is Experienced

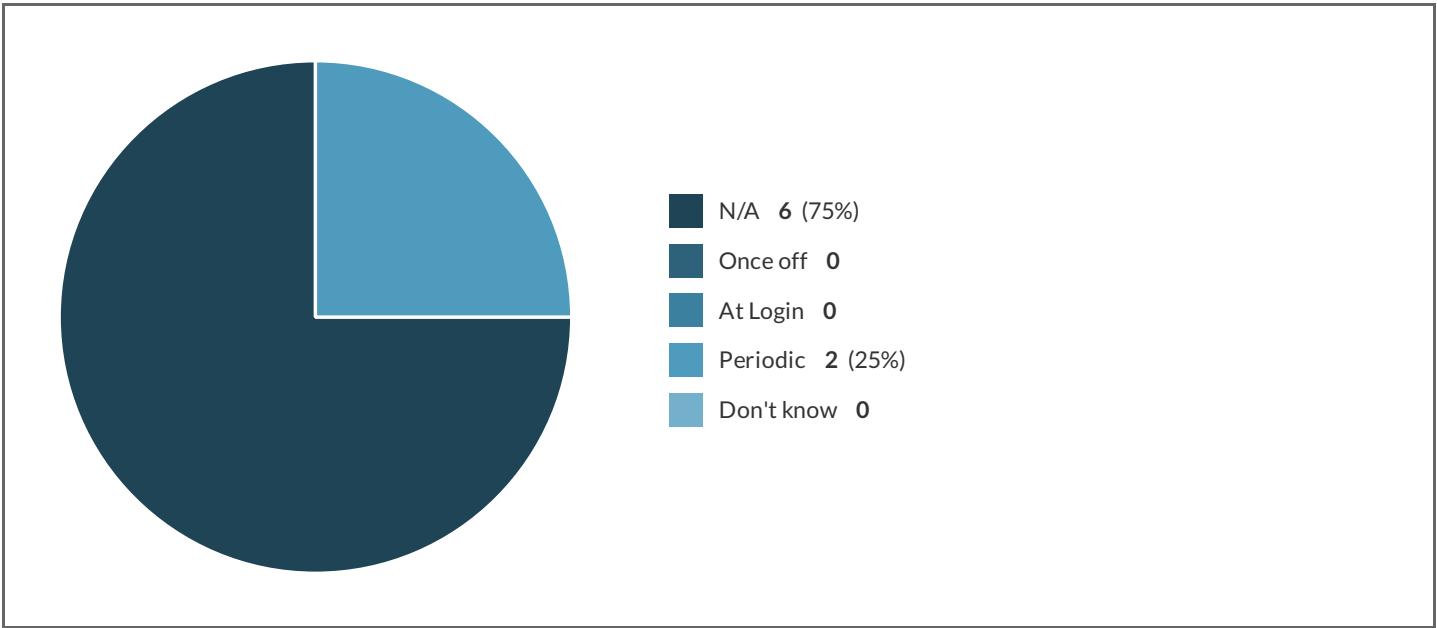


### 3.2 User education required

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

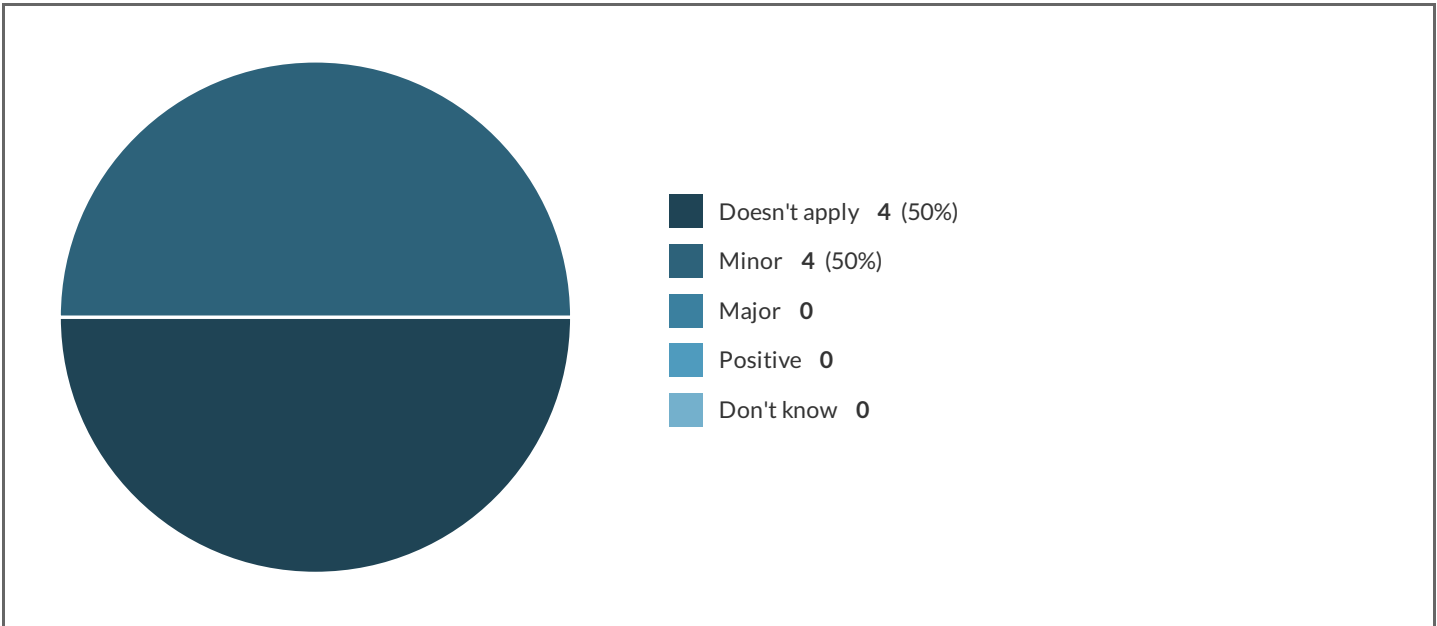


#### 3.2.b User education required - Frequency Cost is Experienced

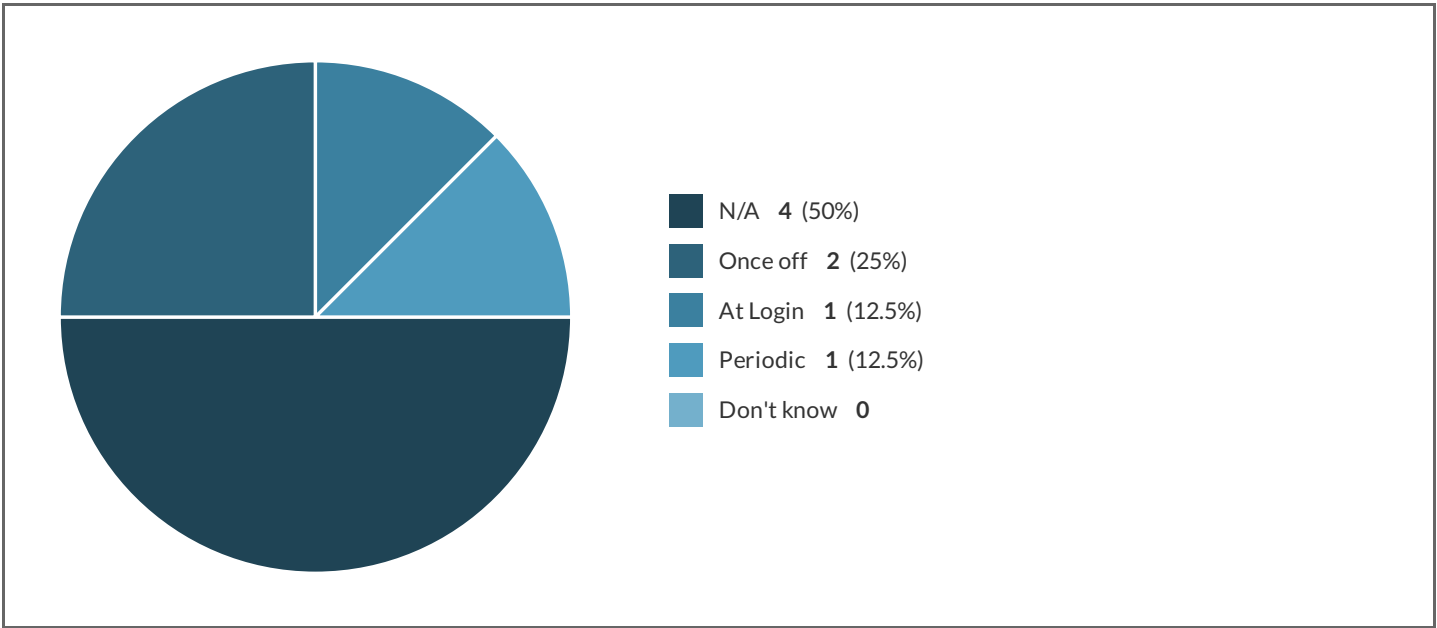


### 3.3 Organization needs extra resources

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

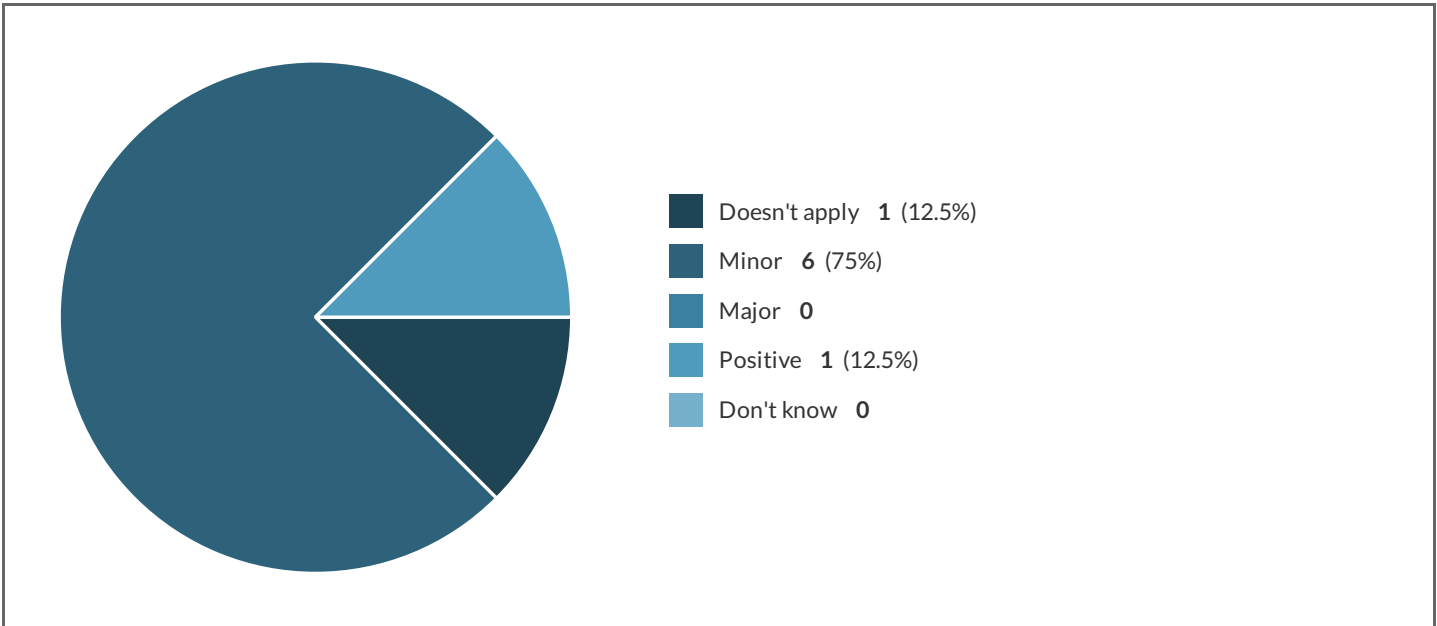


#### 3.3.b Organization needs extra resources - Frequency Cost is Experienced

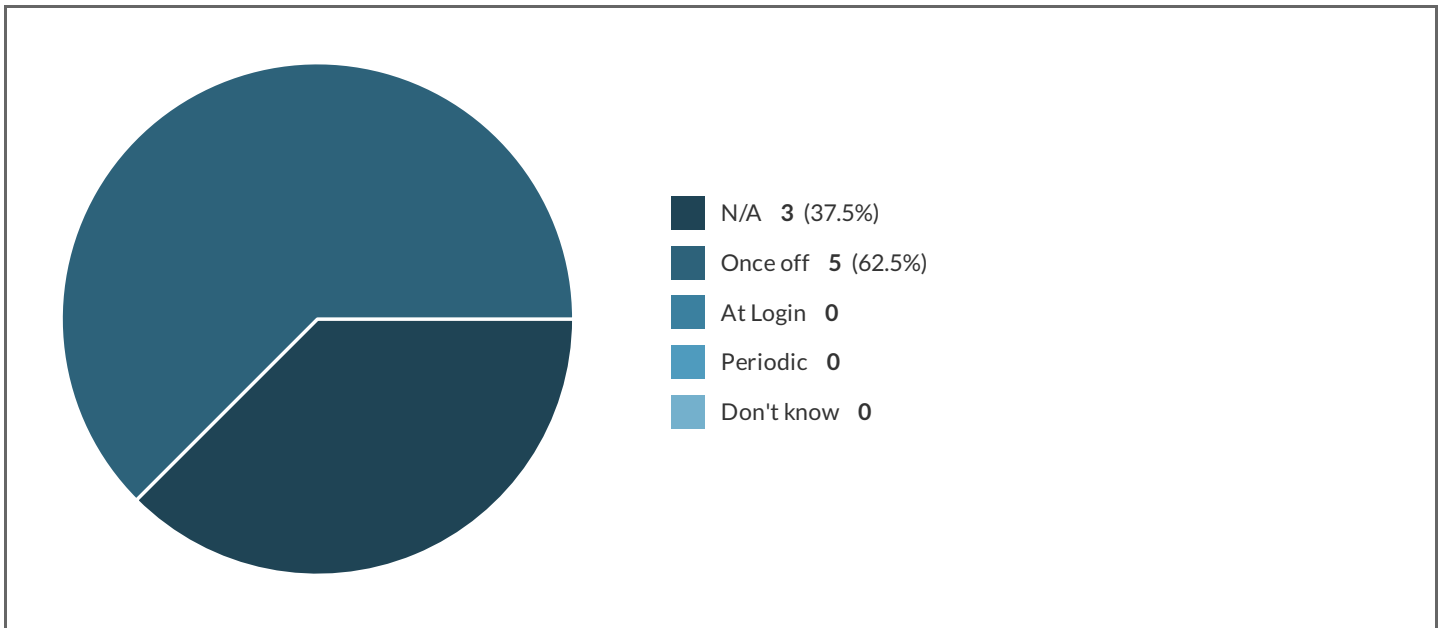


### 3.4 Takes organization time to implement

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

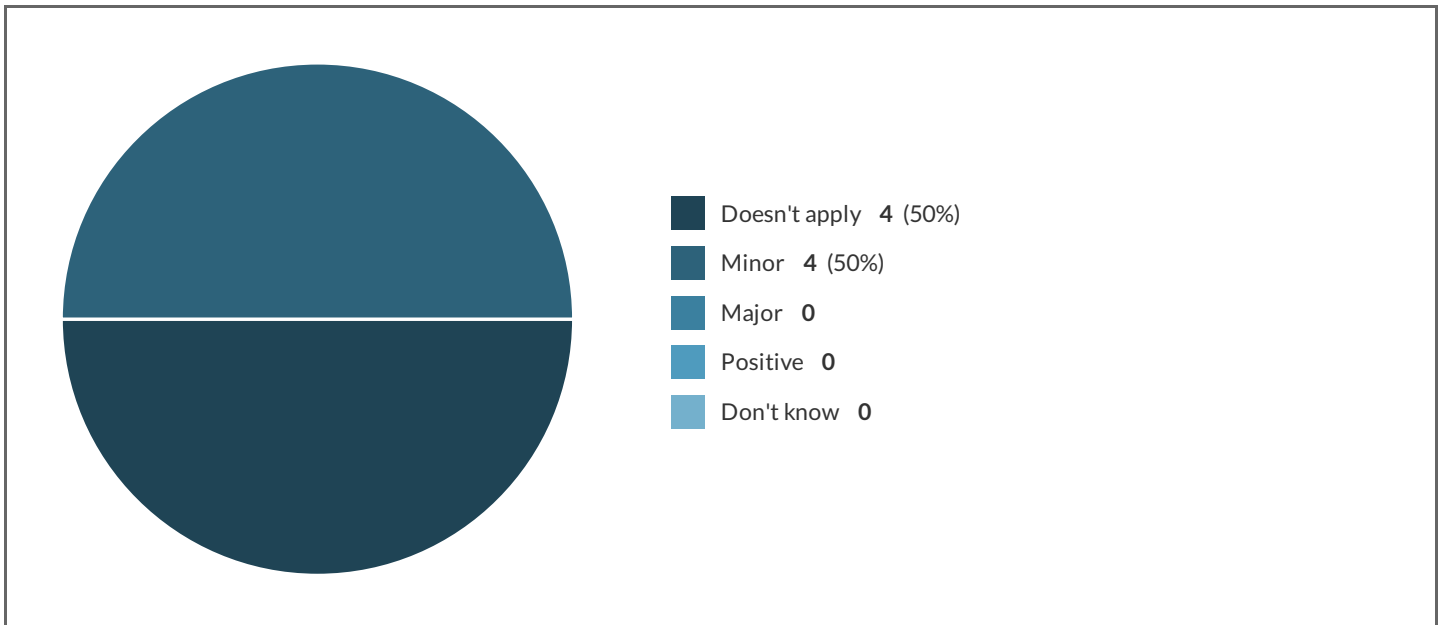


#### 3.4.b Takes organization time to implement - Frequency Cost is Experienced



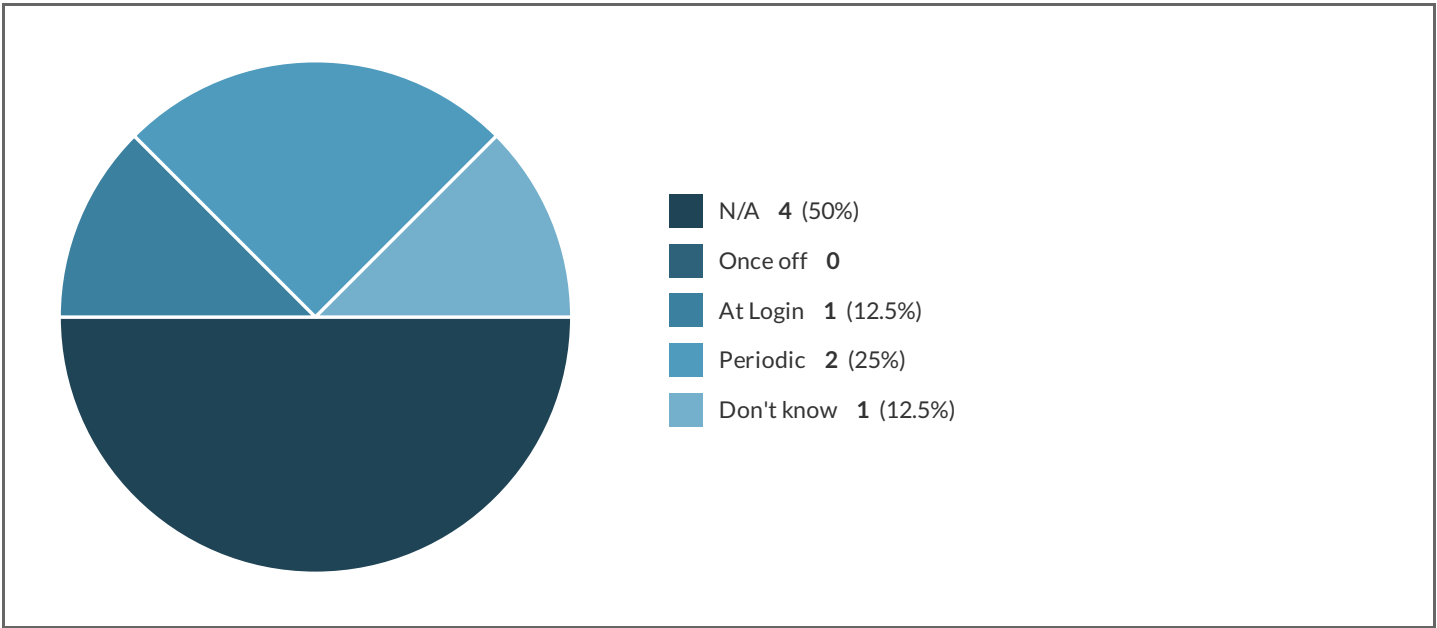
### 3.5 Increases the organization's computing power needed

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

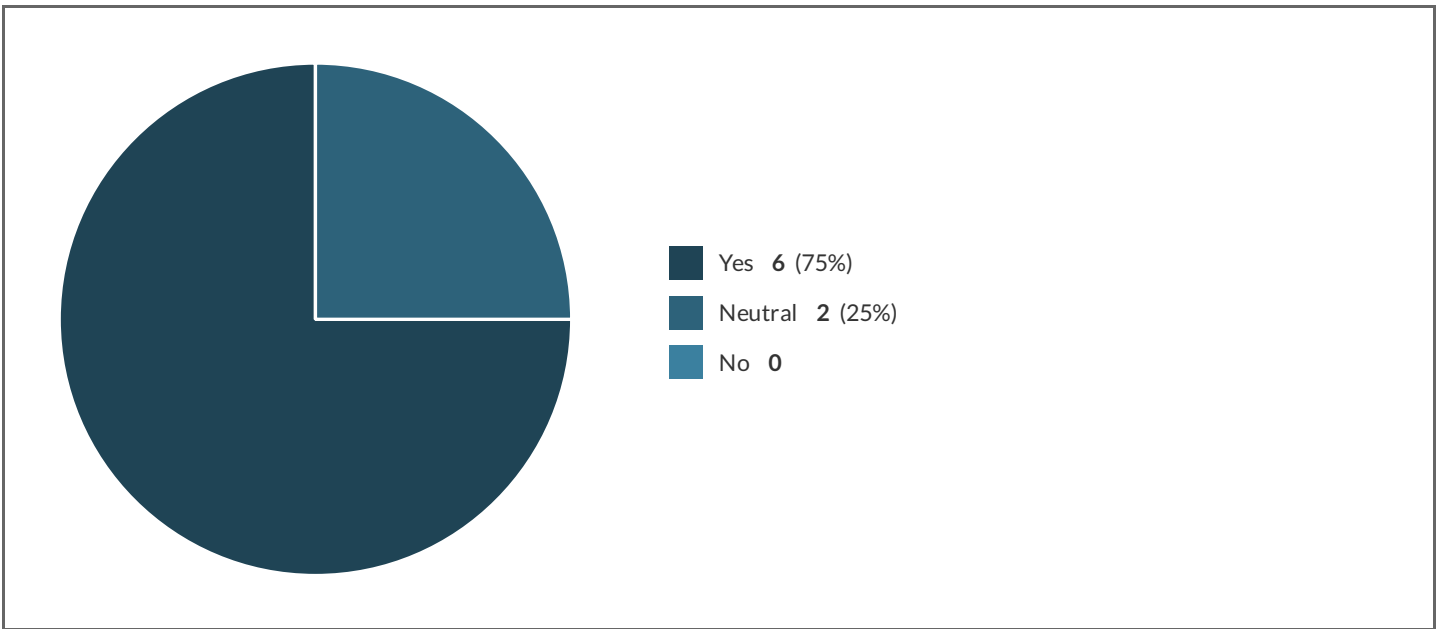


#### 3.5.b Increases the organization's computing power needed - Frequency Cost is Experienced





3.a Do you approve of this advice?



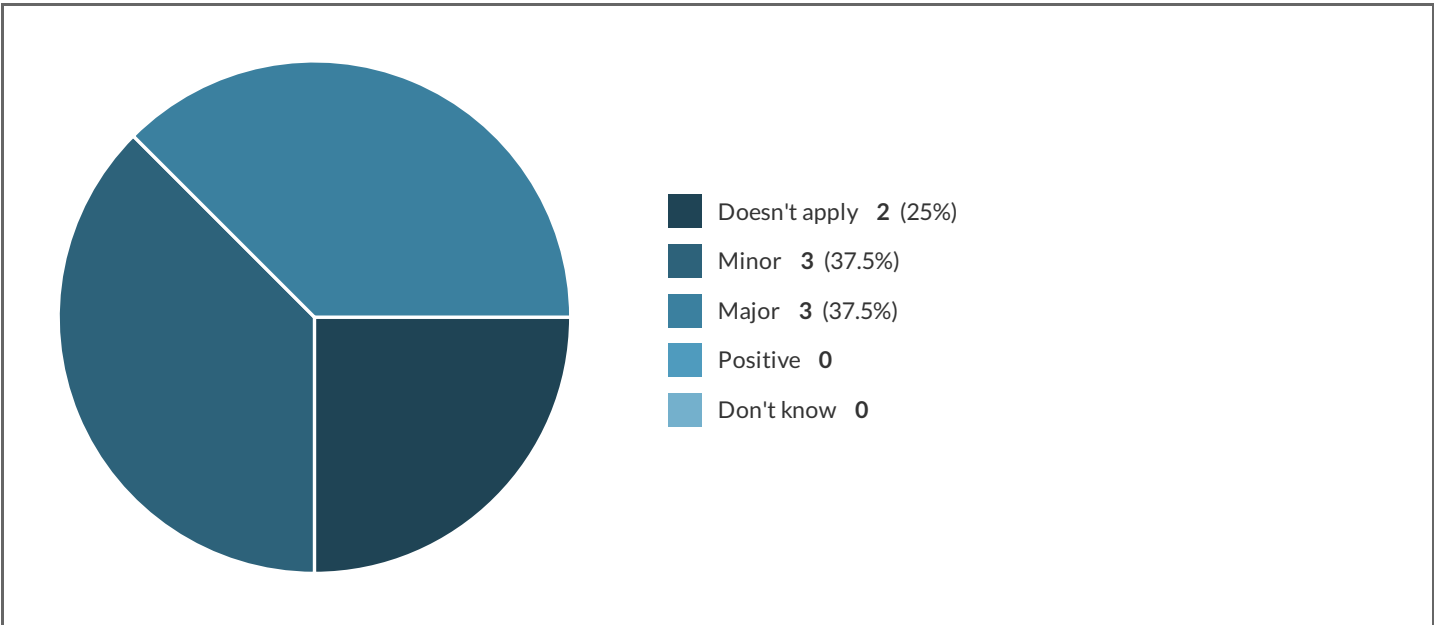
3.b Comments

Showing all 5 responses	
Usually you would hash, but encryption can be used too	633877-633868-66096960
Minor cost to help desk, as passwords cannot be retrieved, only reset. Could be offset with self-service reset, at additional overhead costs.	633877-633868-66148906
Depends what resources the password is protecting	633877-633868-66864365
Assume by encrypted you mean hashed	633877-633868-66882200
Dont understand question - passwords are always encrypted when they are stored so when are you suggesting they should be encrypted?	633877-633868-66903197

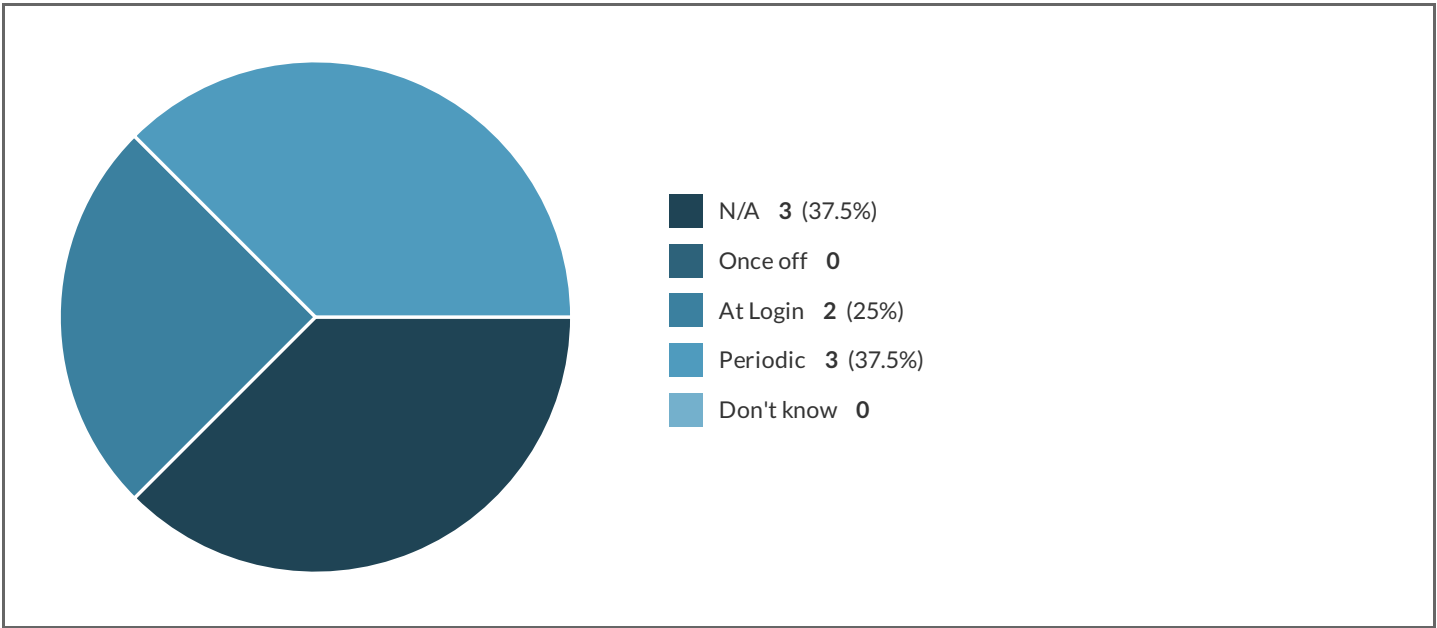
4 Passwords should not be pasted when logging in

4.1 Increased help desk/user support time

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

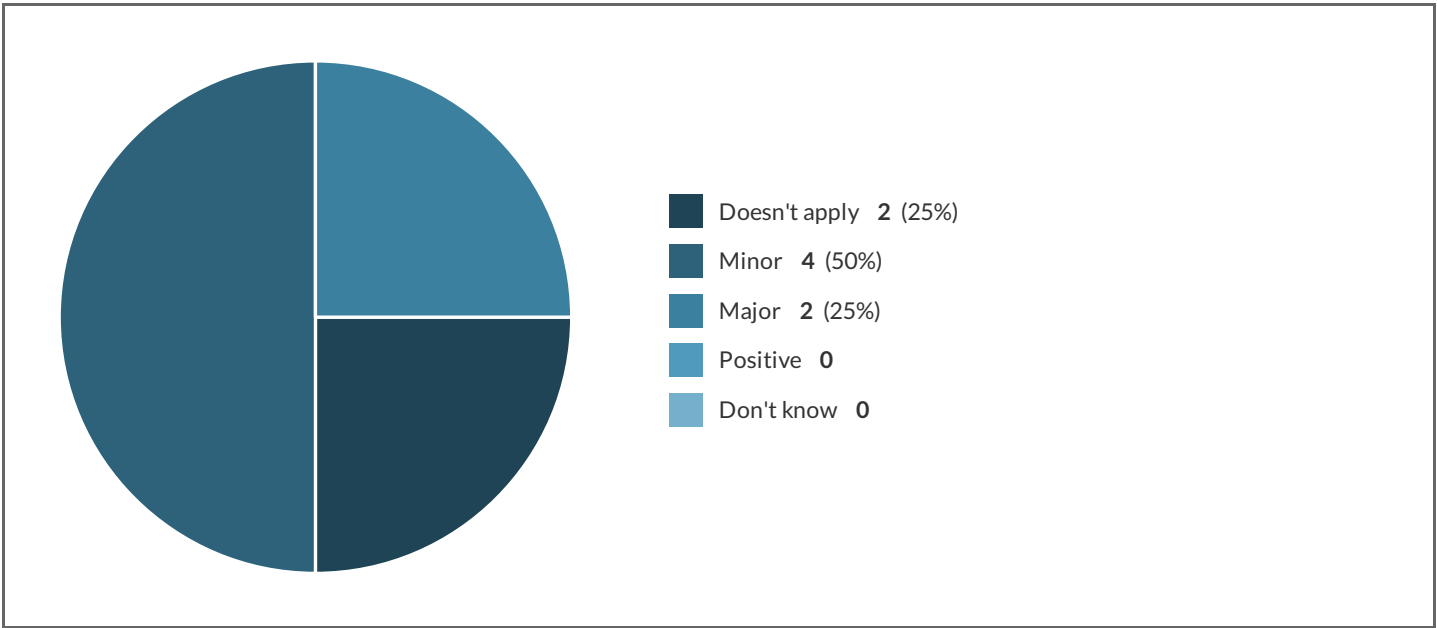


4.1.b Increased help desk/user support time - Frequency Cost is Experienced

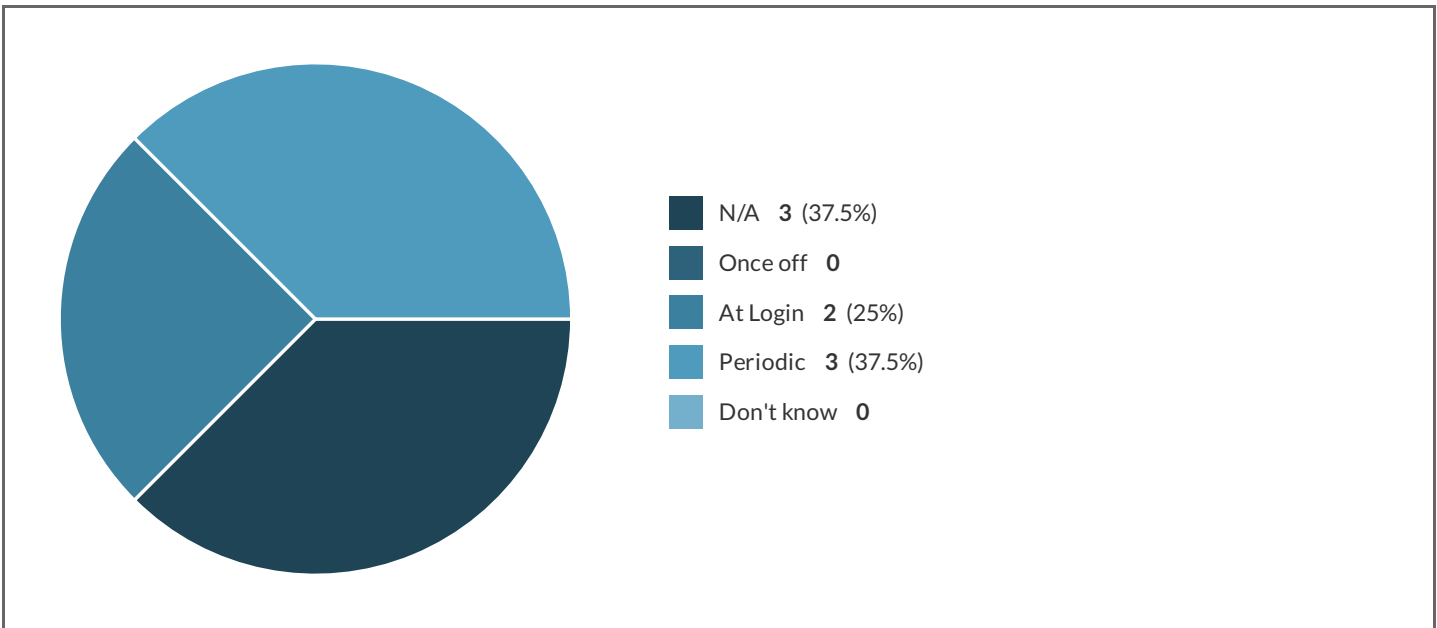


#### 4.2 User education required

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

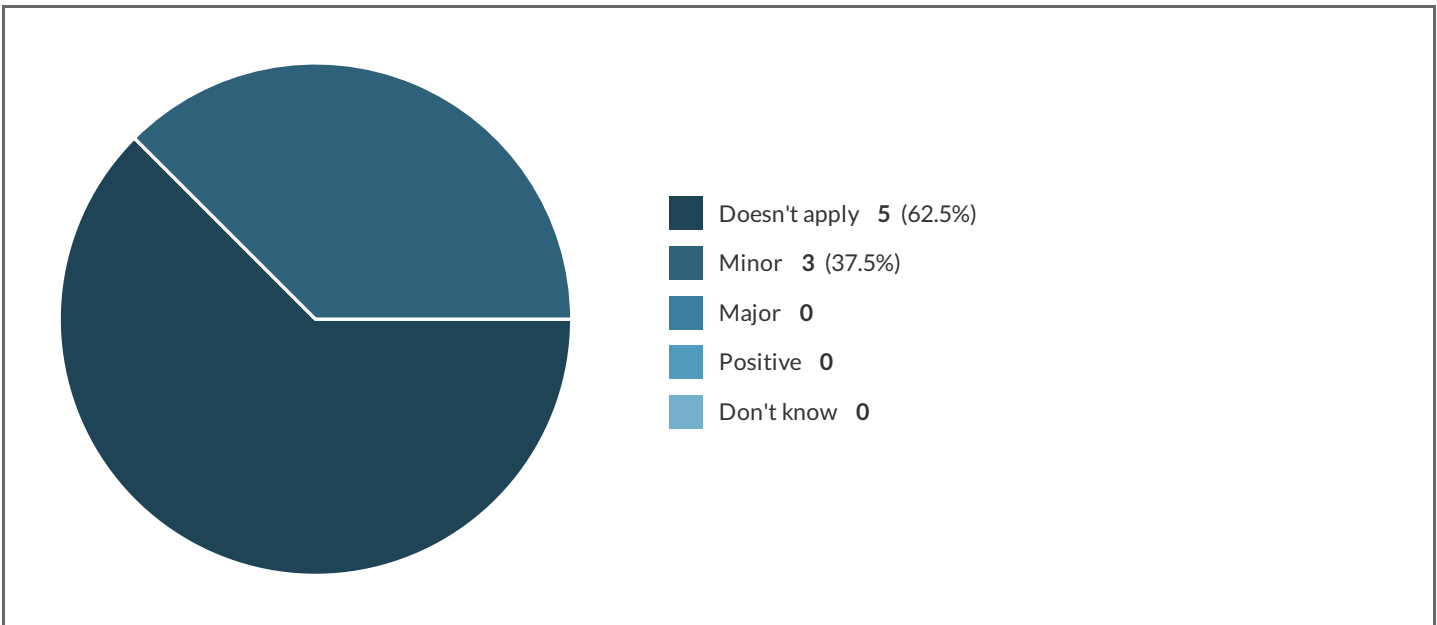


##### 4.2.b User education required - Frequency Cost is Experienced

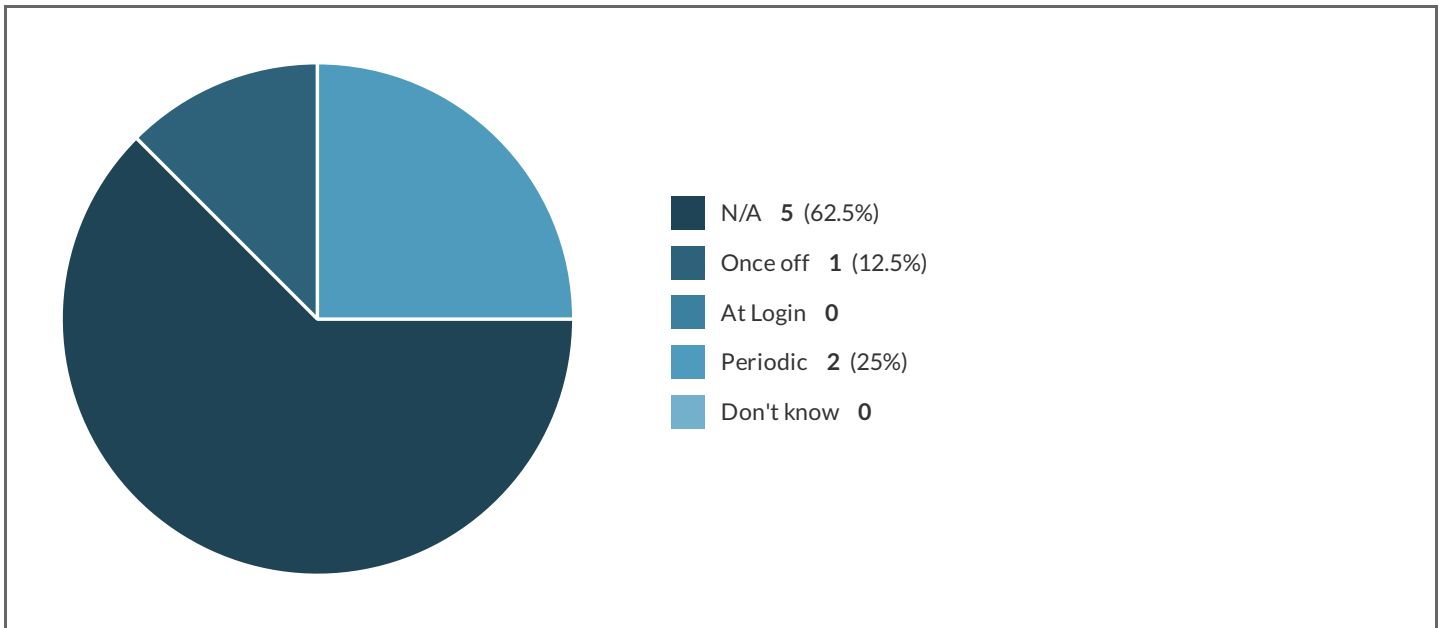


#### 4.3 Organization needs extra resources

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

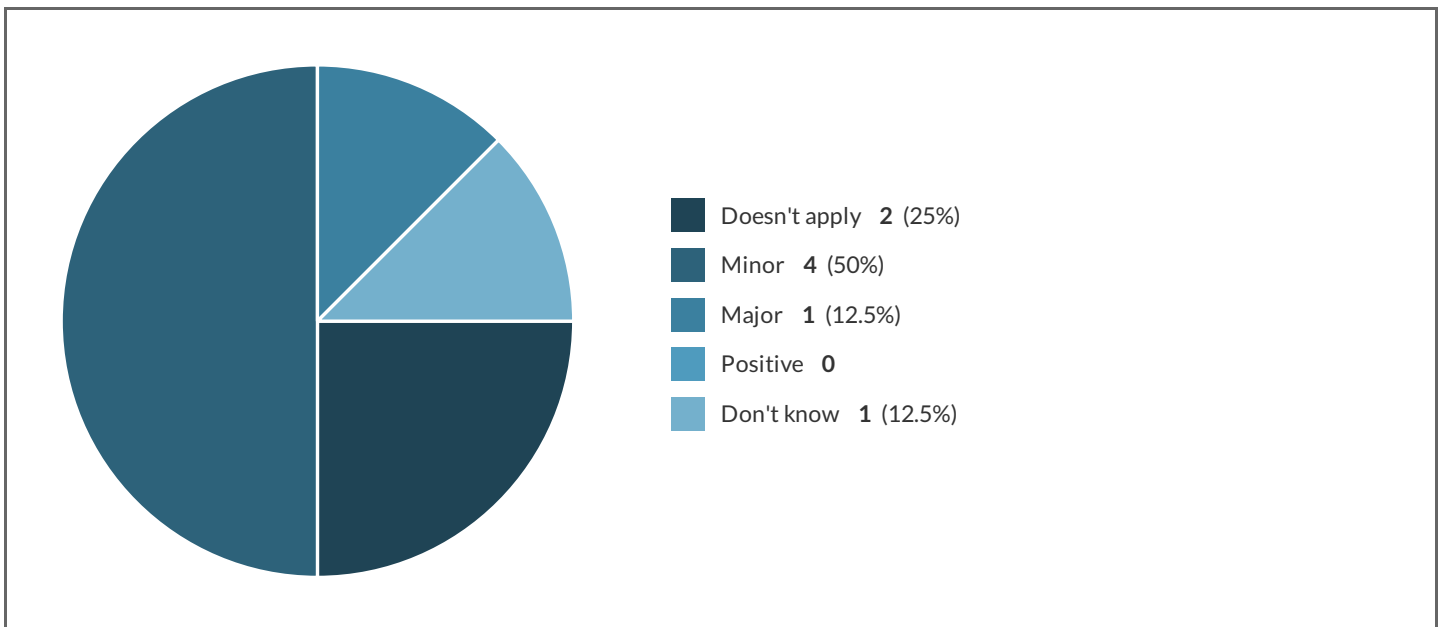


##### 4.3.b Organization needs extra resources - Frequency Cost is Experienced

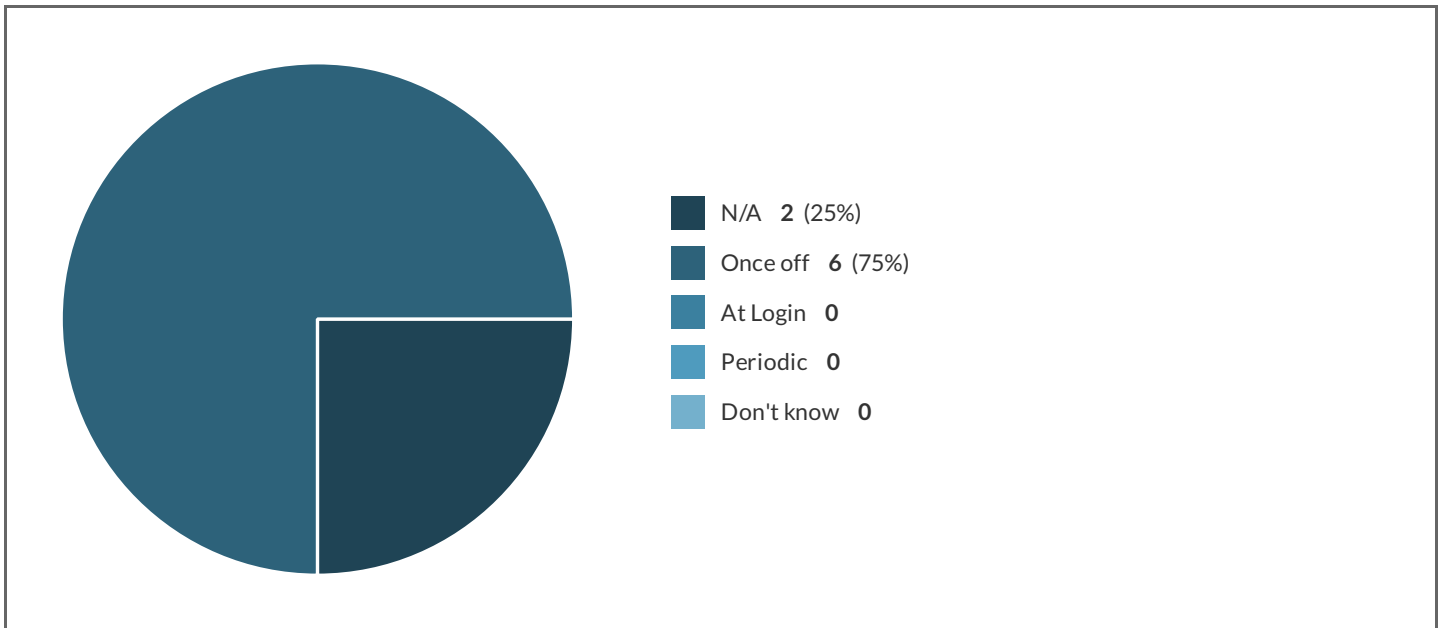


#### 4.4 Takes organization time to implement

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

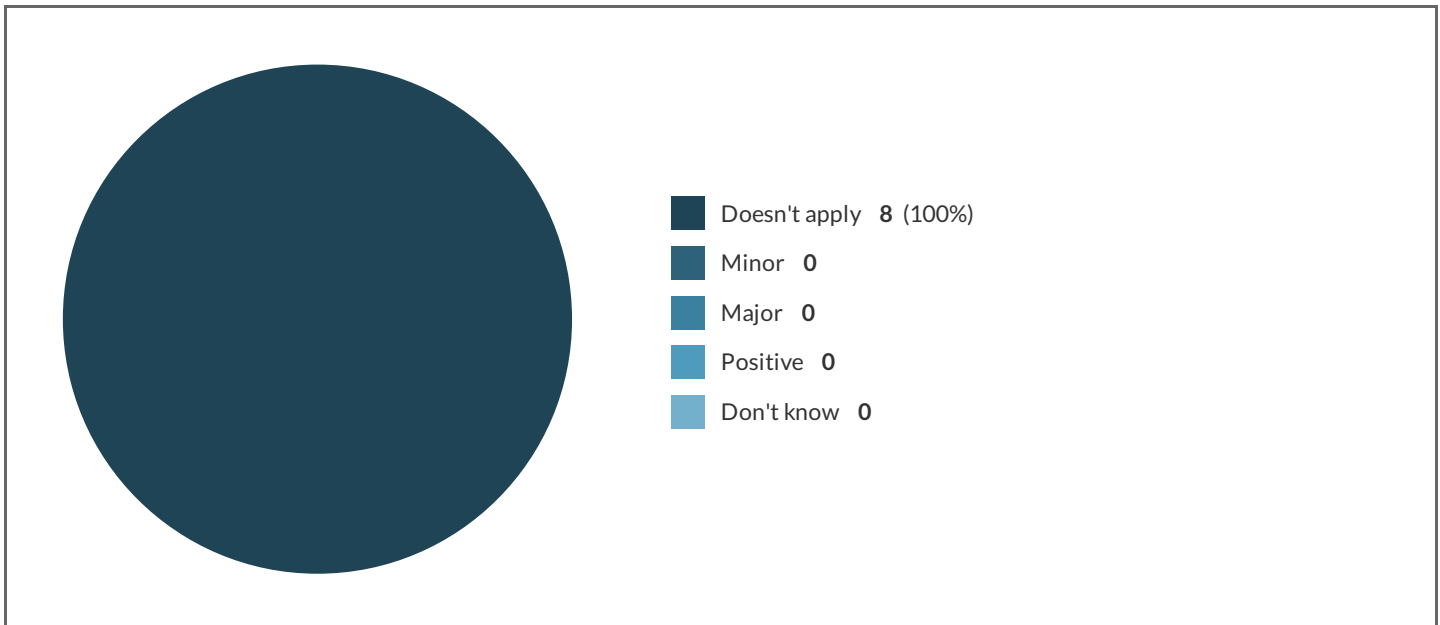


##### 4.4.b Takes organization time to implement - Frequency Cost is Experienced

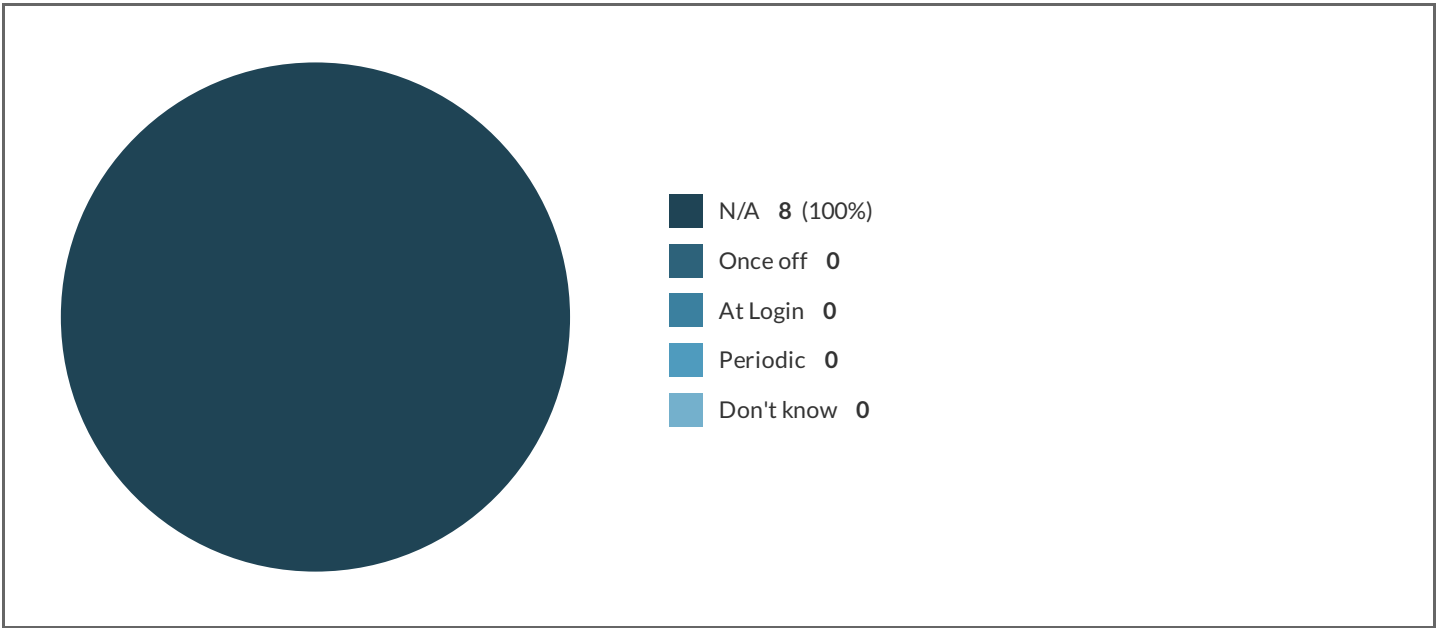


#### 4.5 Increases the organization's computing power needed

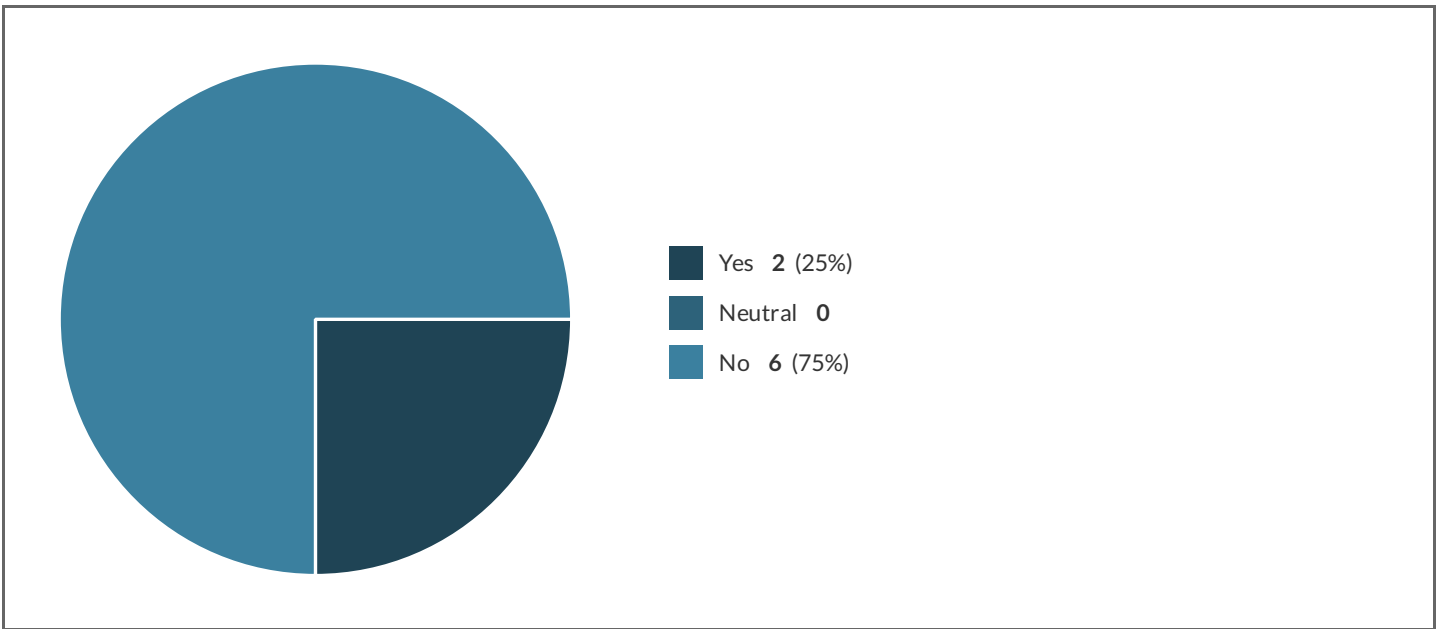
##### 4.5.a Increases the organization's computing power needed - Severity of Cost



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



4.a Do you approve of this advice?



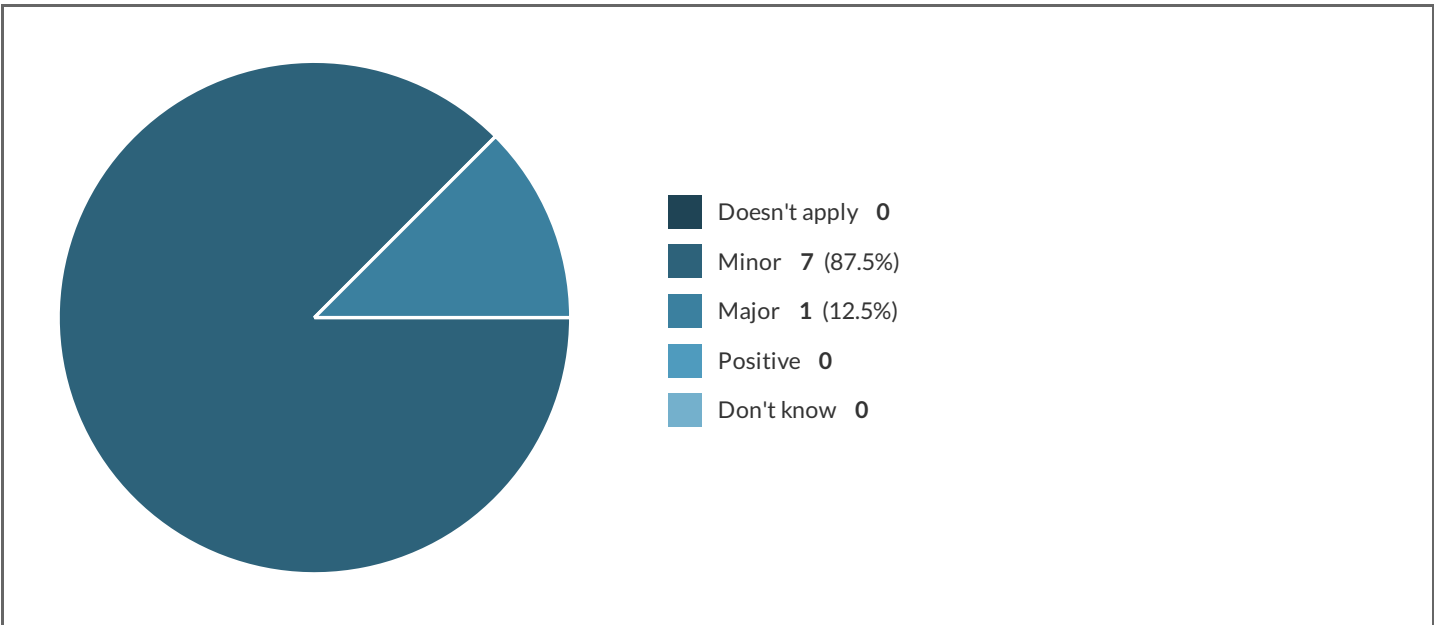
4.b Comments

Showing all 4 responses	
Makes life hard for users	633877-633868-66096960
Terrible idea. Increased help desk costs and user frustration. Makes it impossible to use password managers.	633877-633868-66148906
Really not sure about this one, if you're using a password manager then this is standard practice.	633877-633868-66864365
Blocks password managers	633877-633868-66882200

5 After a number of failed logins, further logins should be locked out or throttled

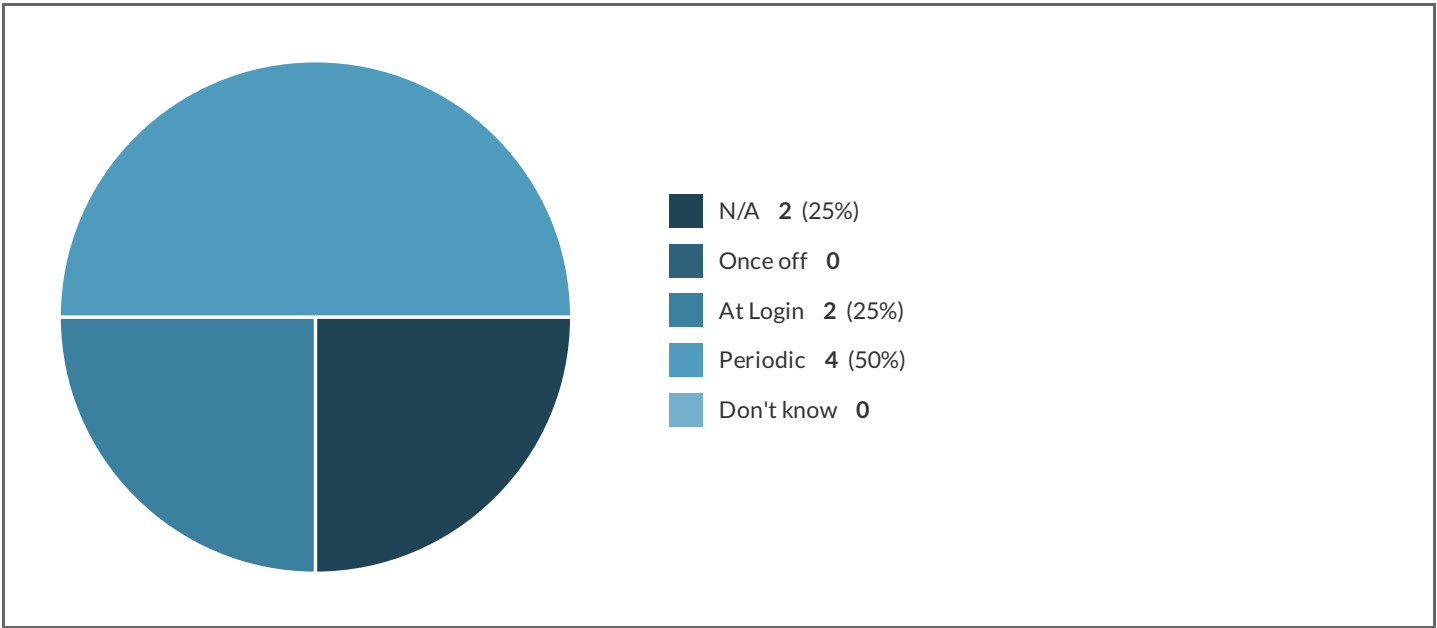
5.1 Increased help desk/user support time

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



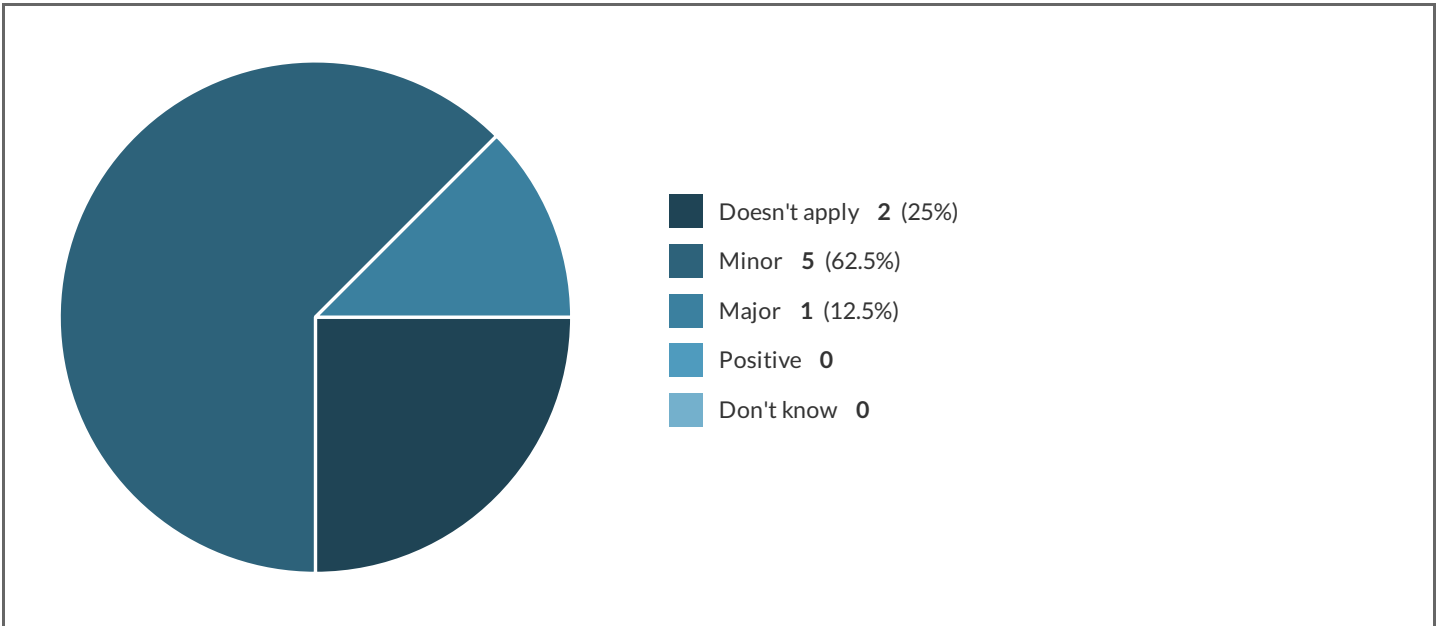
5.1.b Increased help desk/user support time - Frequency Cost is Experienced



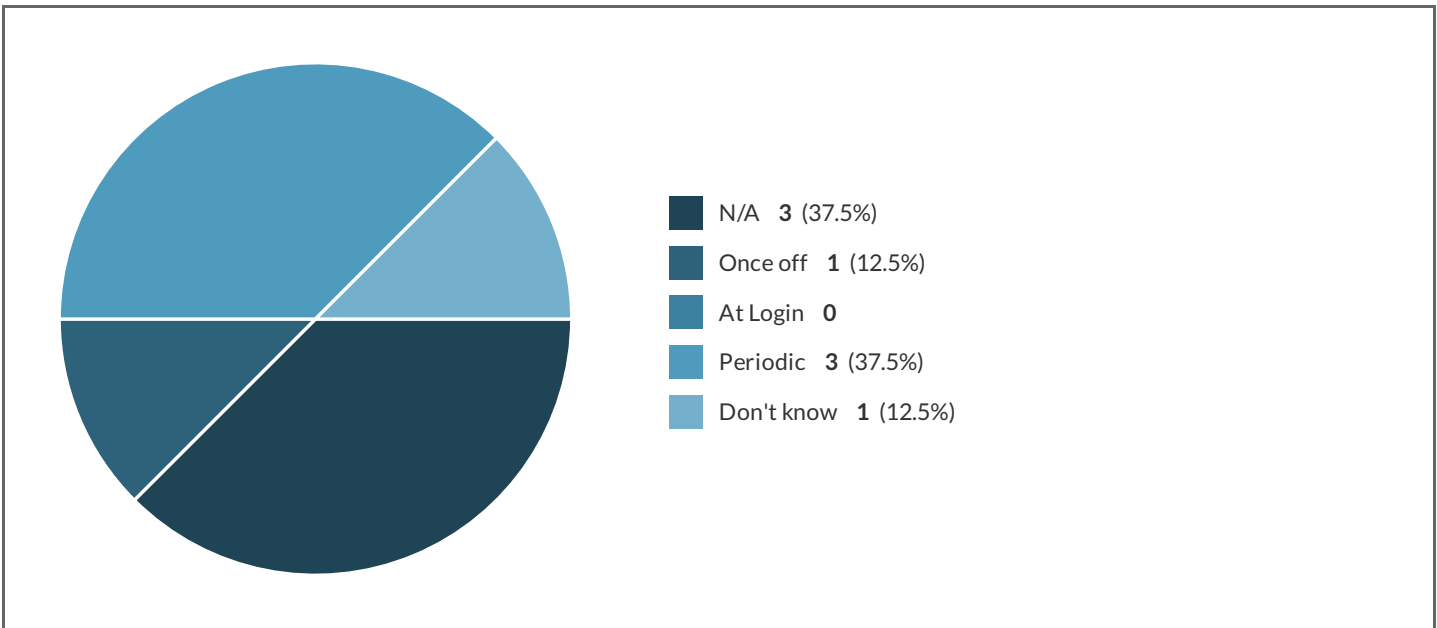


## 5.2 User education required

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

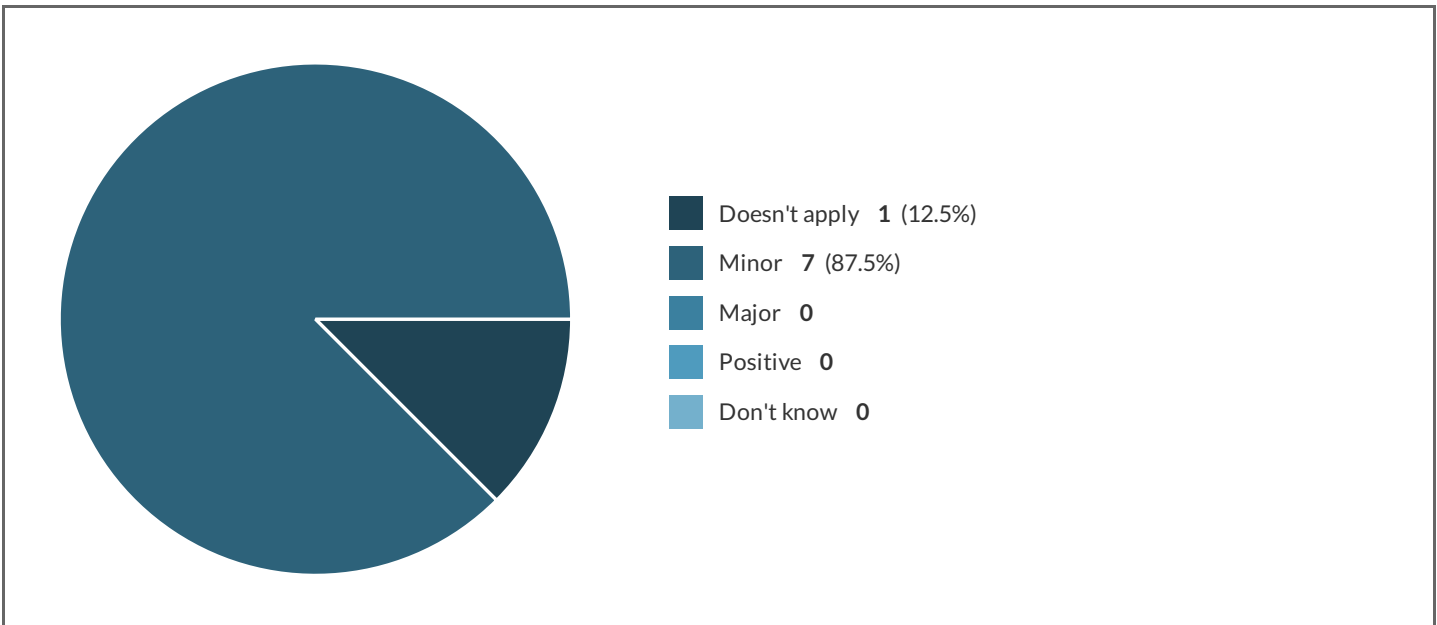


### 5.2.b User education required - Frequency Cost is Experienced

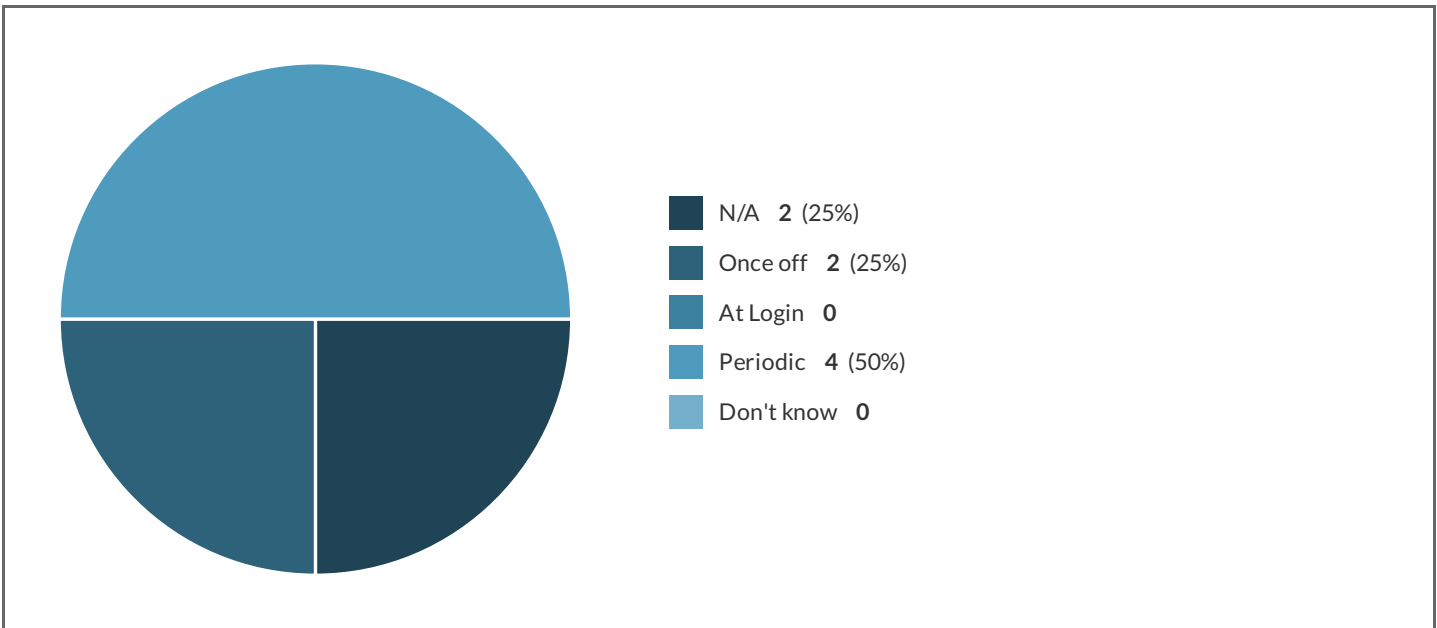


### 5.3 Organization needs extra resources

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

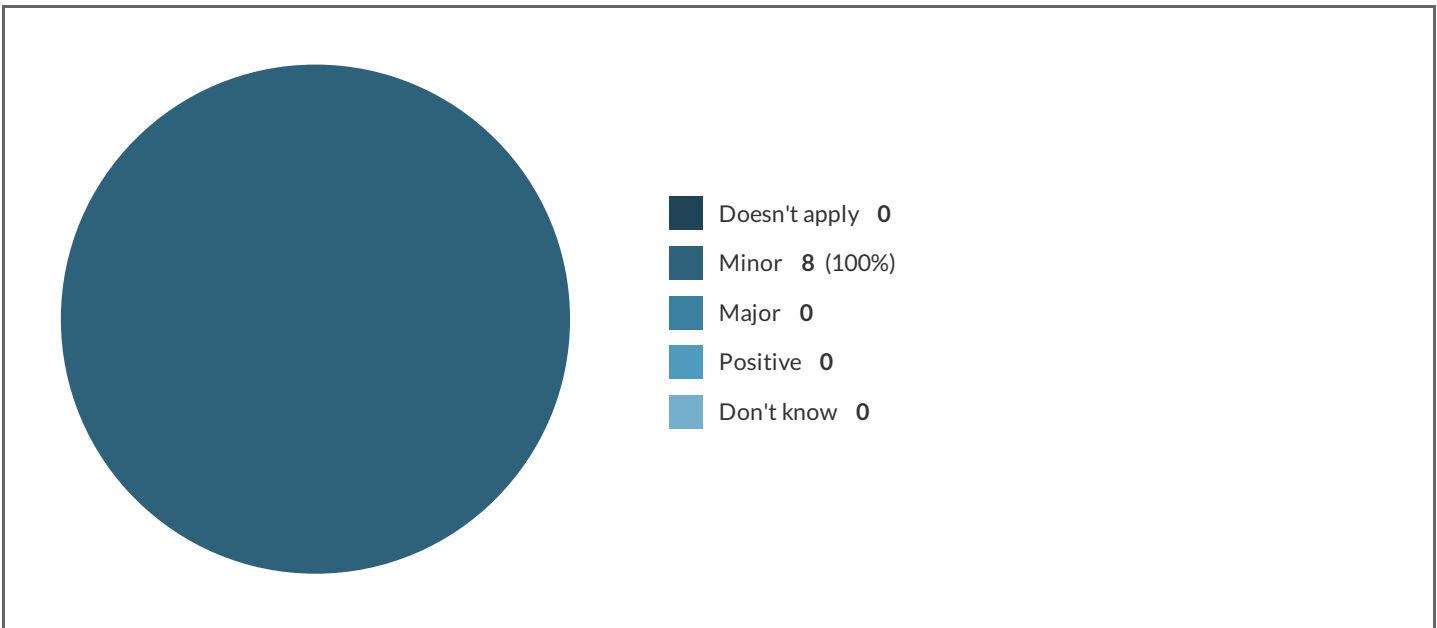


#### 5.3.b Organization needs extra resources - Frequency Cost is Experienced

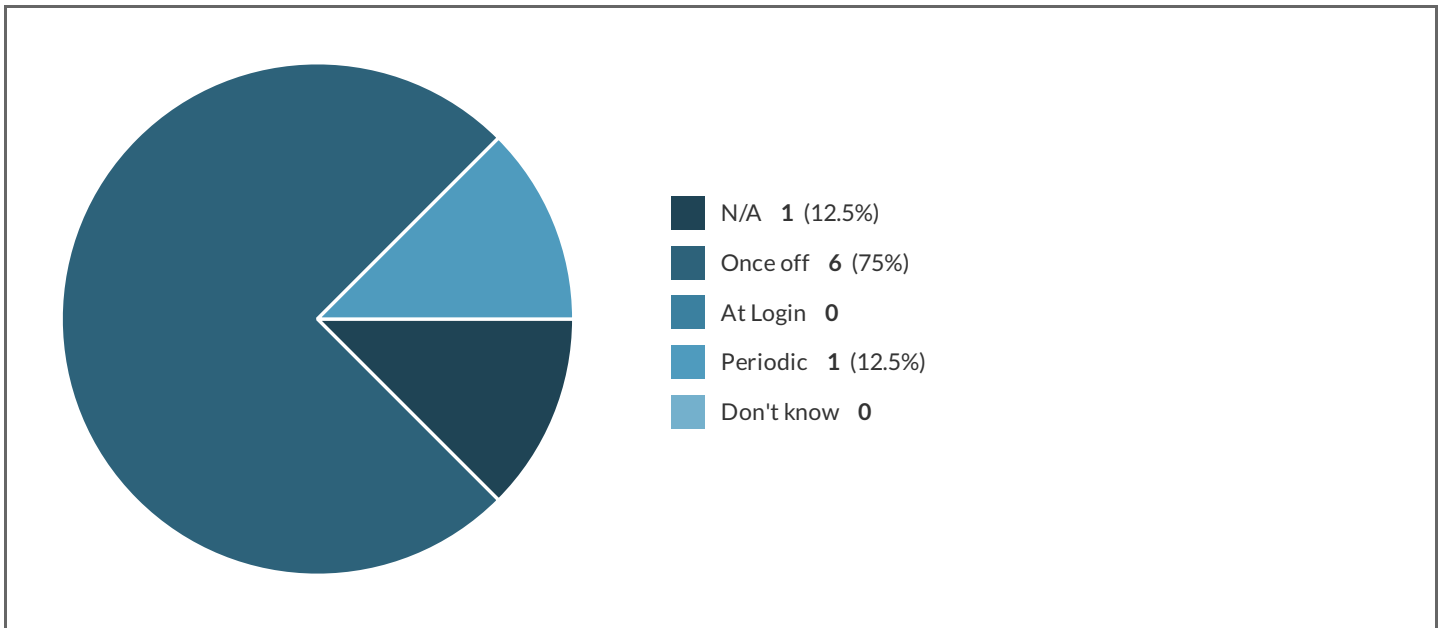


5.4 Takes organization time to implement

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

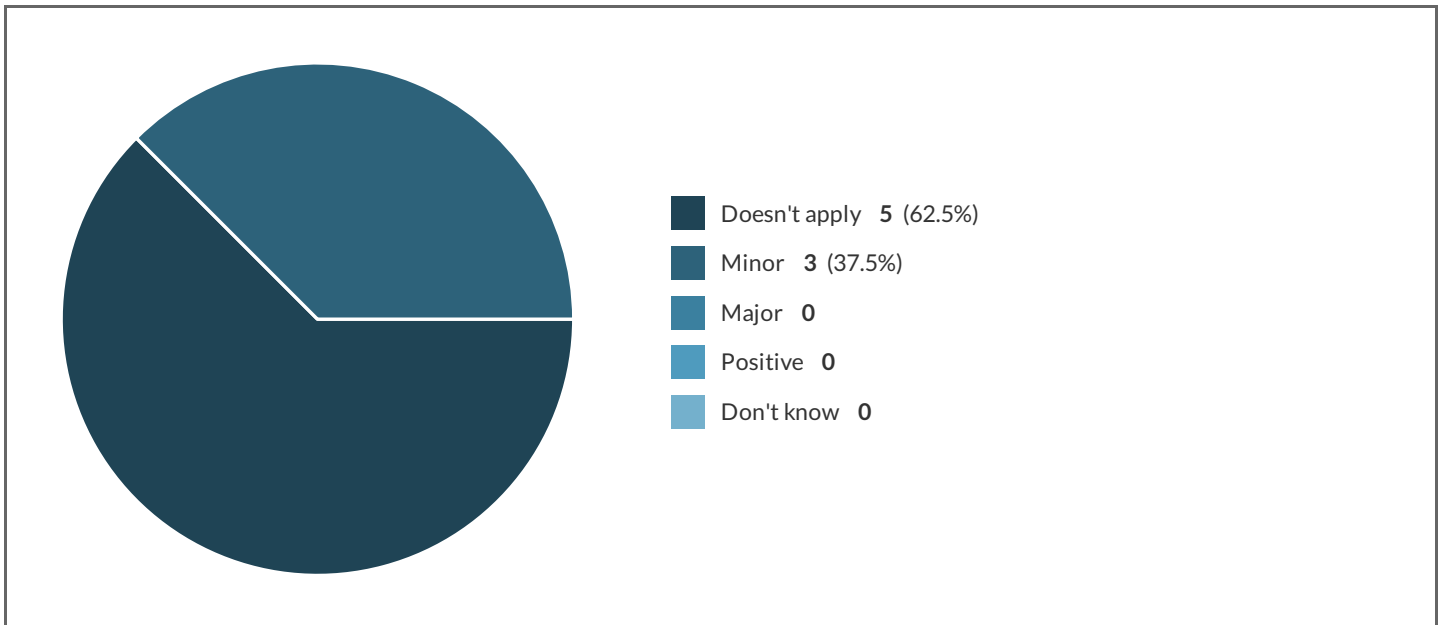


5.4.b Takes organization time to implement - Frequency Cost is Experienced

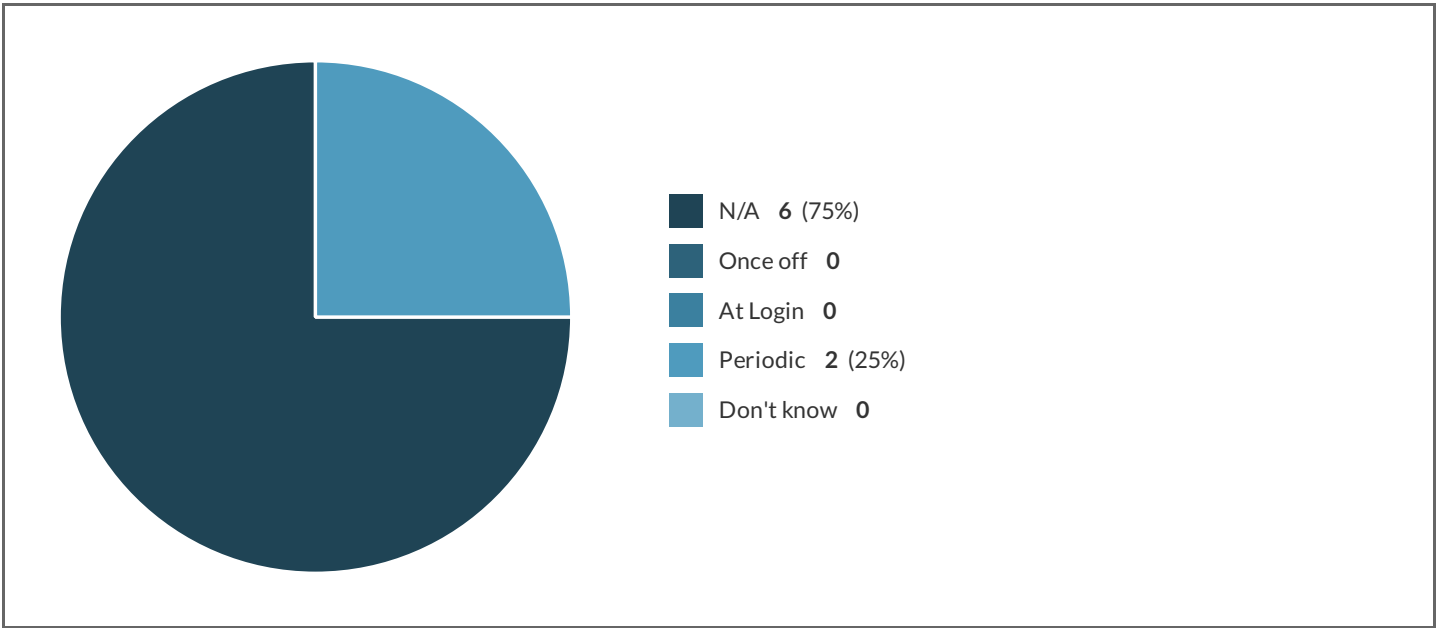


## 5.5 Increases the organization's computing power needed

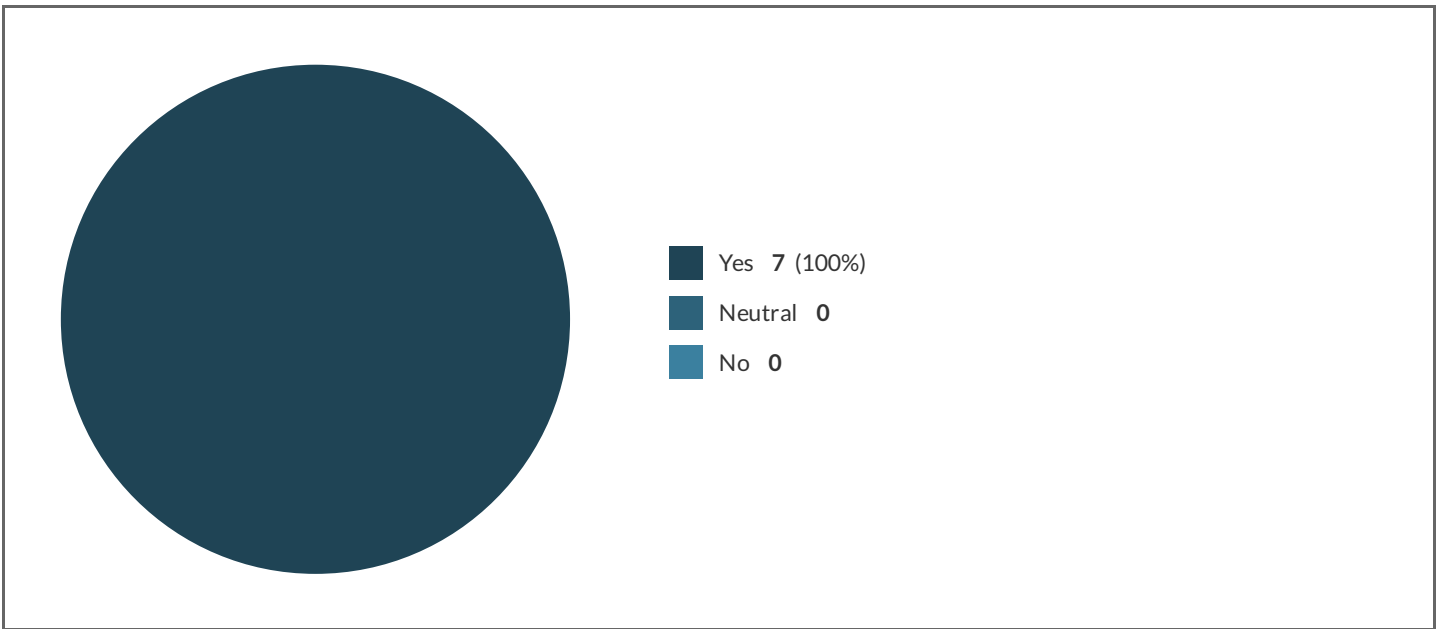
### 5.5.a Increases the organization's computing power needed - Severity of Cost



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



5.a Do you approve of this advice?



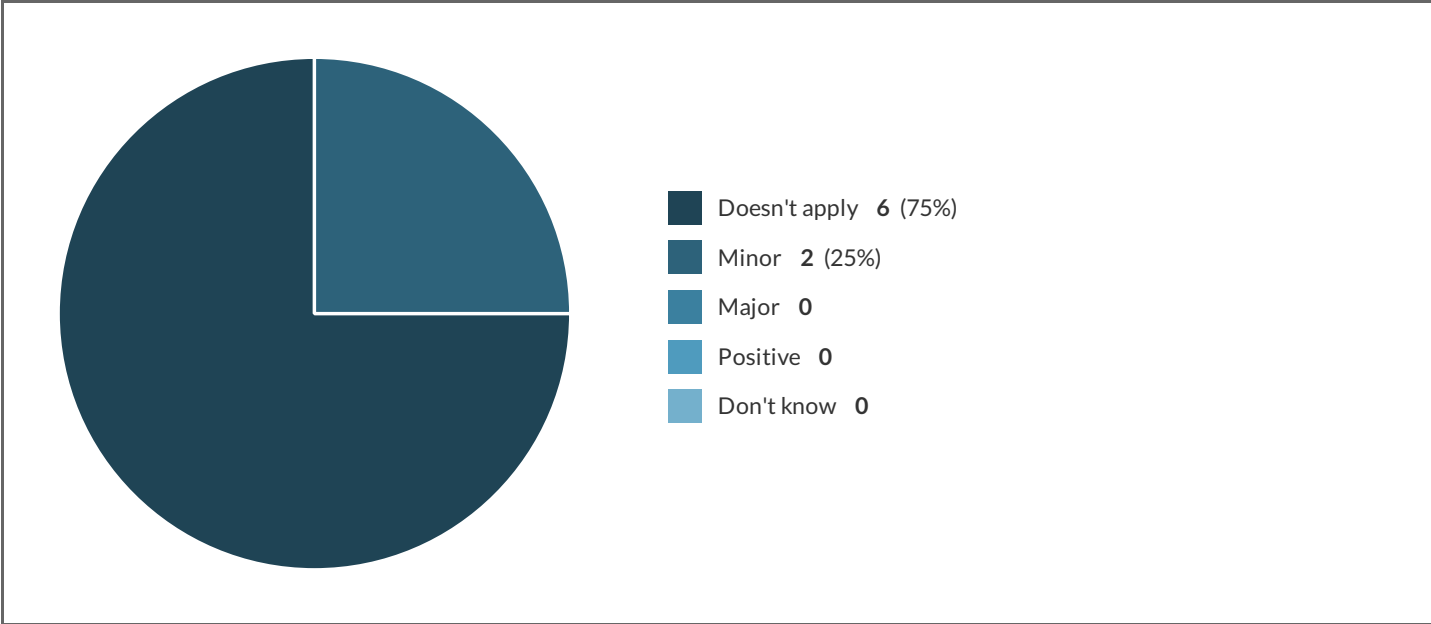
5.b Comments

Showing all 4 responses	
Somewhat useful against brute force attacks	633877-633868-66096960
If possible, let the user know that this can happen, to reduce confusion.	633877-633868-66148906
This really is a "it depends" question - some systems it's as simple a tick box, for others to implement you might have to throw the existing system out and procure a new one.	633877-633868-66864365
Throttled not locked at least initially	633877-633868-66882200

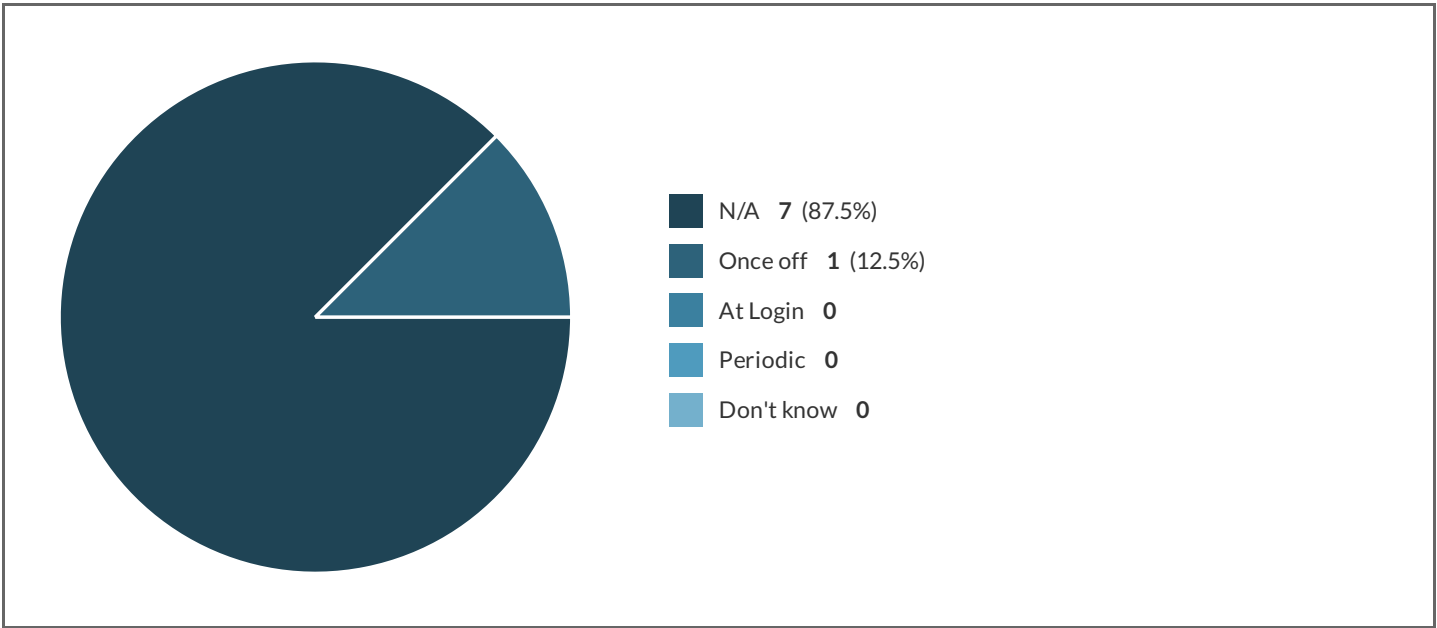
6 The administrator account should have extra protections

6.1 Increased help desk/user support time

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

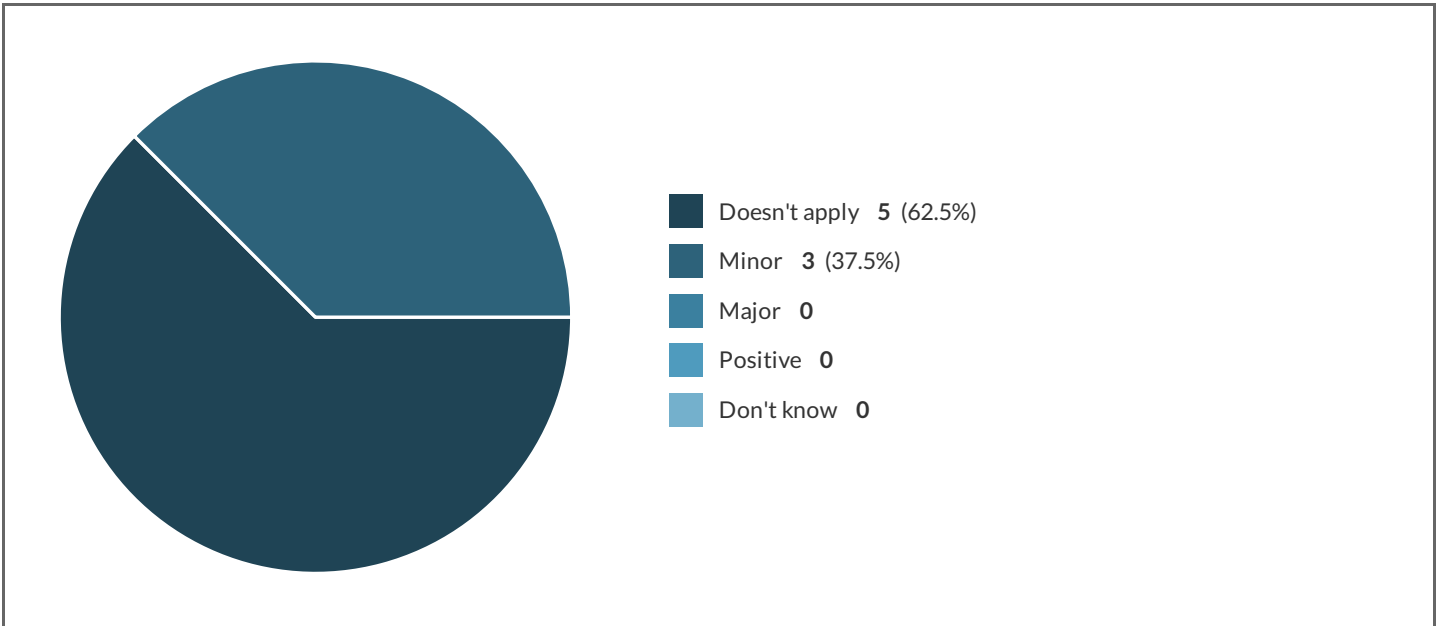


6.1.b Increased help desk/user support time - Frequency Cost is Experienced

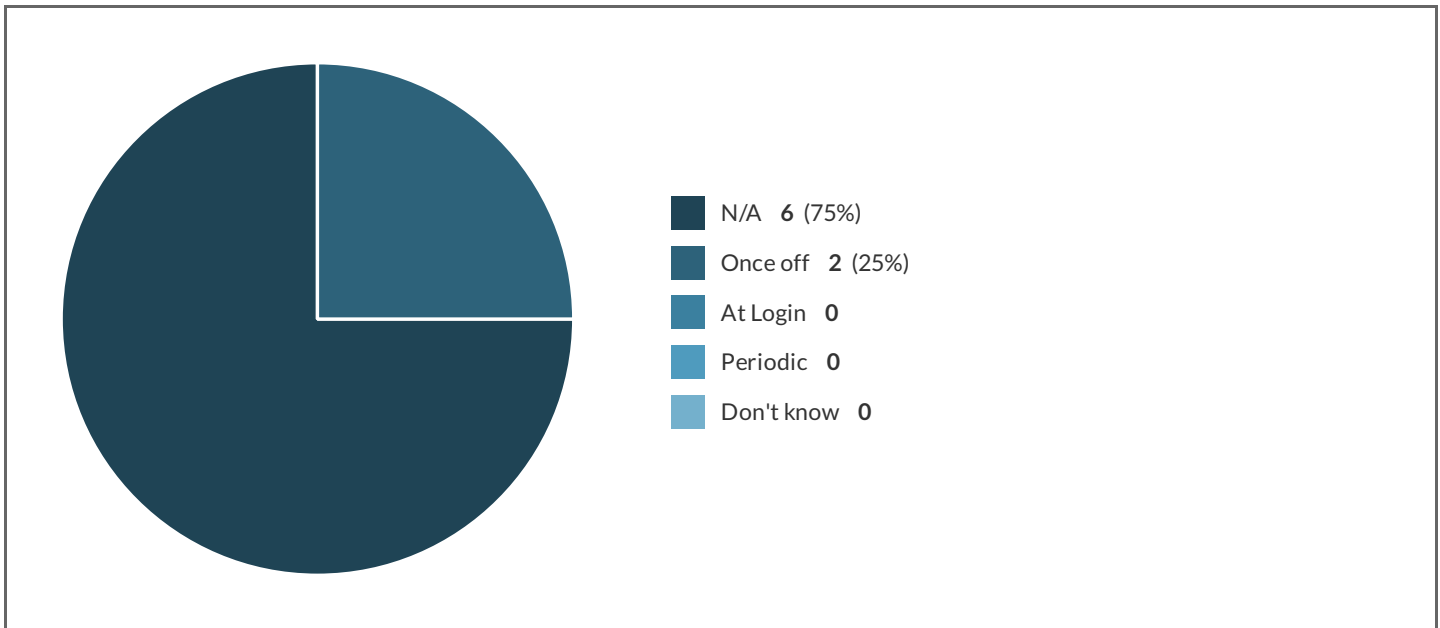


## 6.2 User education required

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

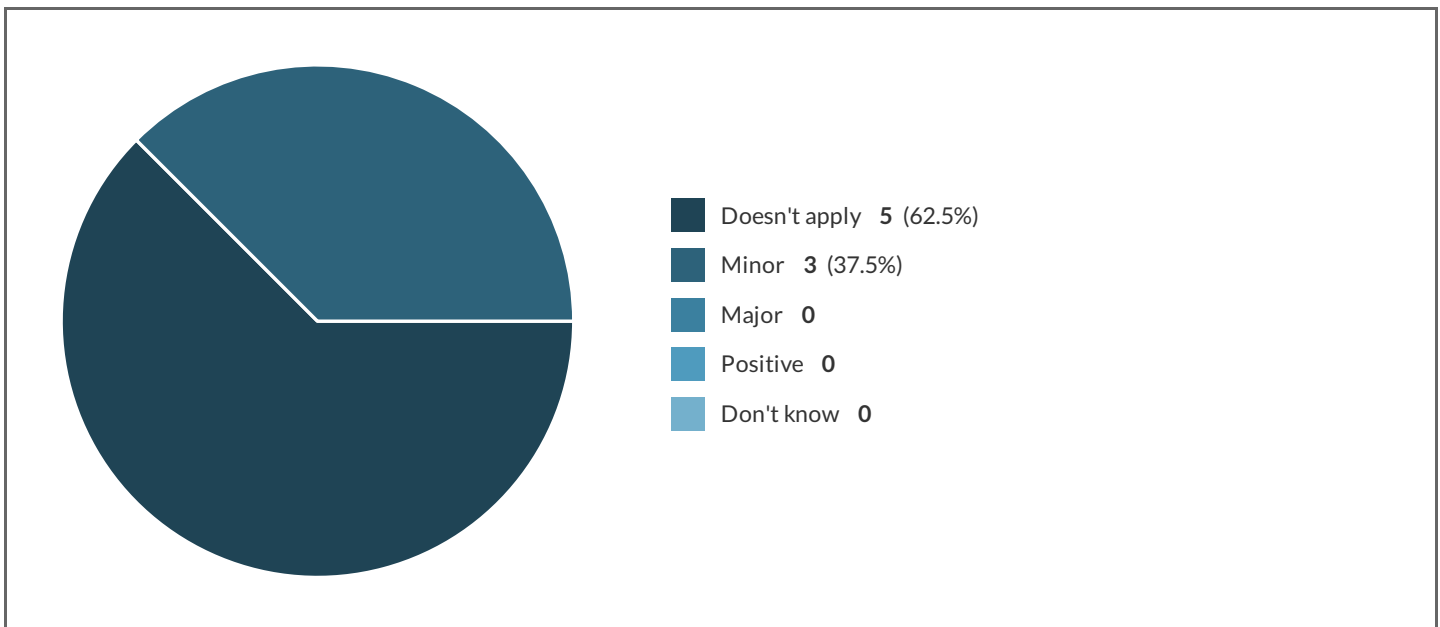


### 6.2.b User education required - Frequency Cost is Experienced



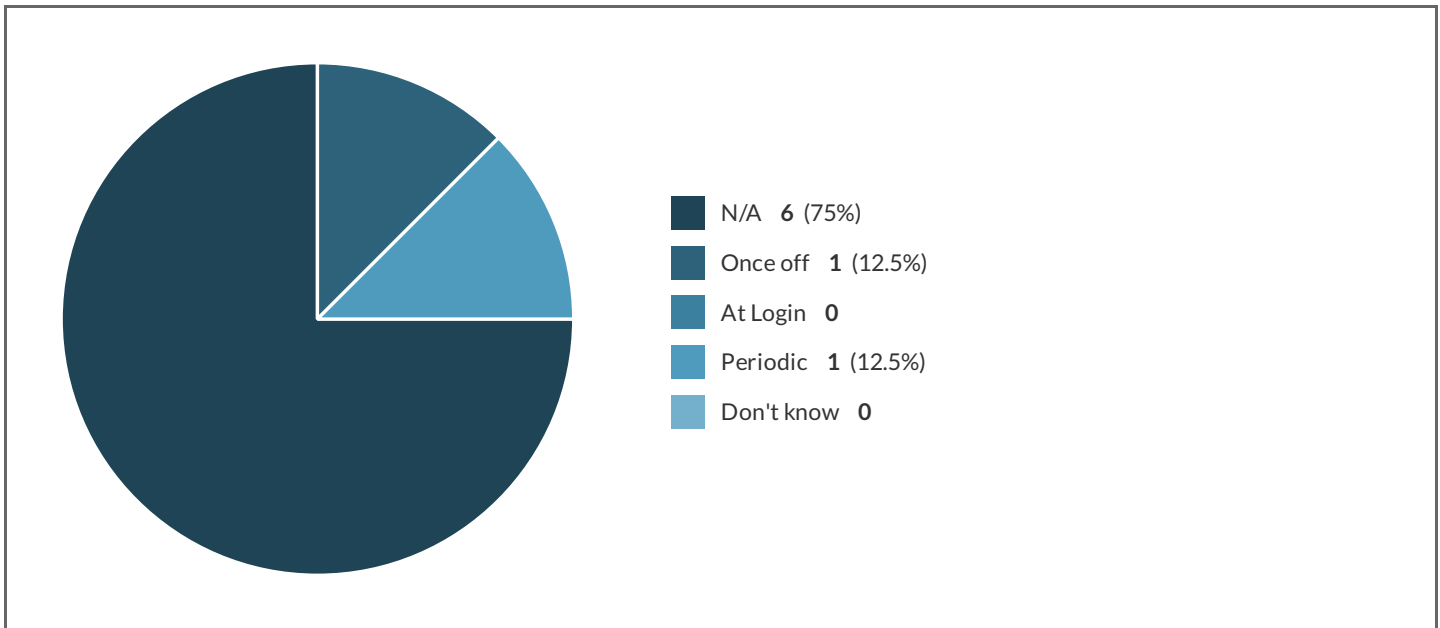
### 6.3 Organization needs extra resources

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



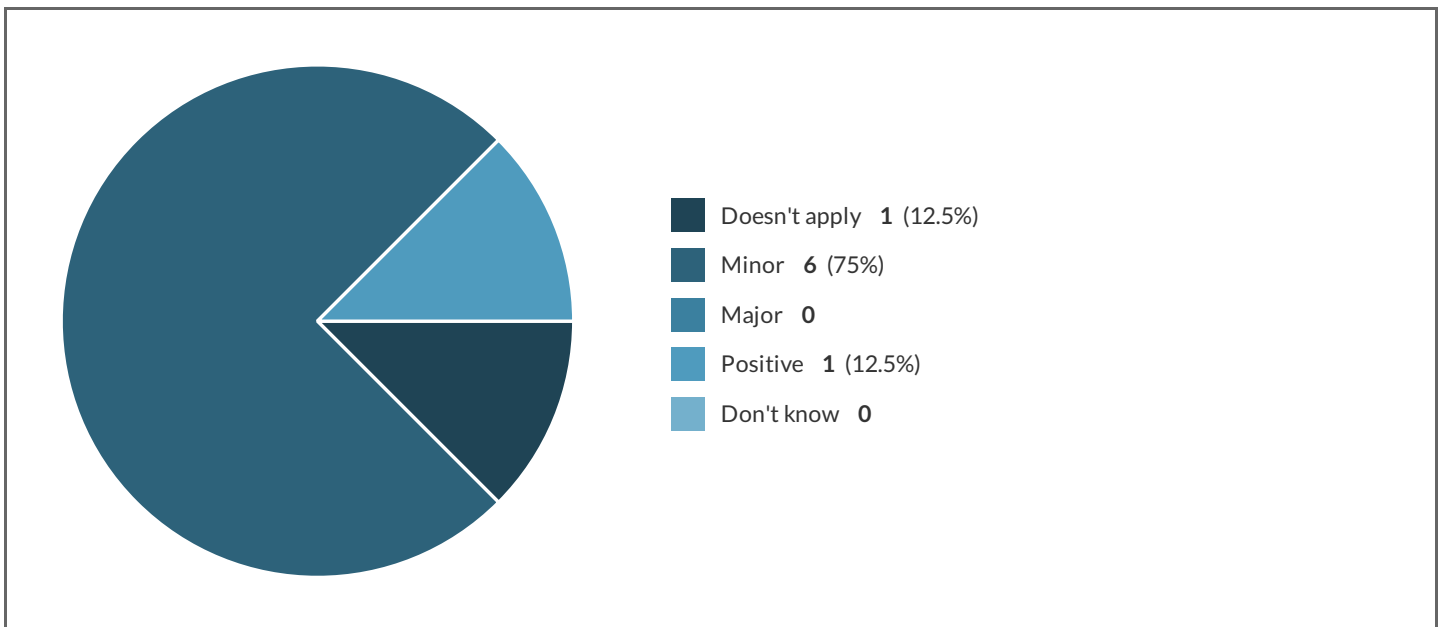
#### 6.3.b Organization needs extra resources - Frequency Cost is Experienced



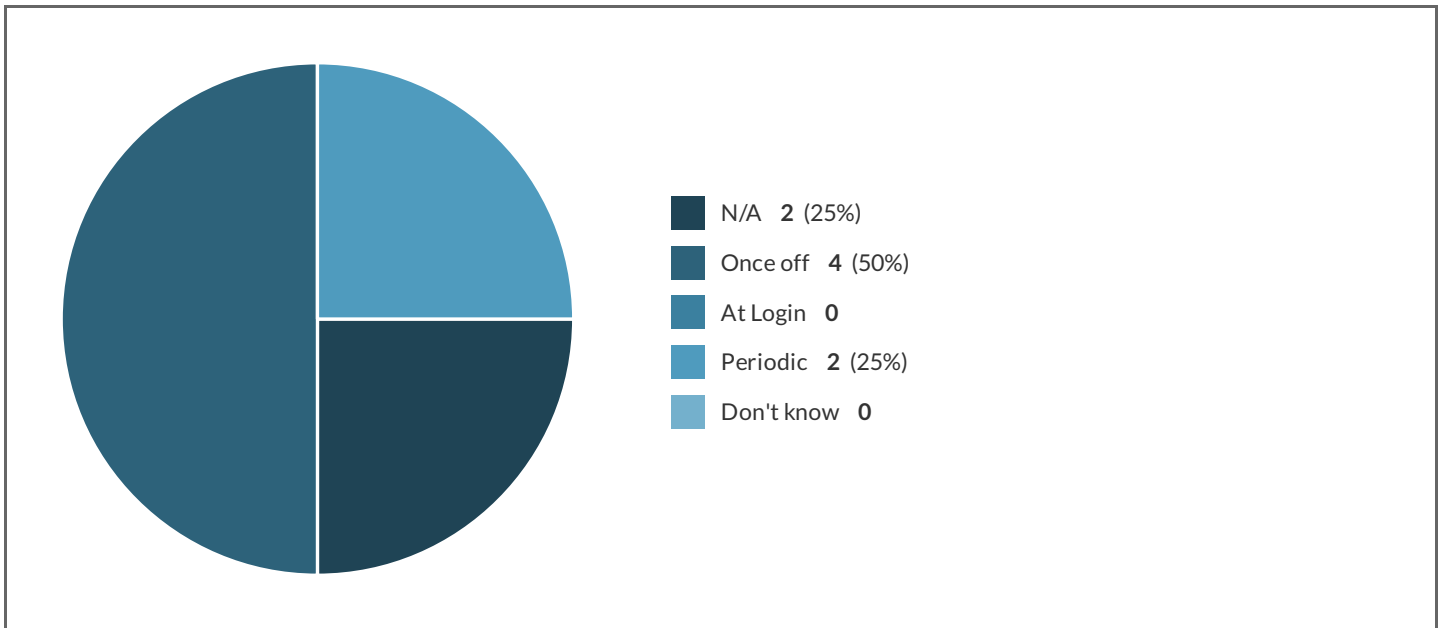


#### 6.4 Takes organization time to implement

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

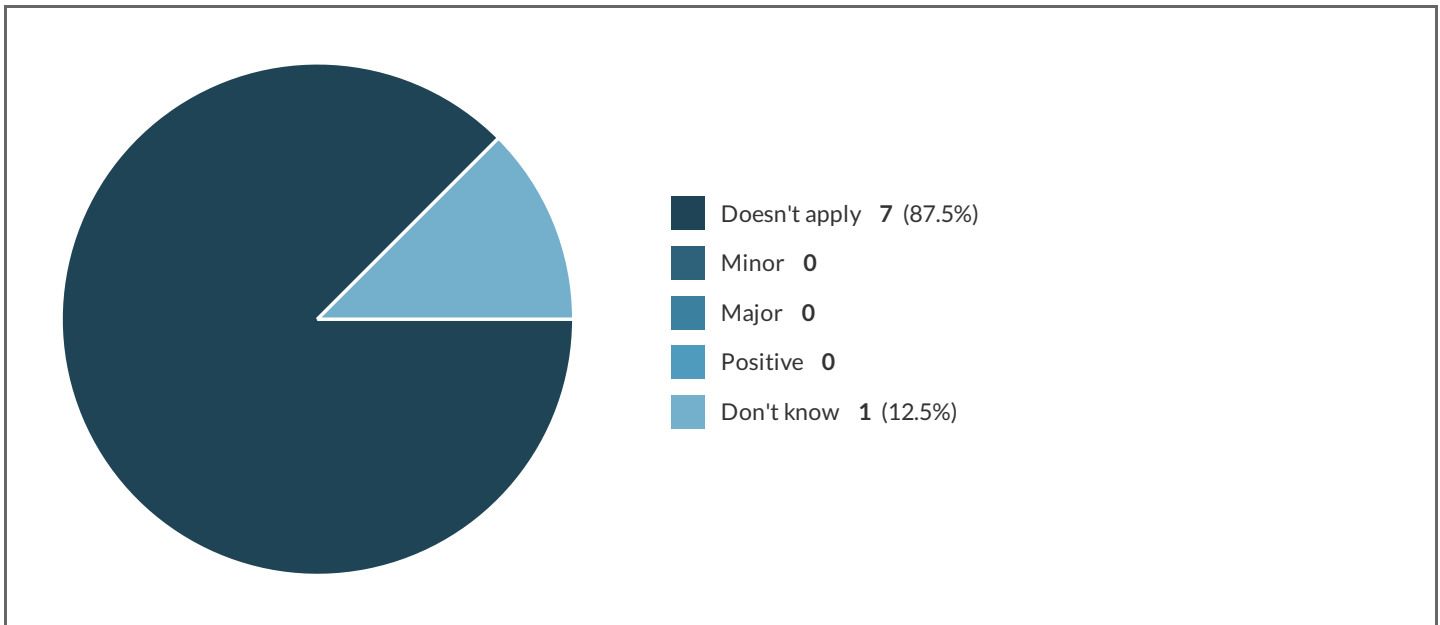


##### 6.4.b Takes organization time to implement - Frequency Cost is Experienced

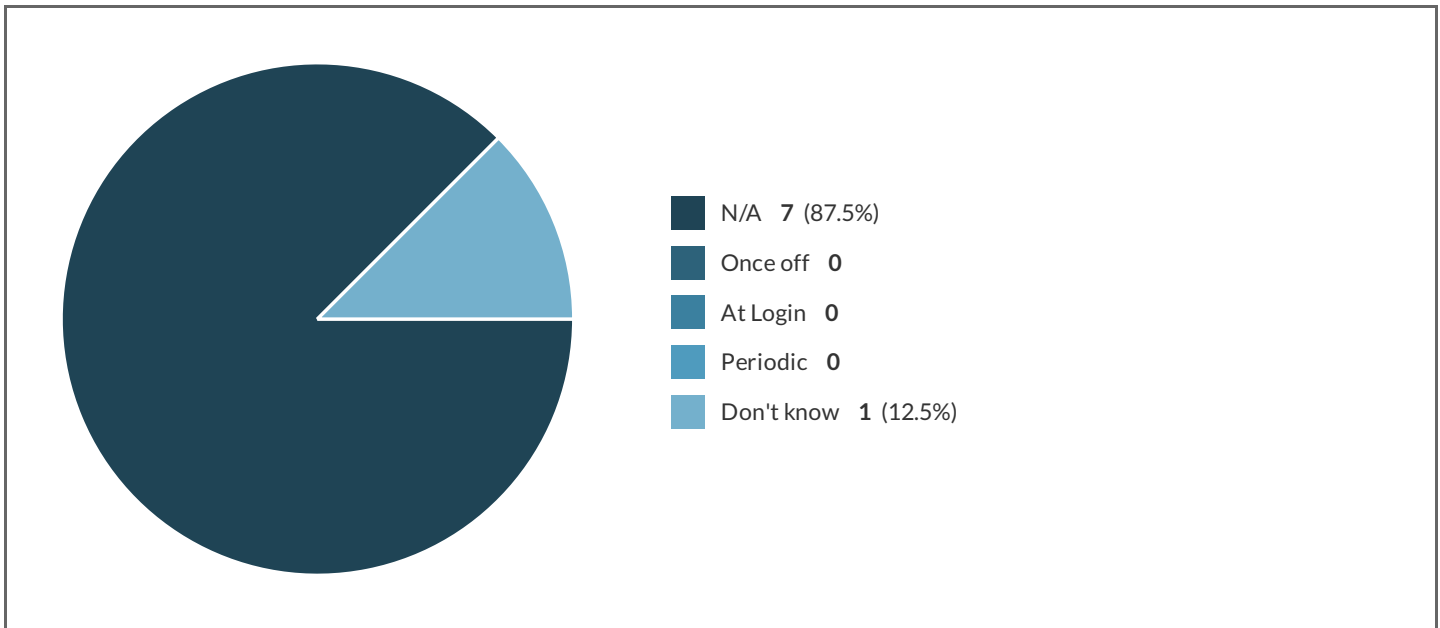


## 6.5 Increases the organization's computing power needed

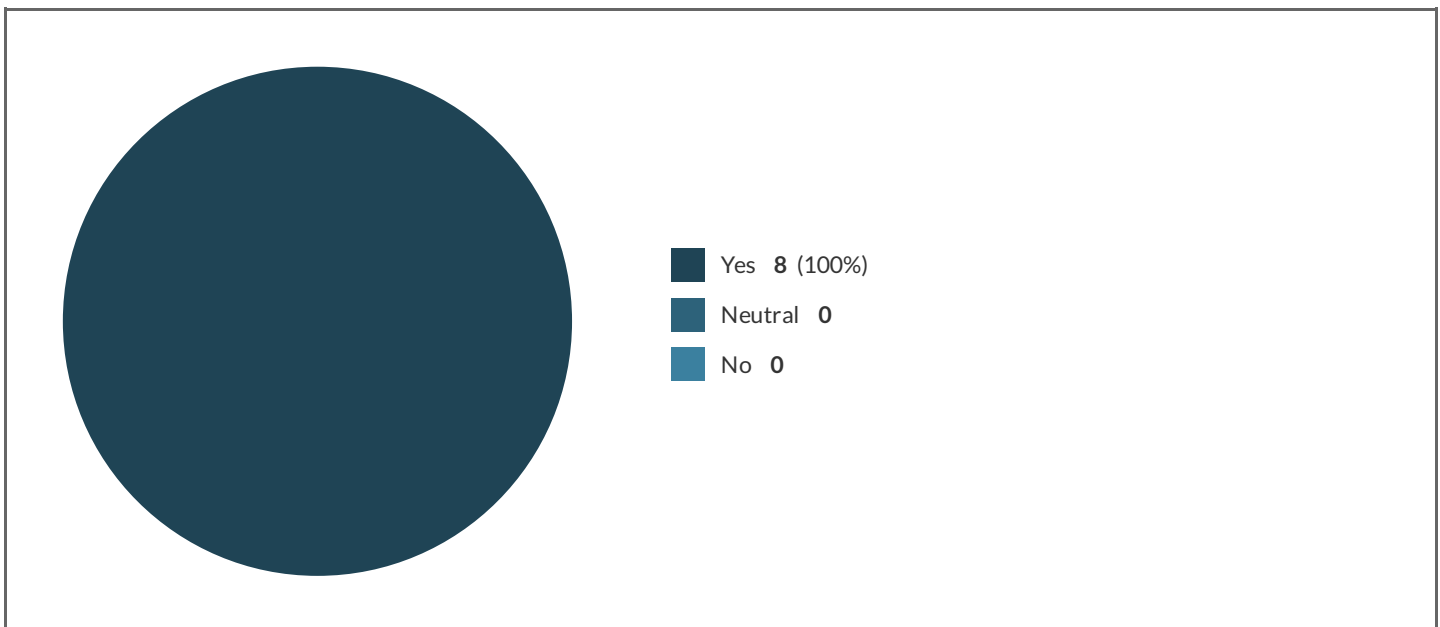
### 6.5.a Increases the organization's computing power needed - Severity of Cost



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



6.a Do you approve of this advice?



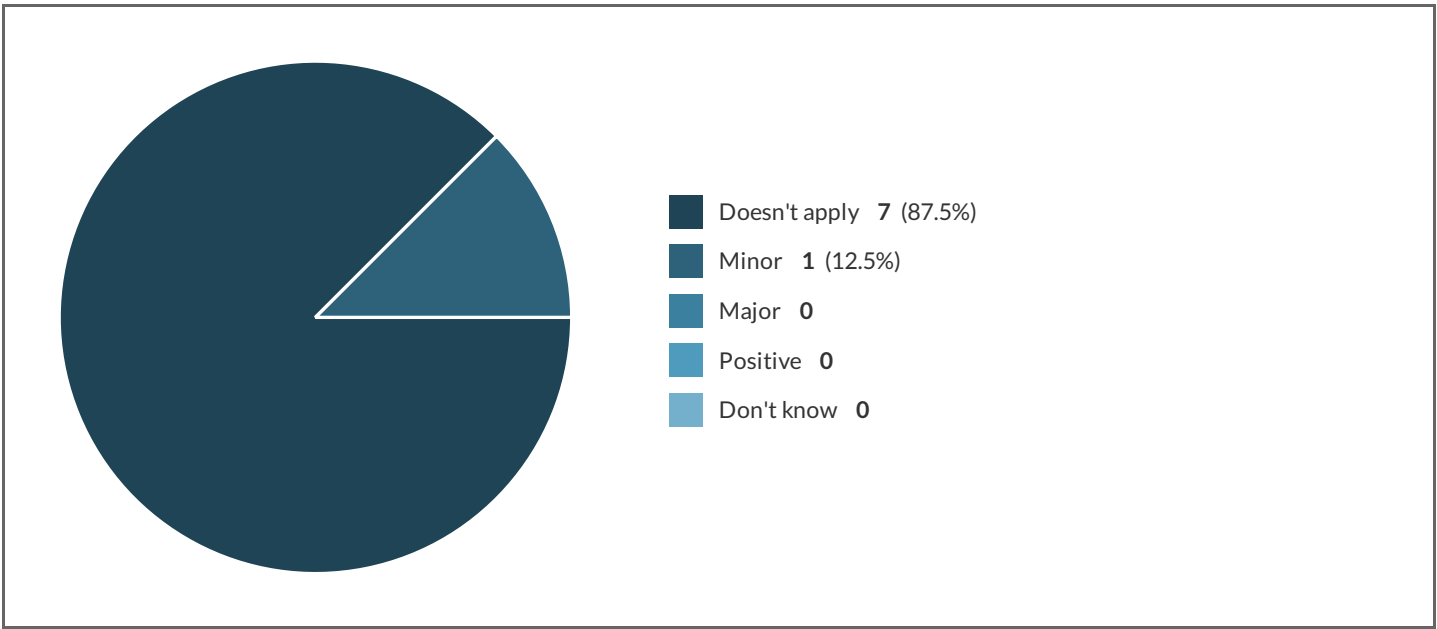
6.b Comments

*No responses*

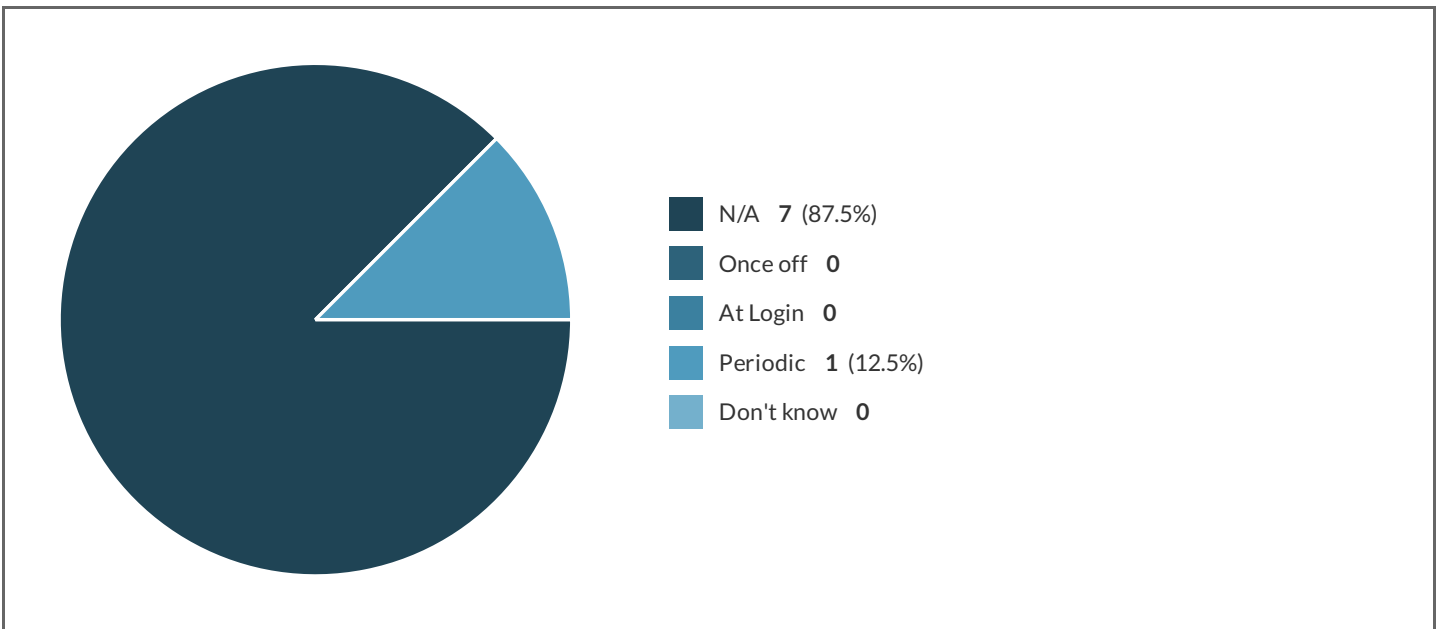
7 SNMP community strings should be different to login passwords

7.1 Increased help desk/user support time

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

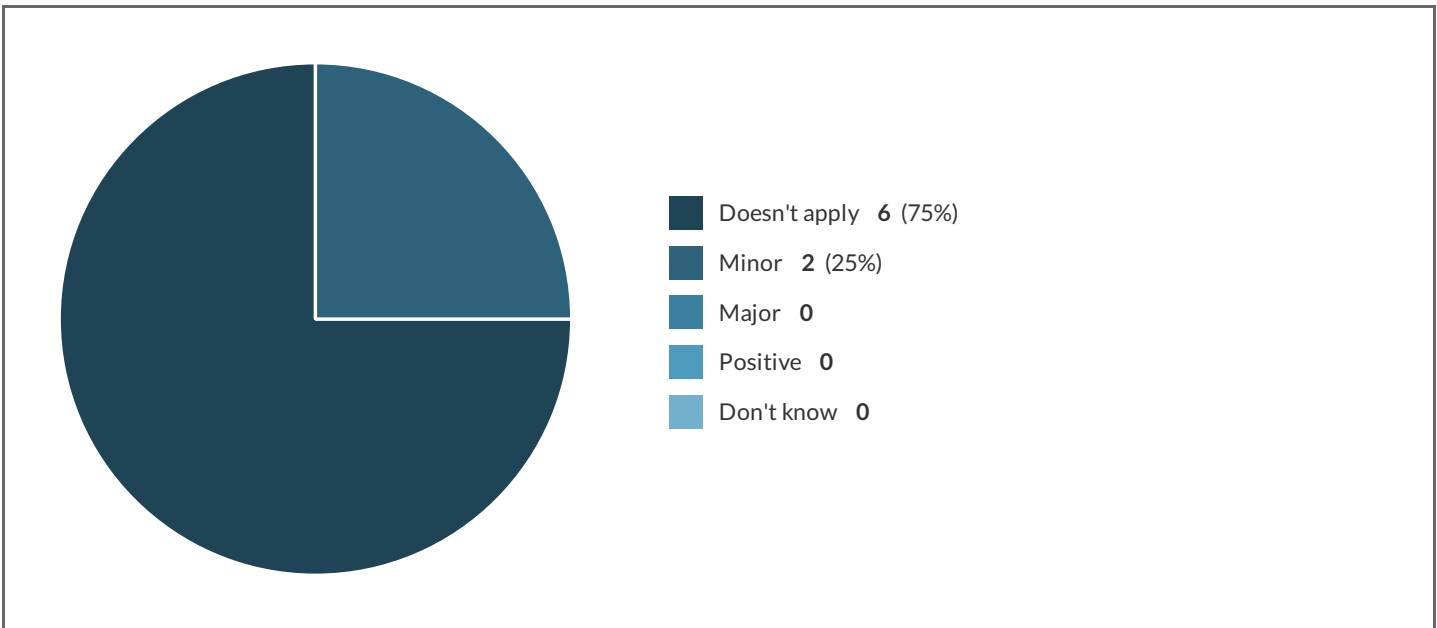


#### 7.1.b Increased help desk/user support time - Frequency Cost is Experienced

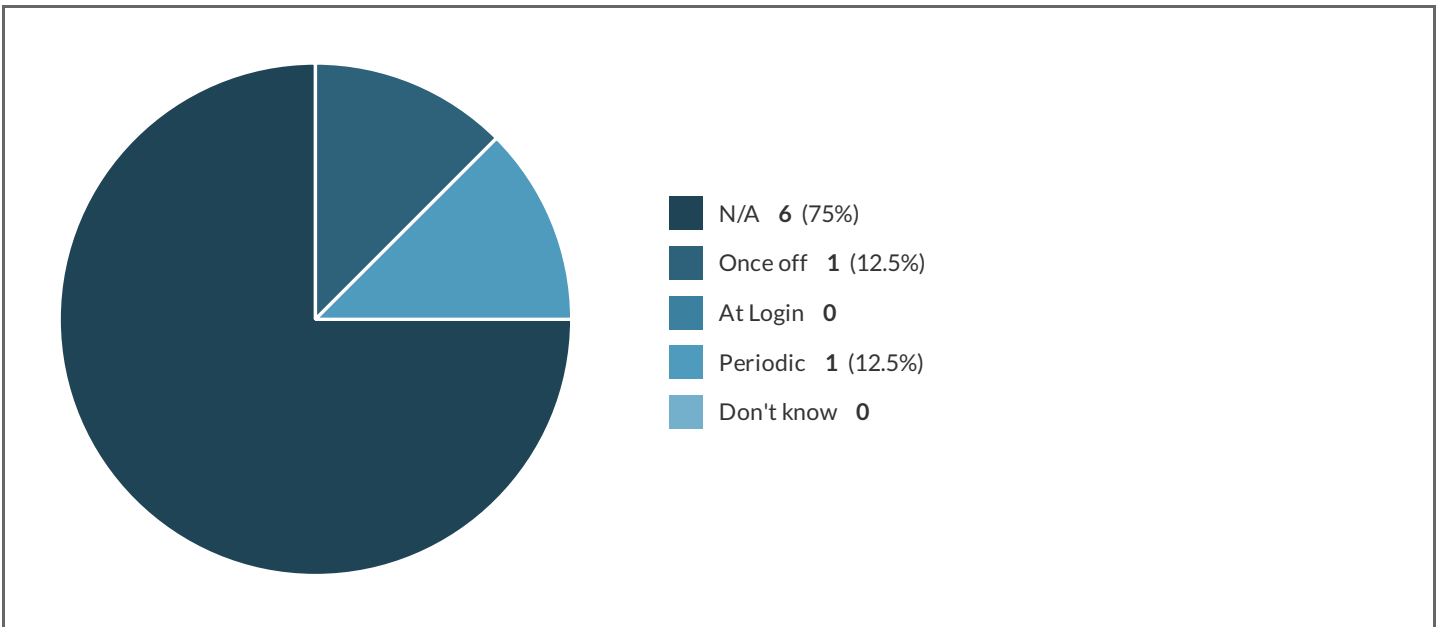


#### 7.2 User education required

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

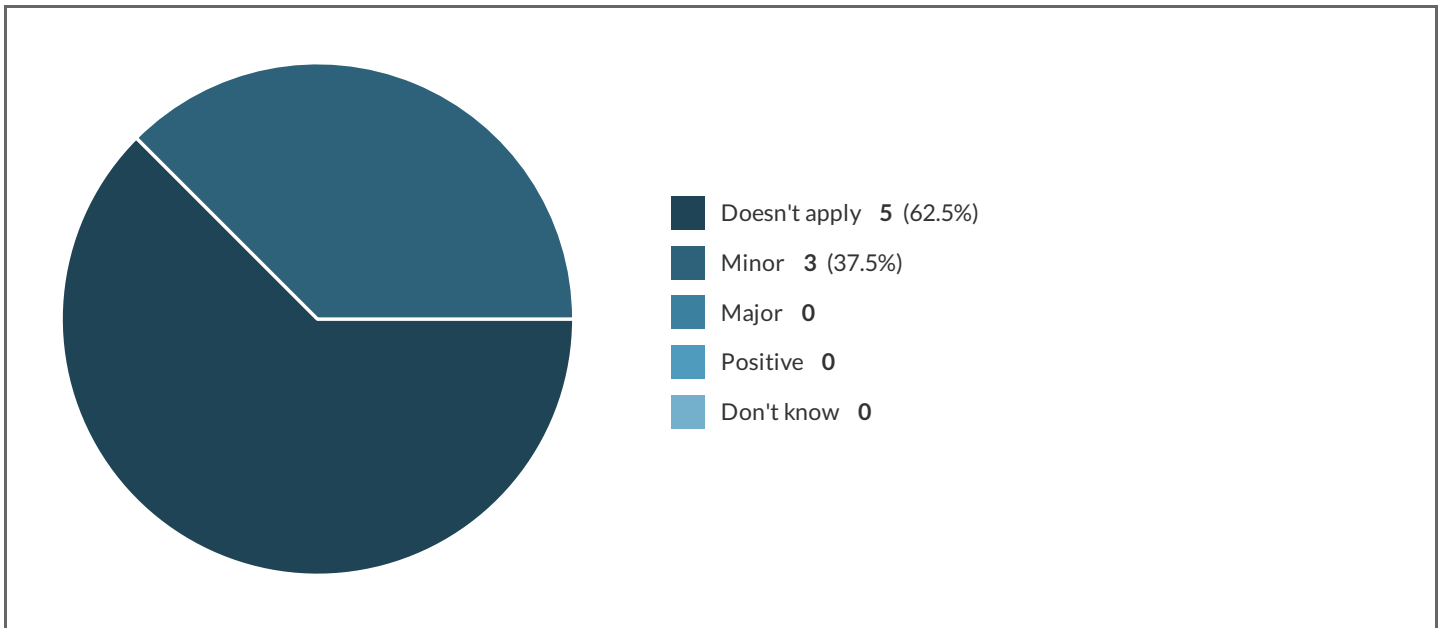


**7.2.b** User education required - Frequency Cost is Experienced

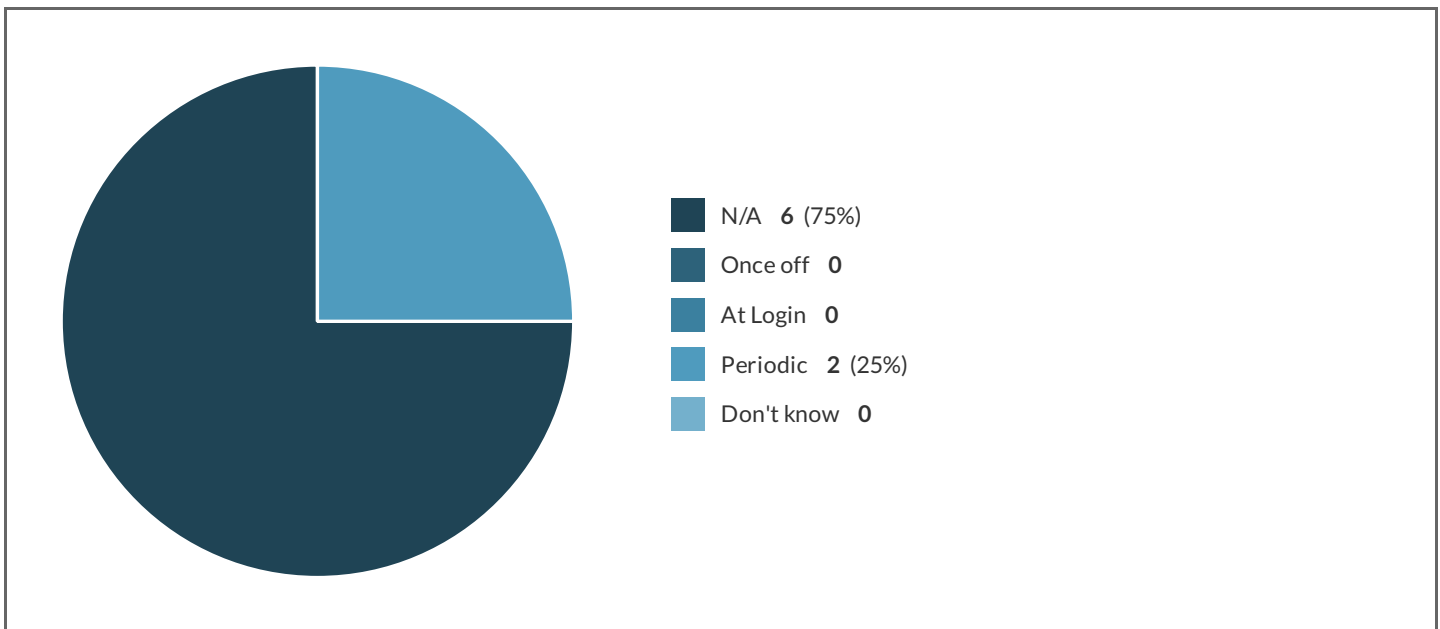


**7.3** Organization needs extra resources

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

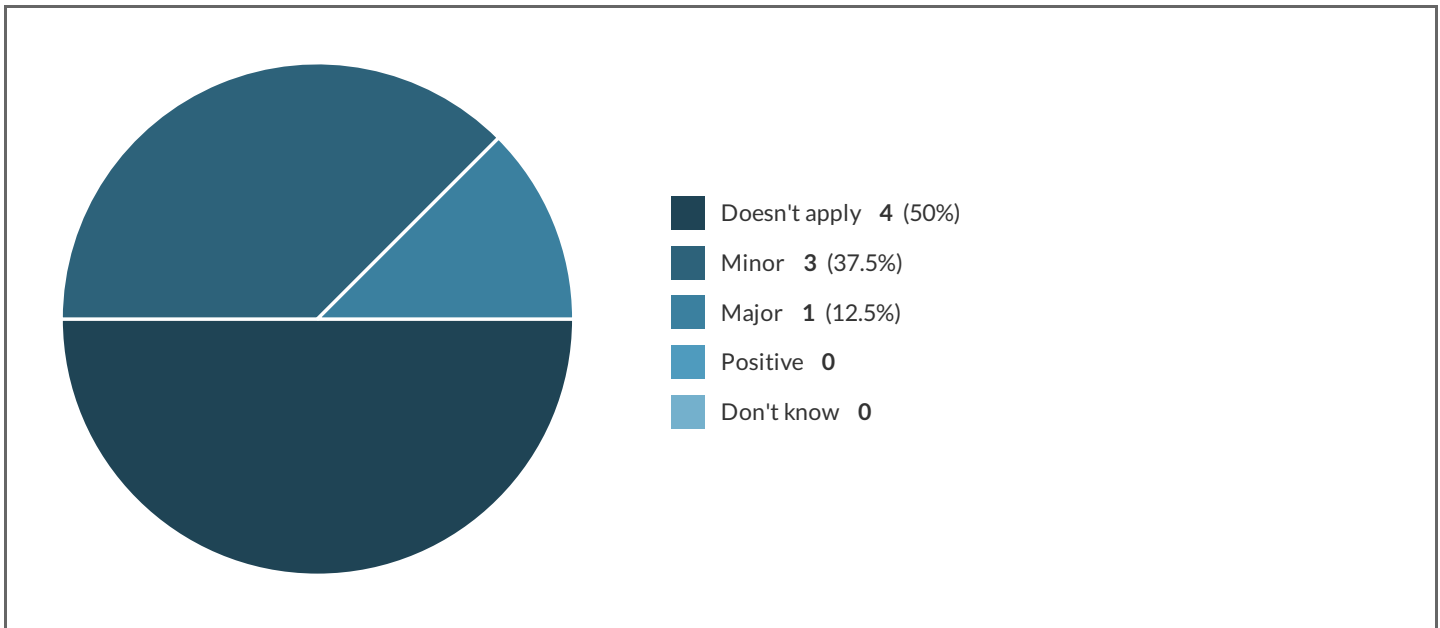


#### 7.3.b Organization needs extra resources - Frequency Cost is Experienced

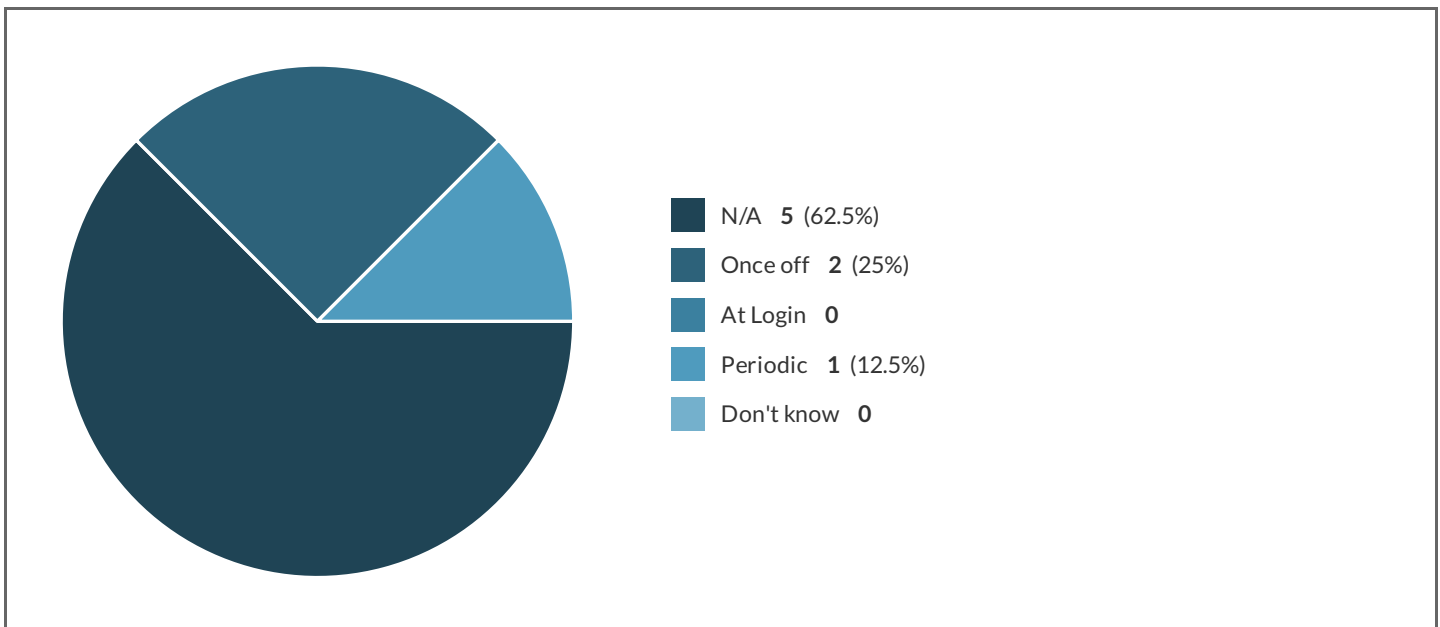


#### 7.4 Takes organization time to implement

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

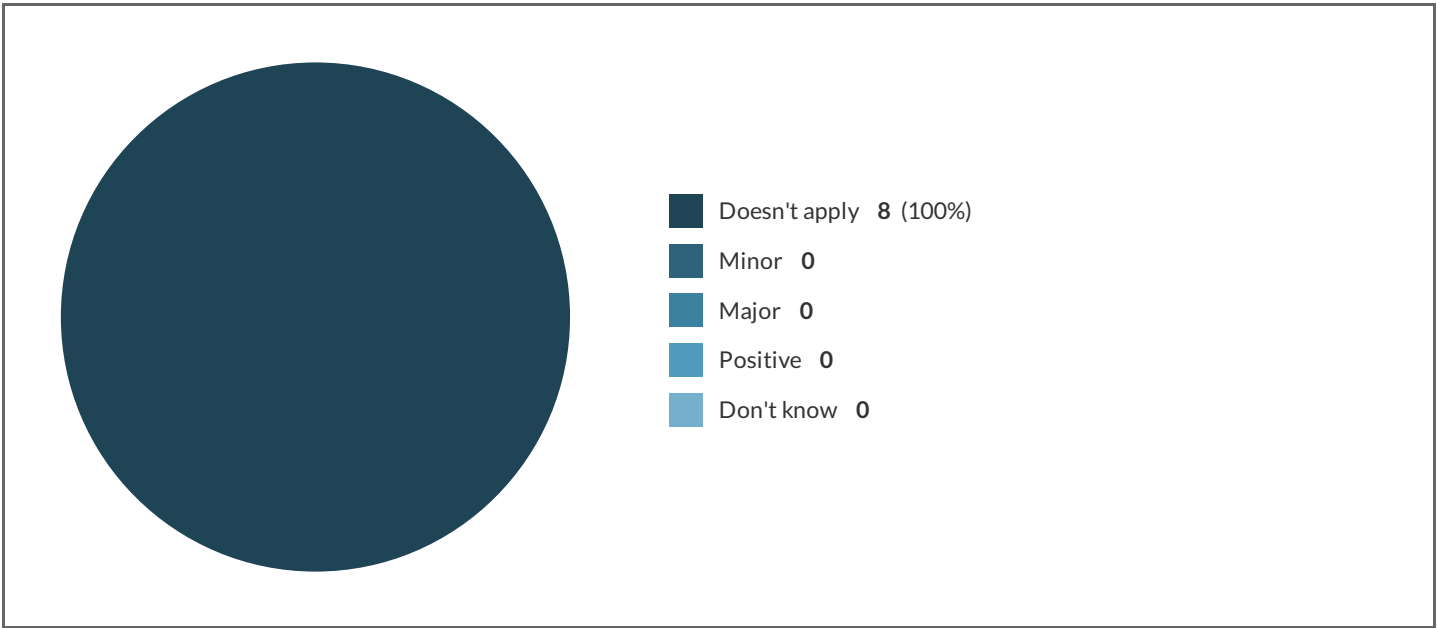


#### 7.4.b Takes organization time to implement - Frequency Cost is Experienced

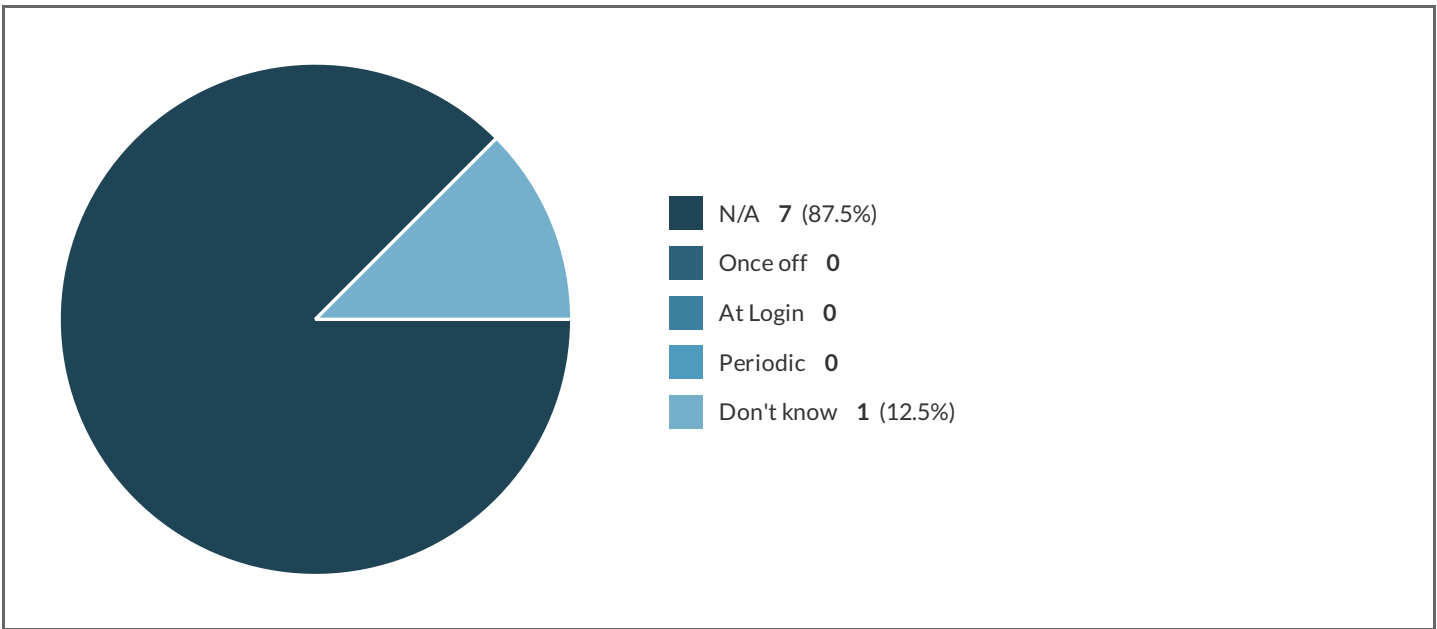


#### 7.5 Increases the organization's computing power needed

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

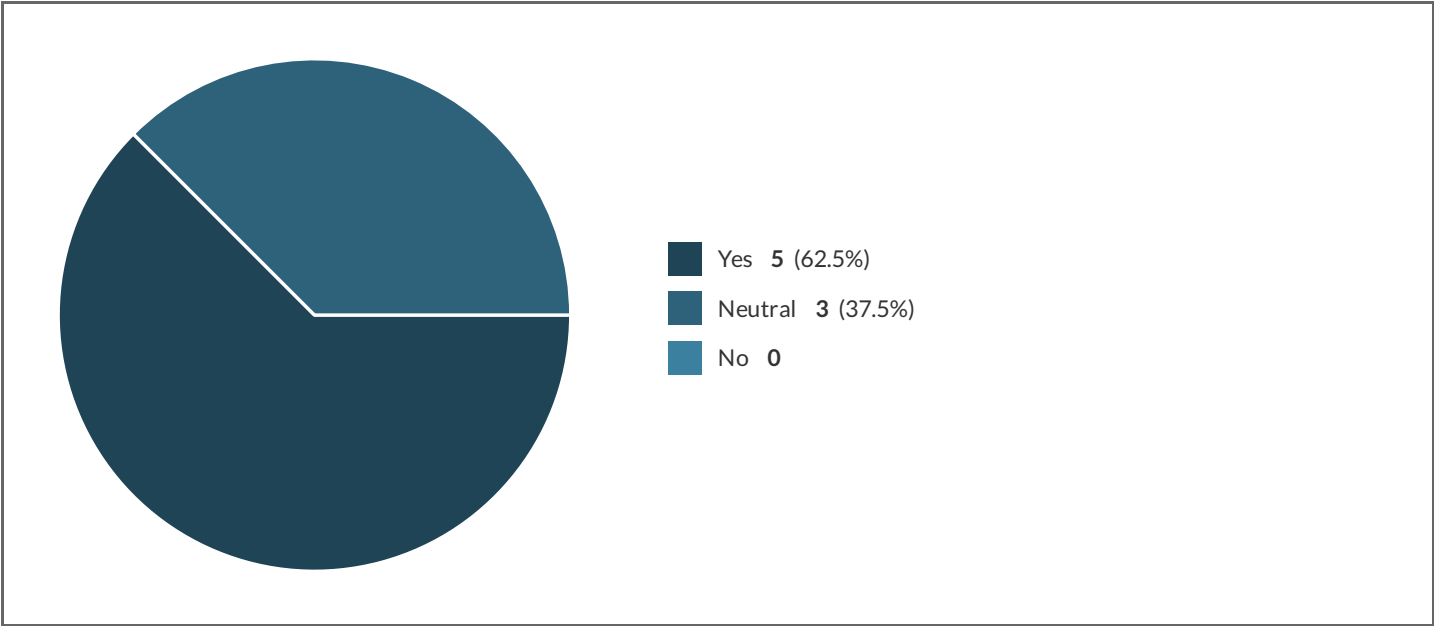


**7.5.b** Increases the organization's computing power needed - Frequency Cost is Experienced



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





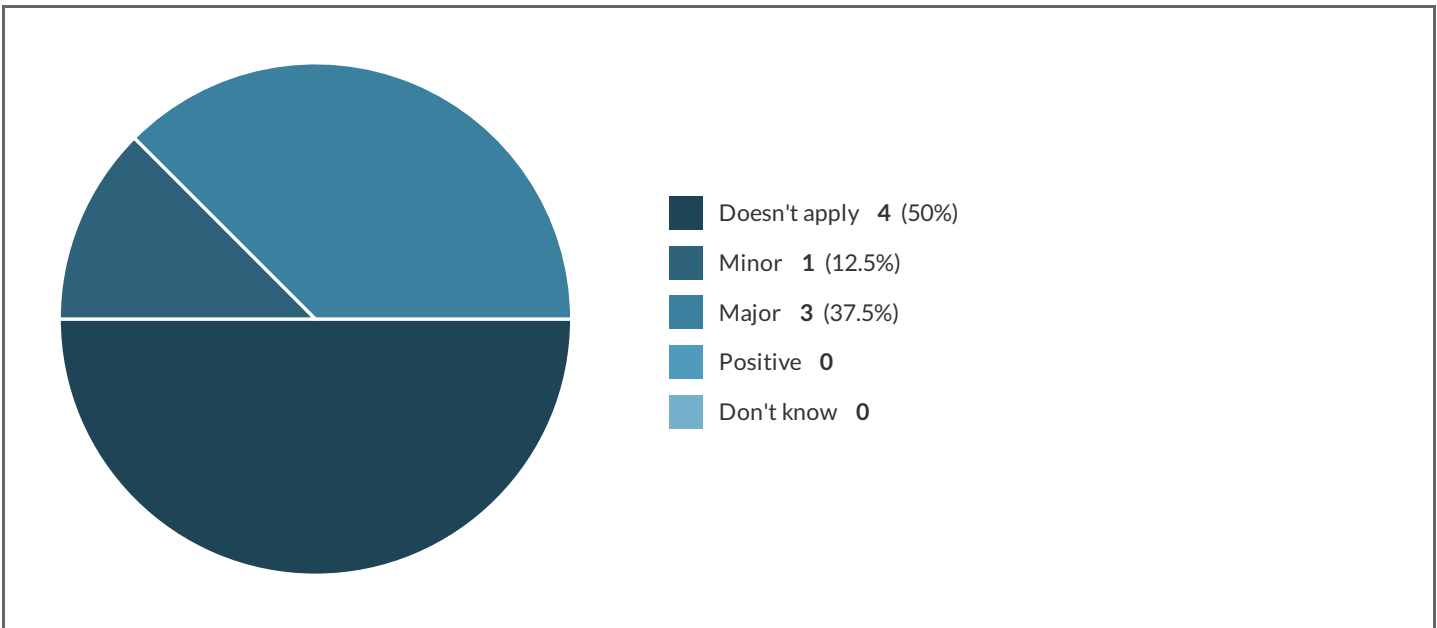
7.b Comments

Showing all 4 responses	
Not sure why they would be the same	633877-633868-66096960
I dont see this as costing anything along the chain	633877-633868-66731439
Are helpdesk really going to be involved with SNMP settings? Probably not...	633877-633868-66864365
SNMP community strings aren't passwords in the first place. SNMPv3 supports authentication and is preferred.	633877-633868-66869746

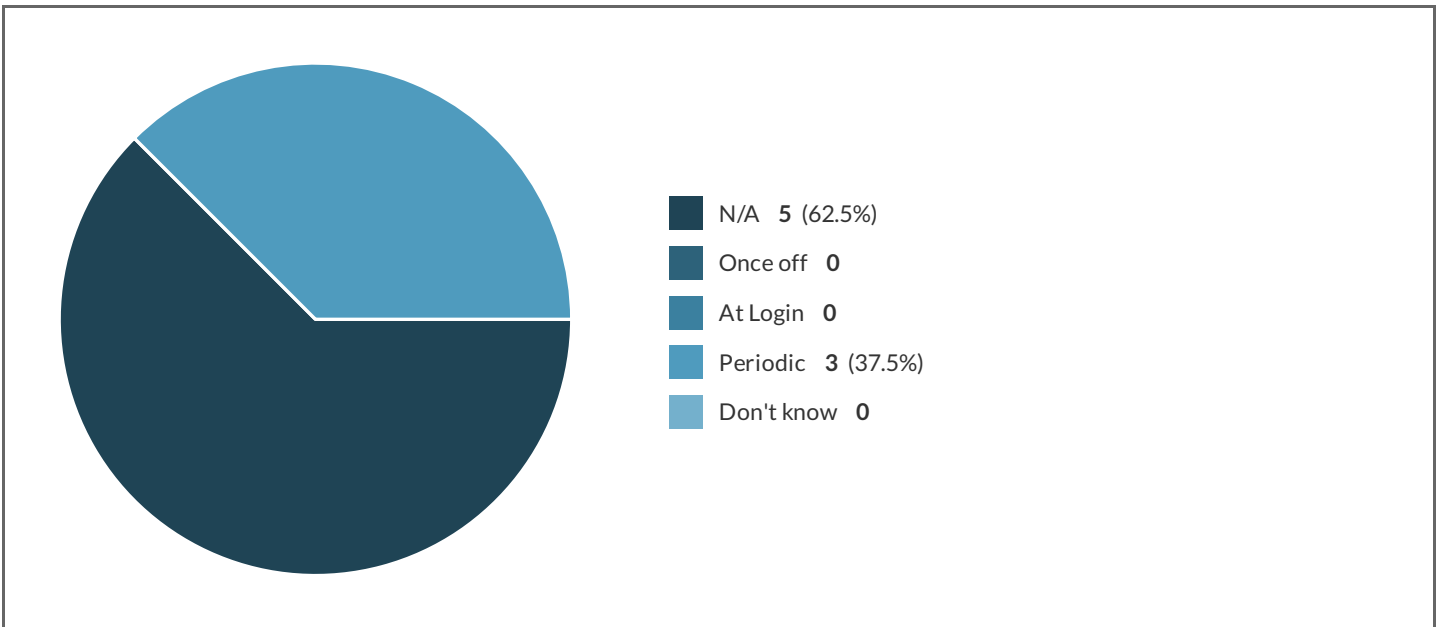
8 Security patches should be regularly applied

8.1 Increased help desk/user support time

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

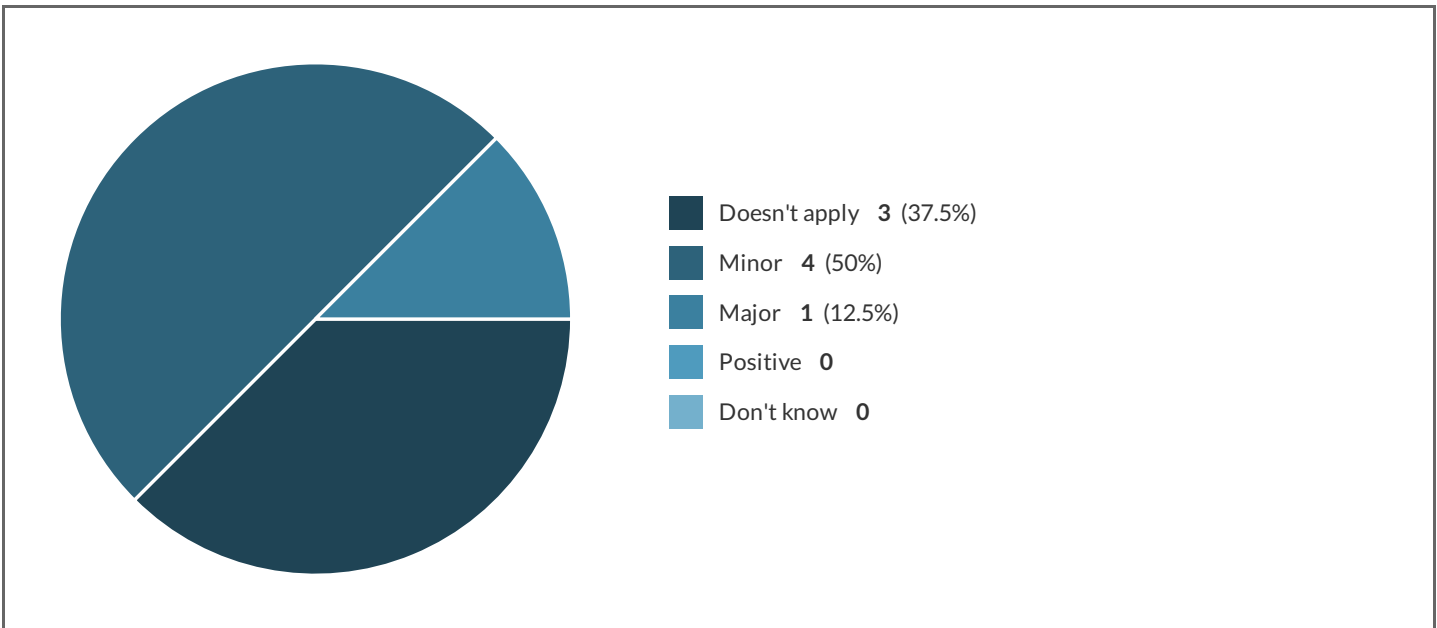


#### 8.1.b Increased help desk/user support time - Frequency Cost is Experienced

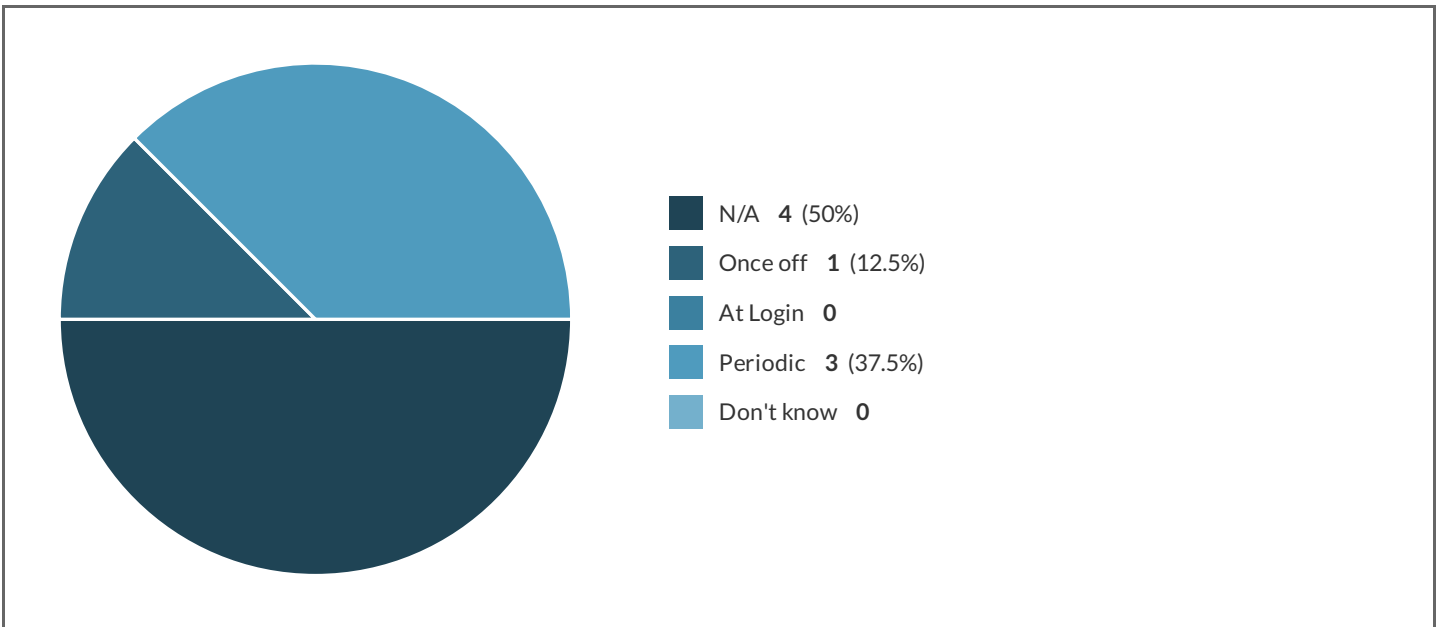


#### 8.2 User education required

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

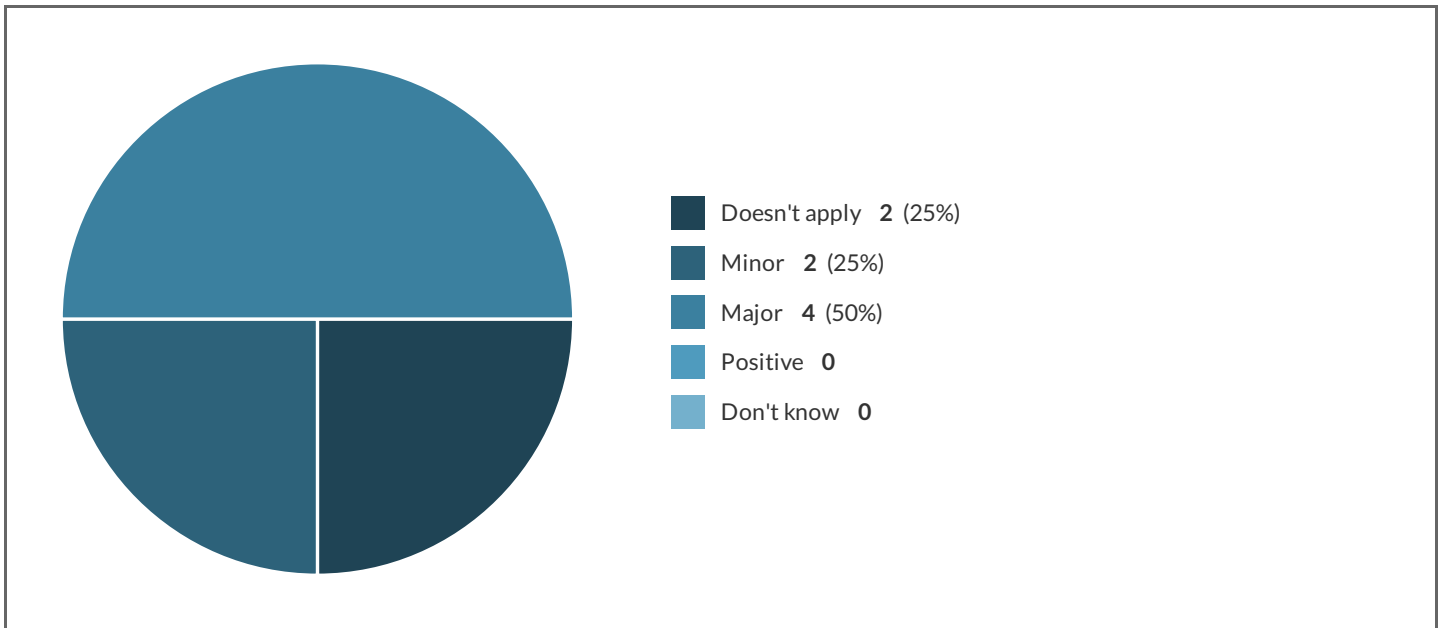


#### 8.2.b User education required - Frequency Cost is Experienced

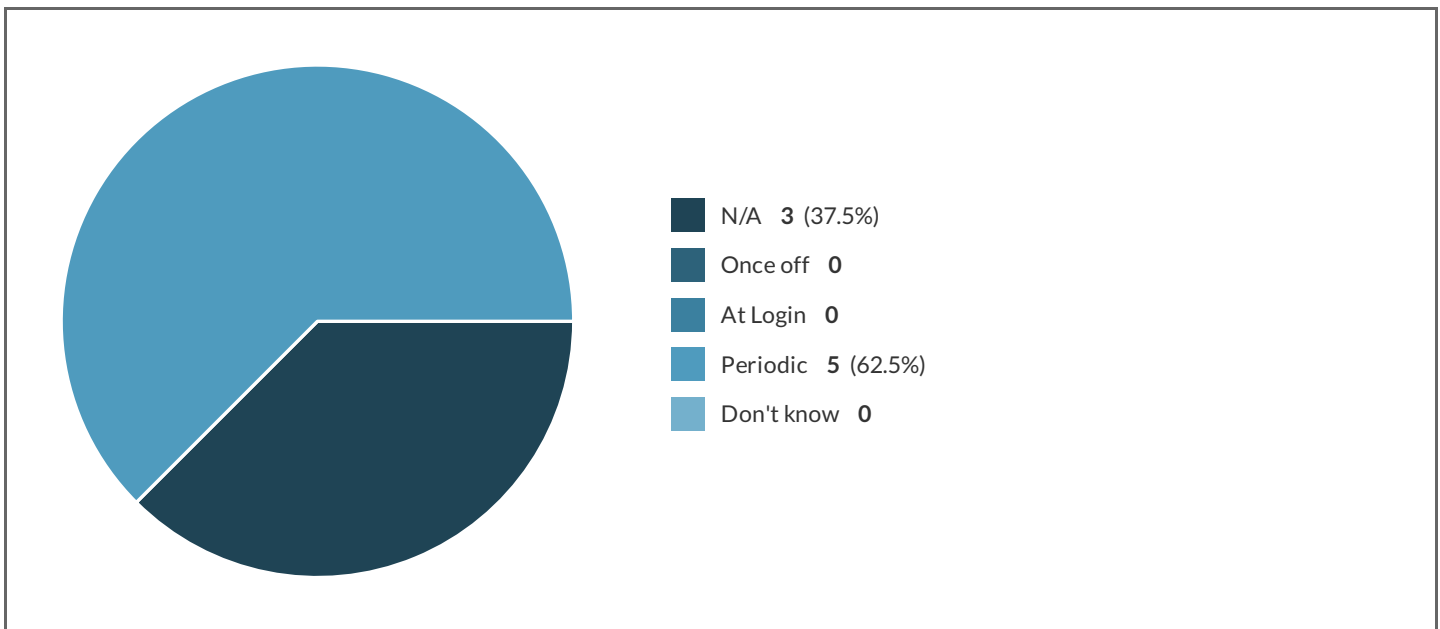


#### 8.3 Organization needs extra resources

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

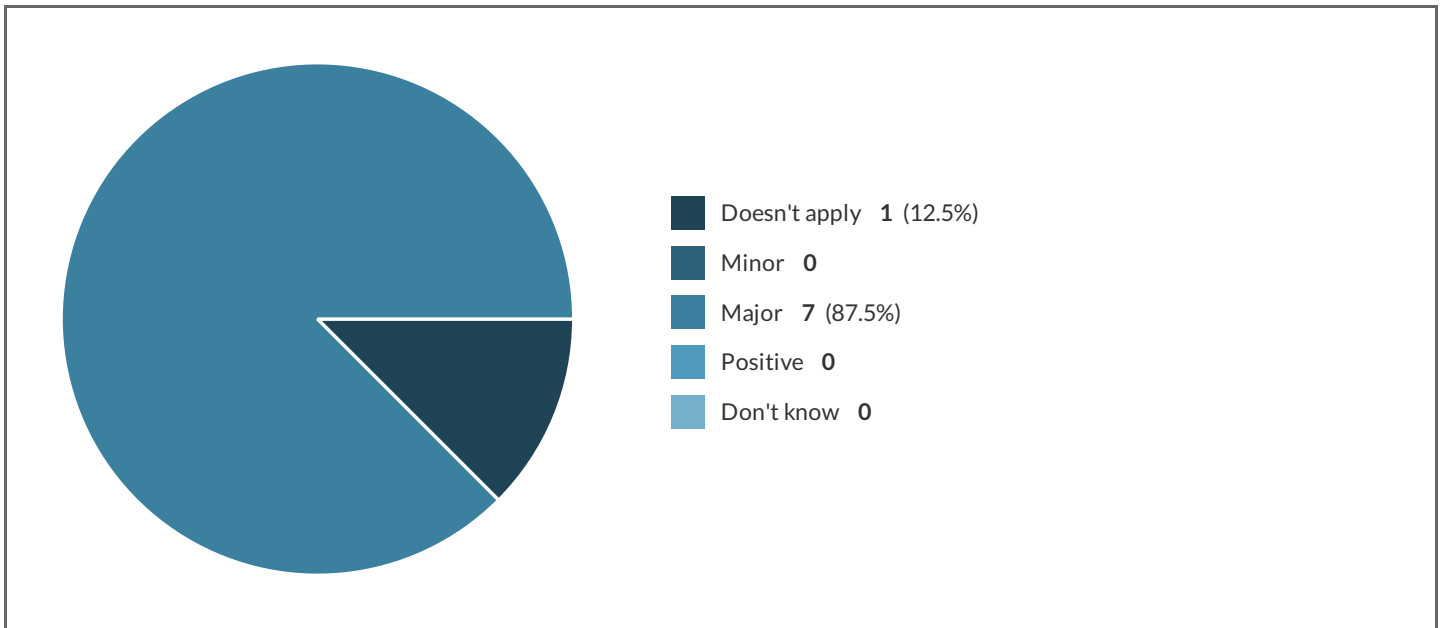


#### 8.3.b Organization needs extra resources - Frequency Cost is Experienced

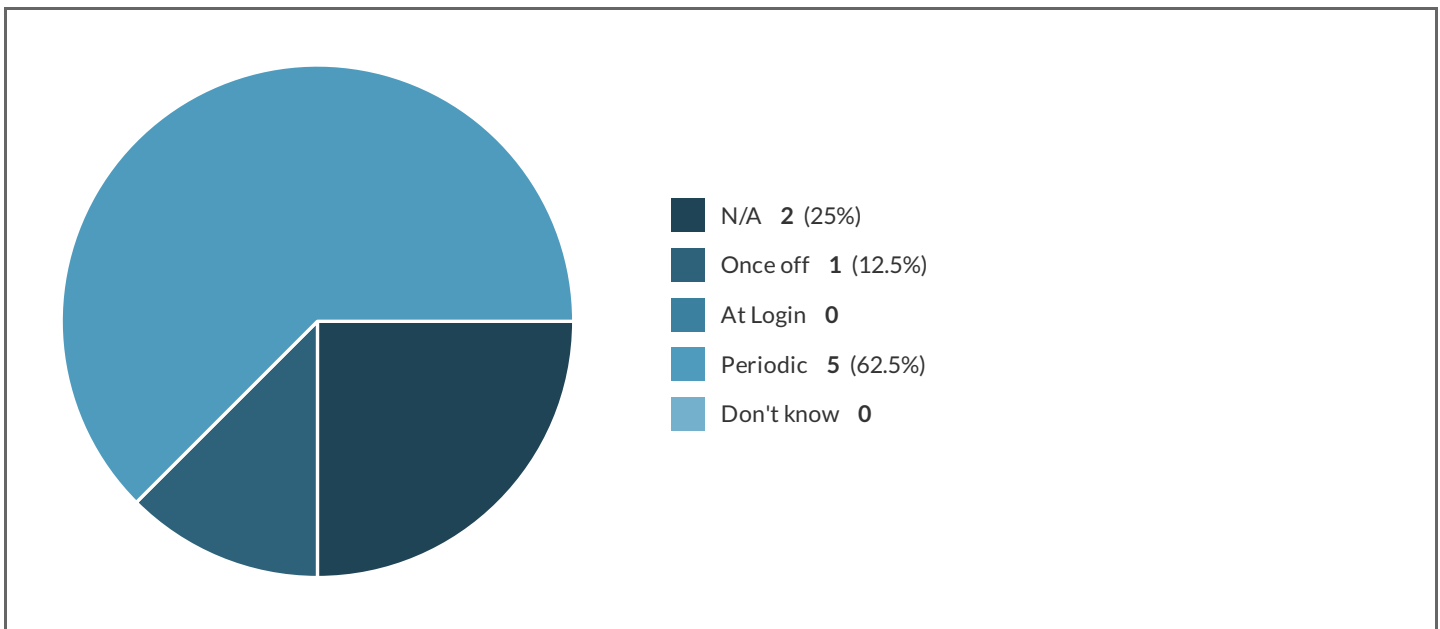


#### 8.4 Takes organization time to implement

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

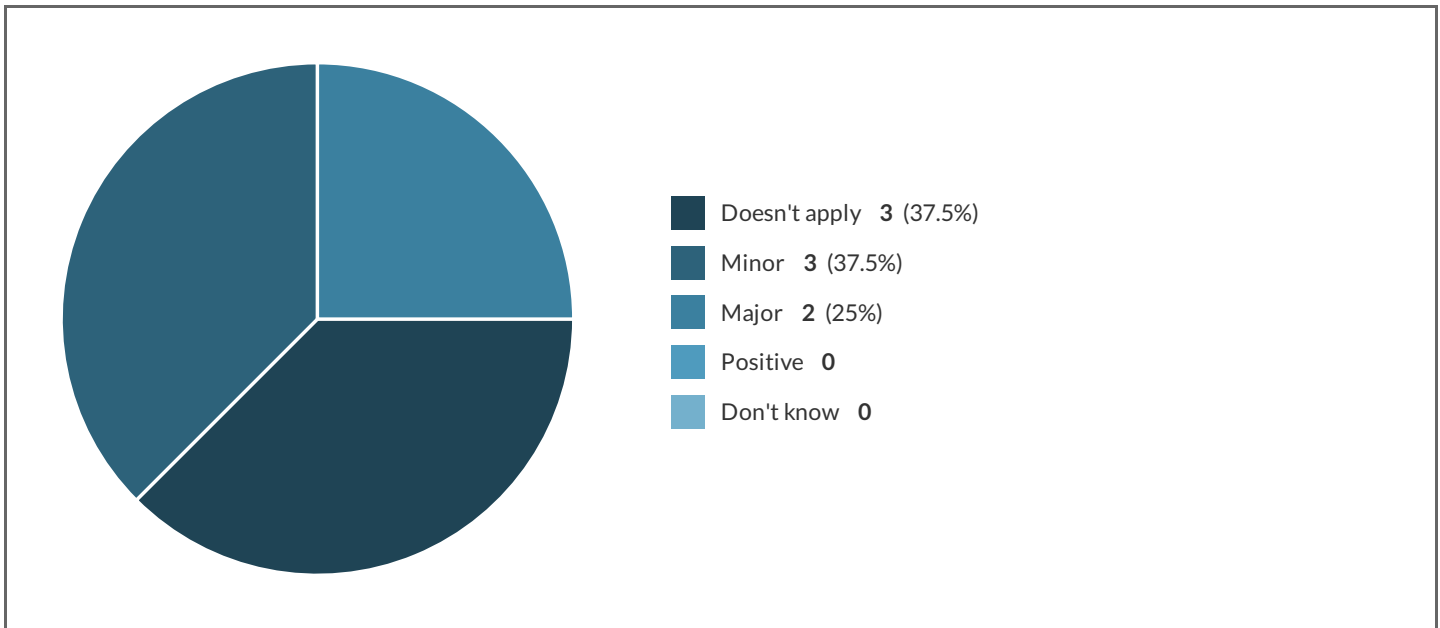


#### 8.4.b Takes organization time to implement - Frequency Cost is Experienced

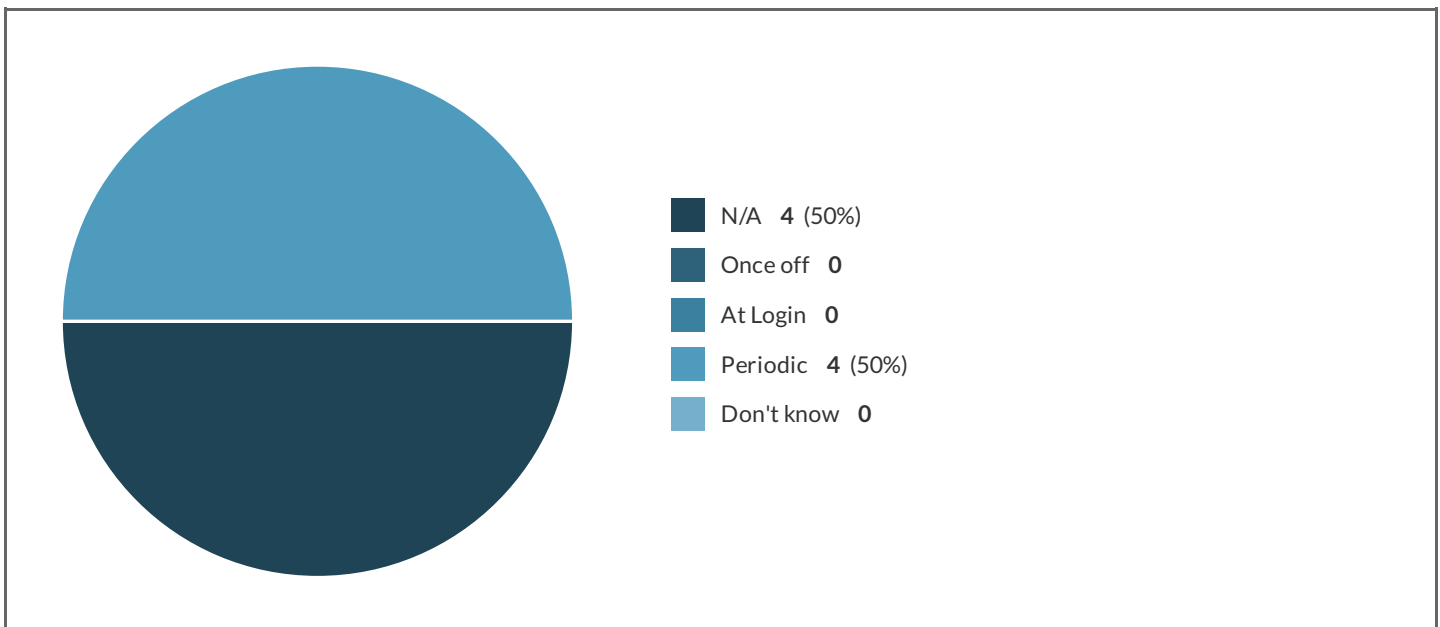


#### 8.5 Increases the organization's computing power needed

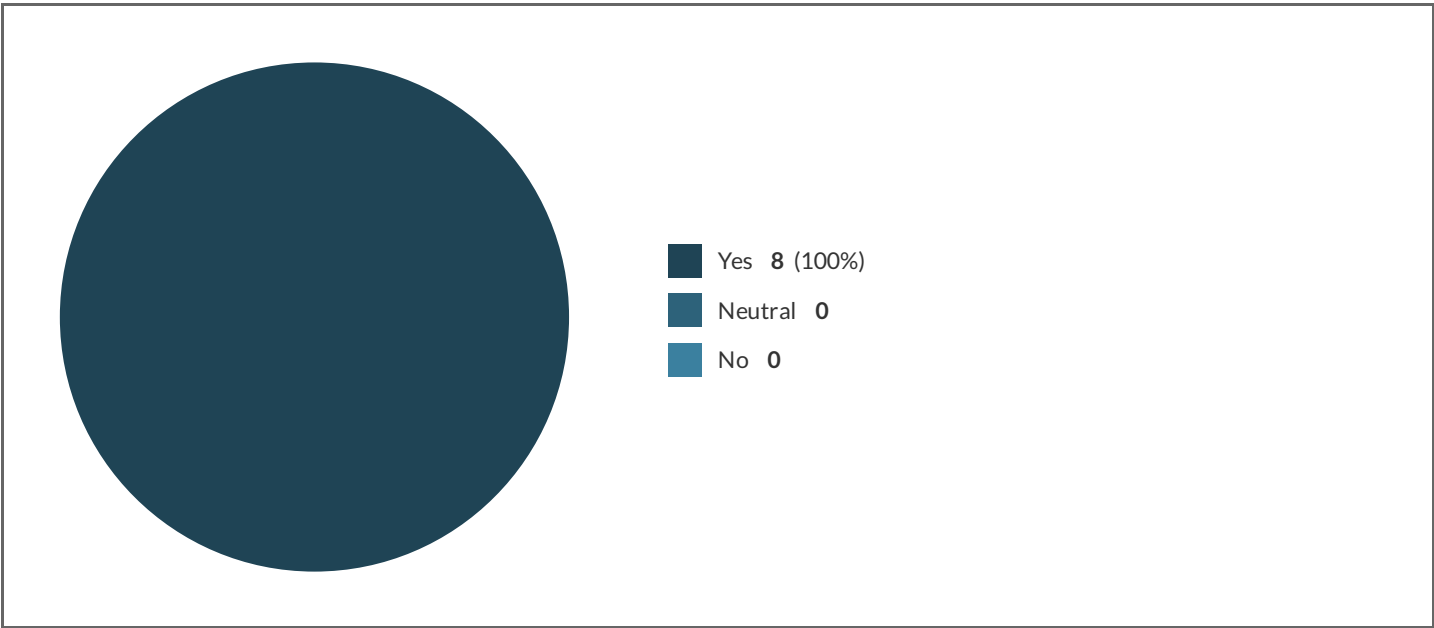
#### 8.5.a Increases the organization's computing power needed - Severity of Cost



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



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



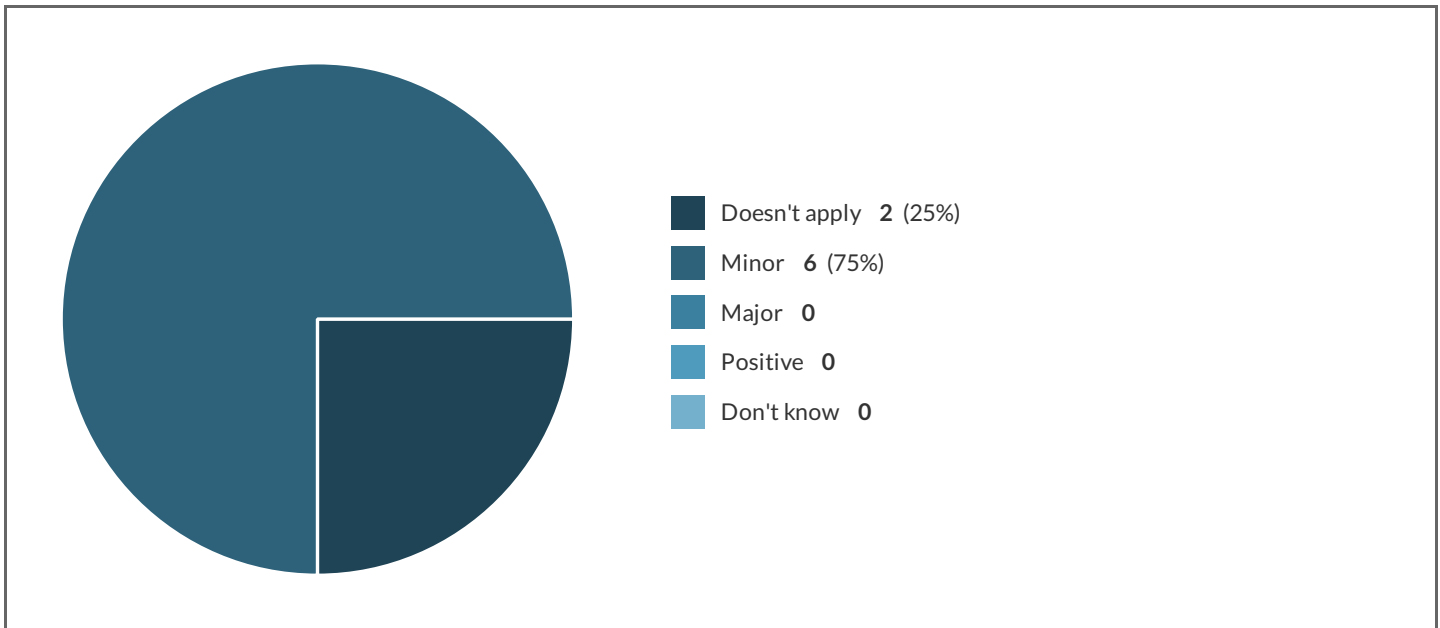
8.b Comments

Showing all 3 responses	
Managing patches can be a big job, but is kind of necessary	633877-633868-66096960
Requires a lot of additional management to be done properly and audited.	633877-633868-66148906
Very difficult to have server owners regularly apply patches. Some patches make break existing functionality	633877-633868-66903197

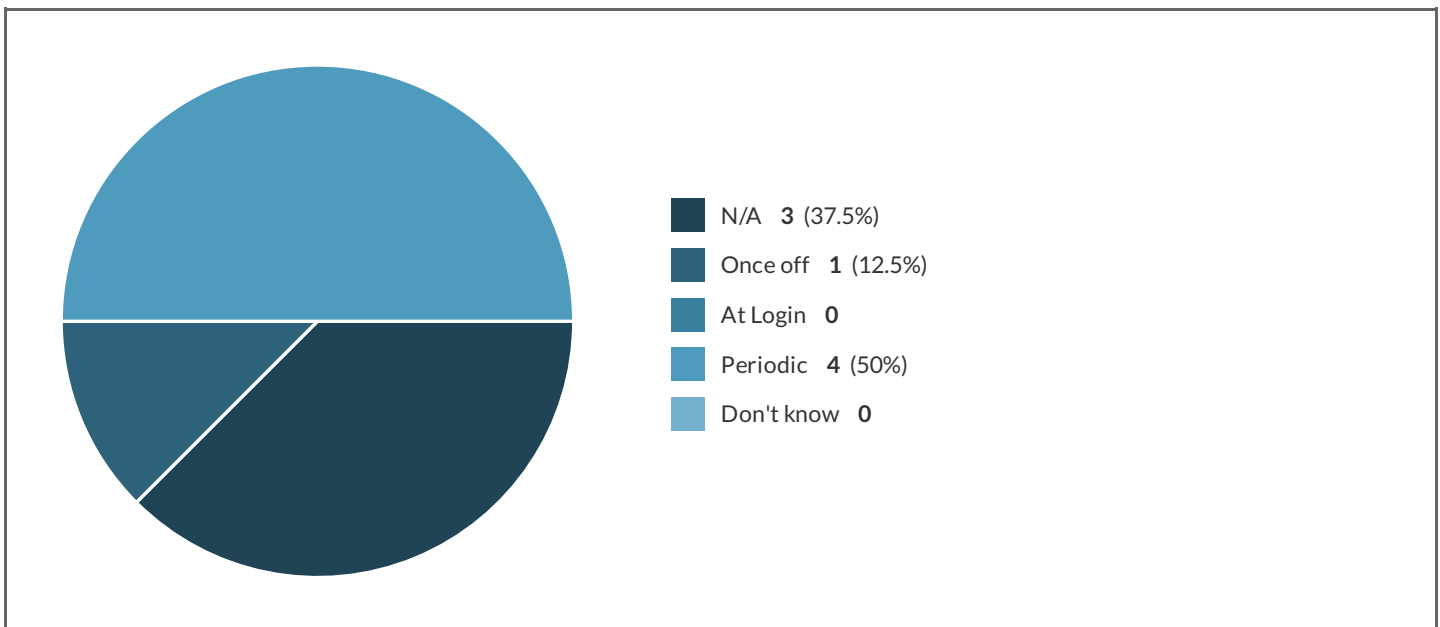
9 Dictionary words should not be permitted as passwords

9.1 Increased help desk/user support time

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



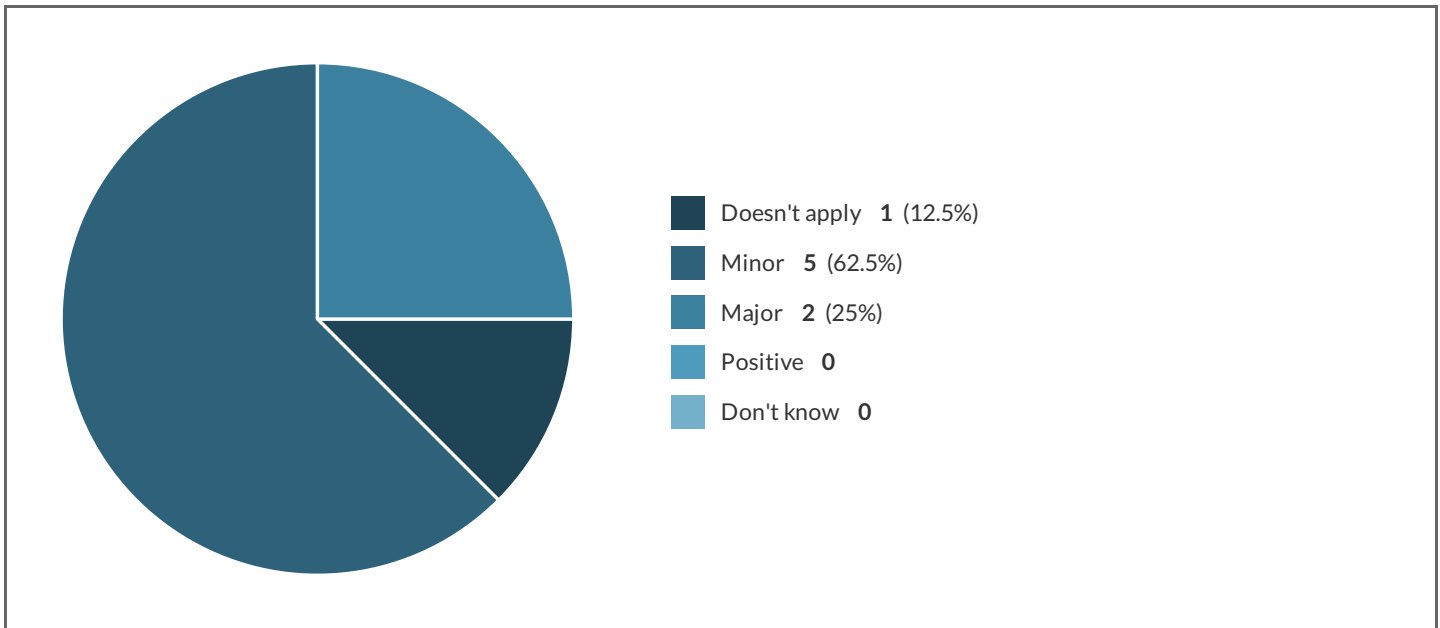
#### 9.1.b Increased help desk/user support time - Frequency Cost is Experienced



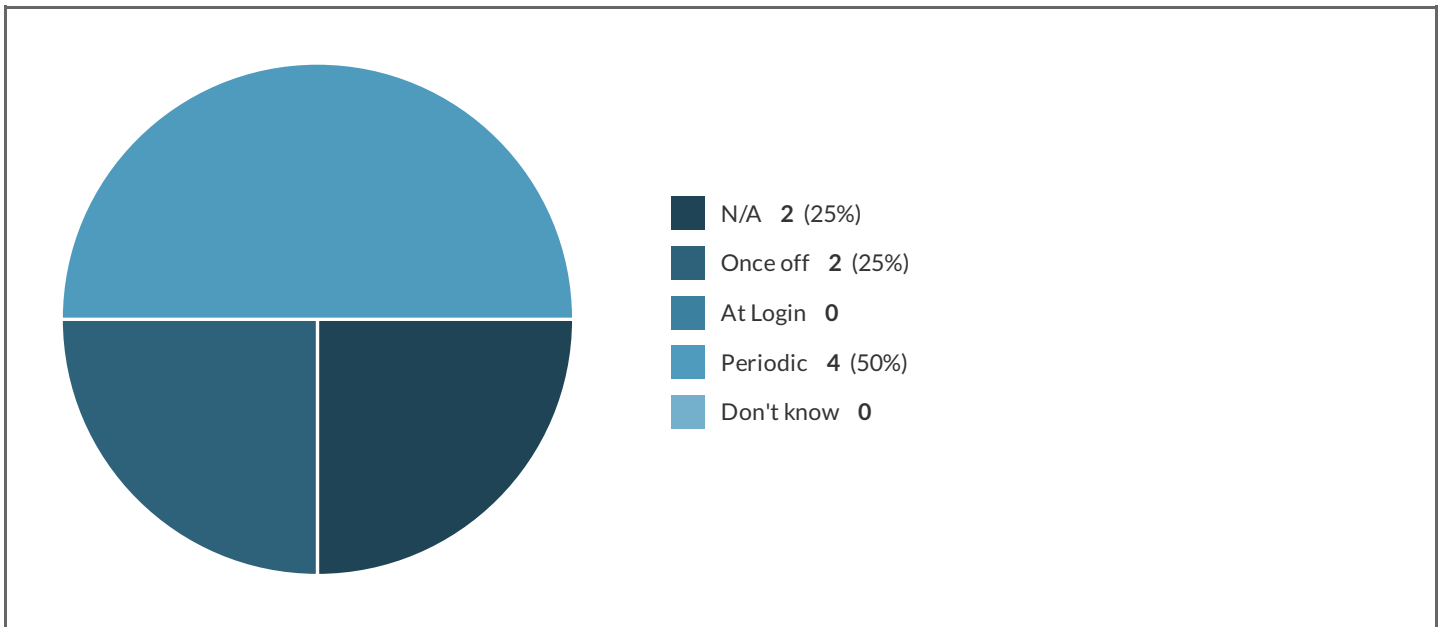
#### 9.2 User education required

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



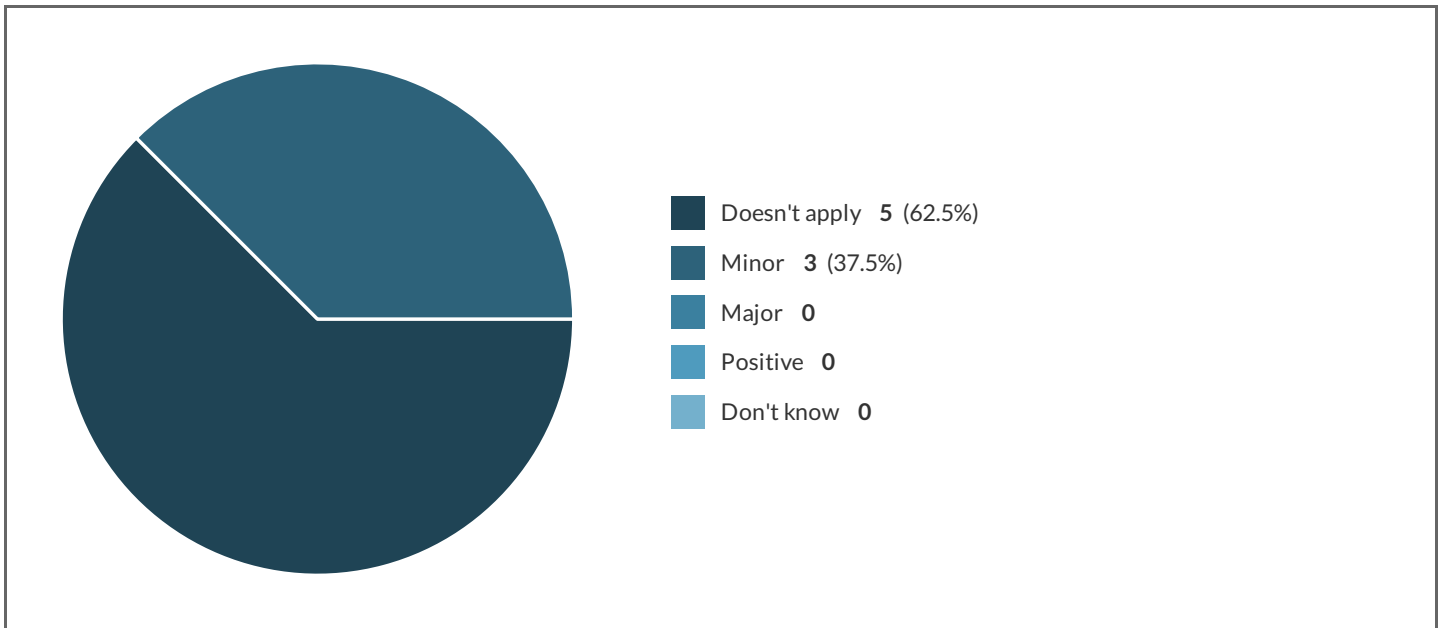


#### 9.2.b User education required - Frequency Cost is Experienced

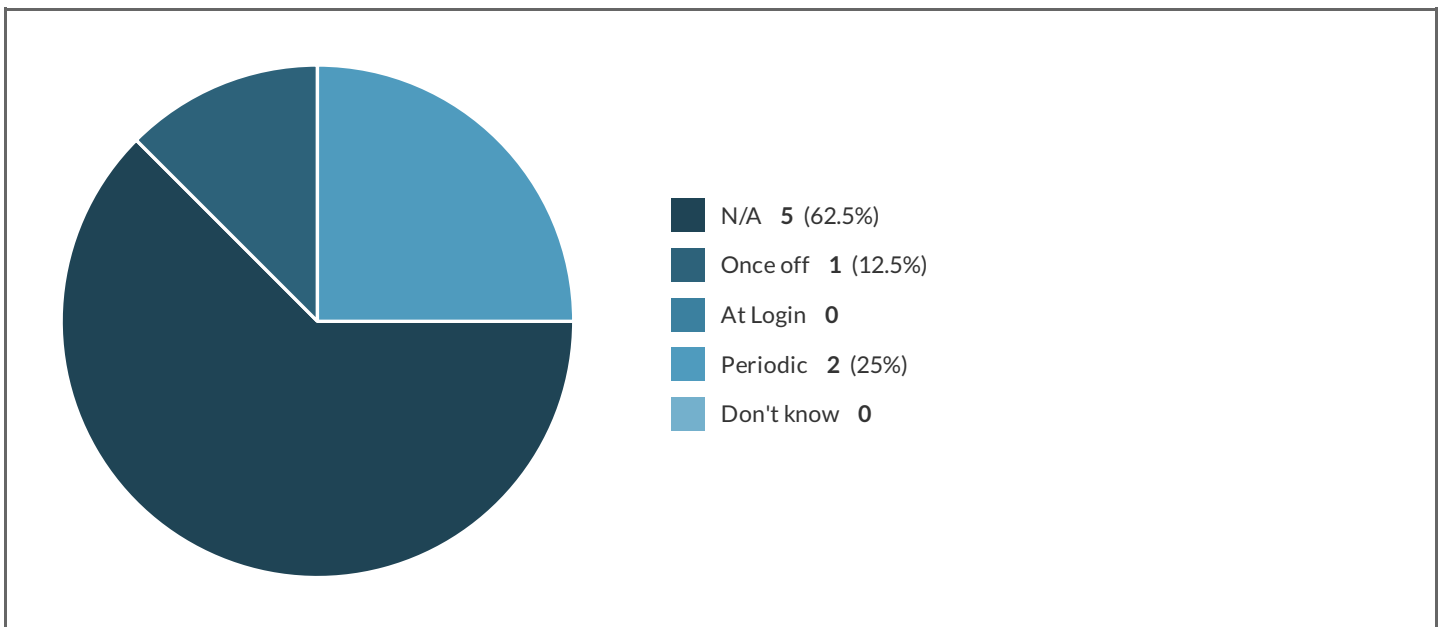


#### 9.3 Organization needs extra resources

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

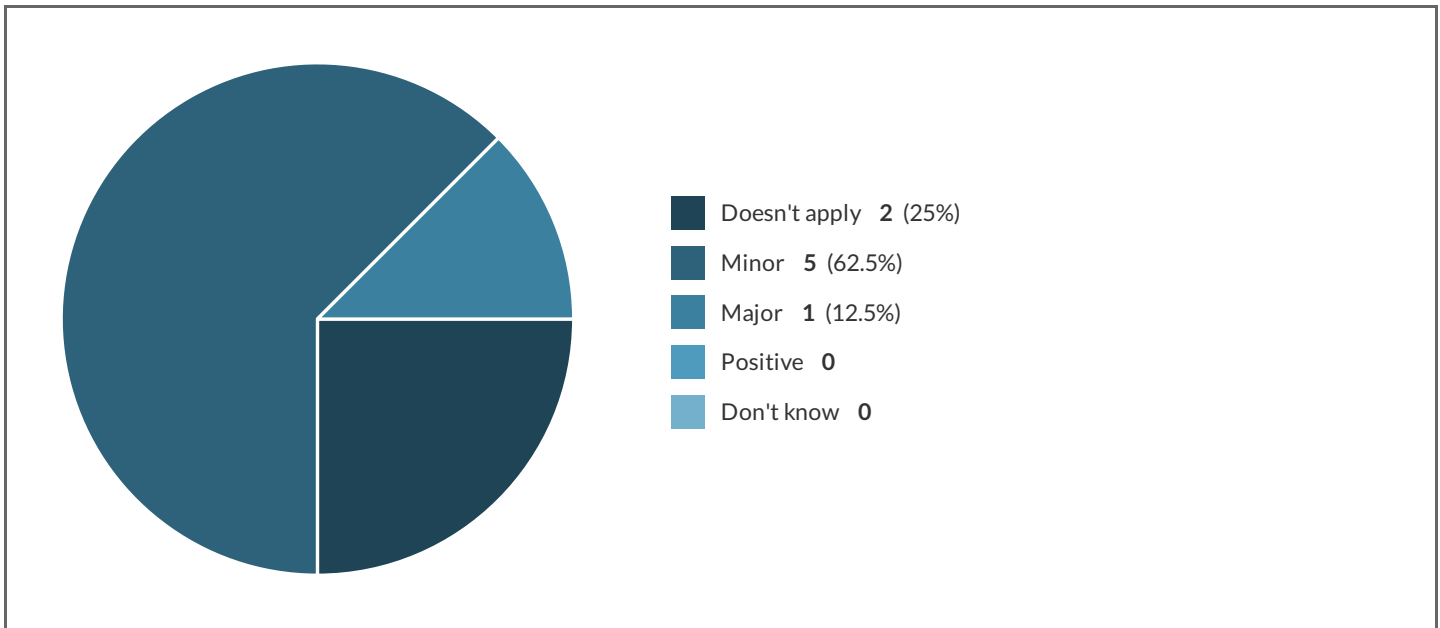


#### 9.3.b Organization needs extra resources - Frequency Cost is Experienced

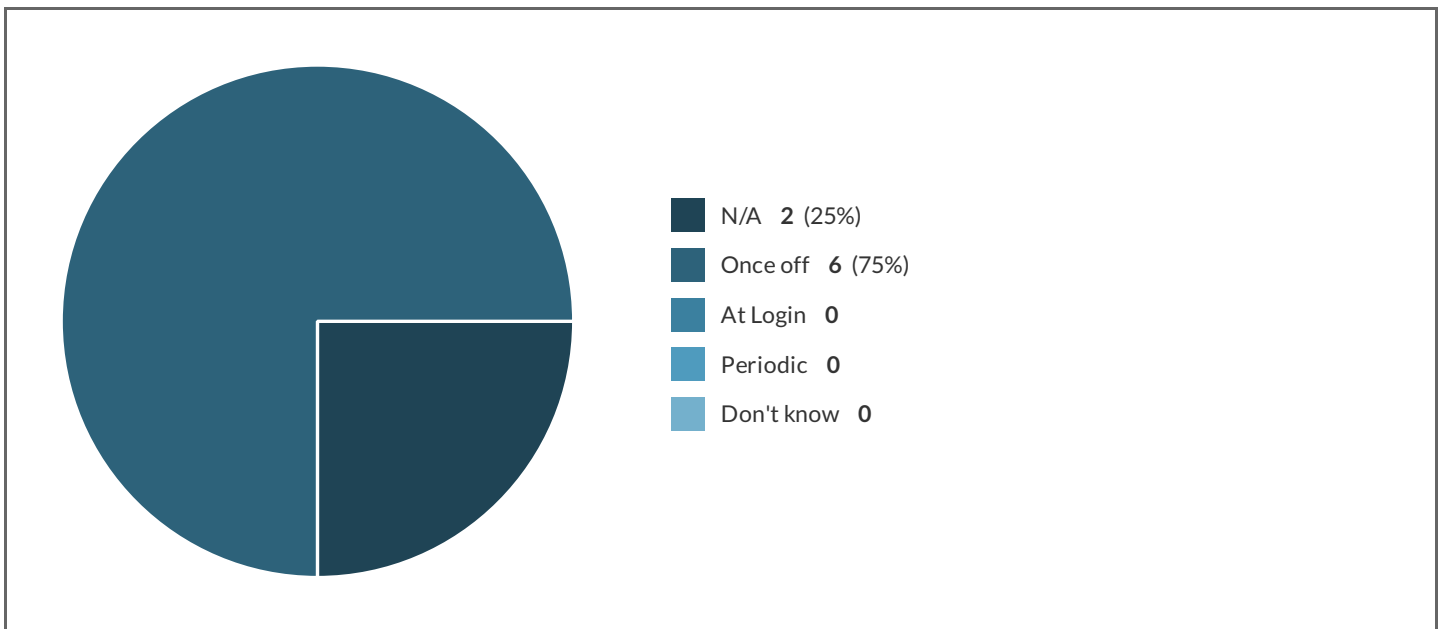


#### 9.4 Takes organization time to implement

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

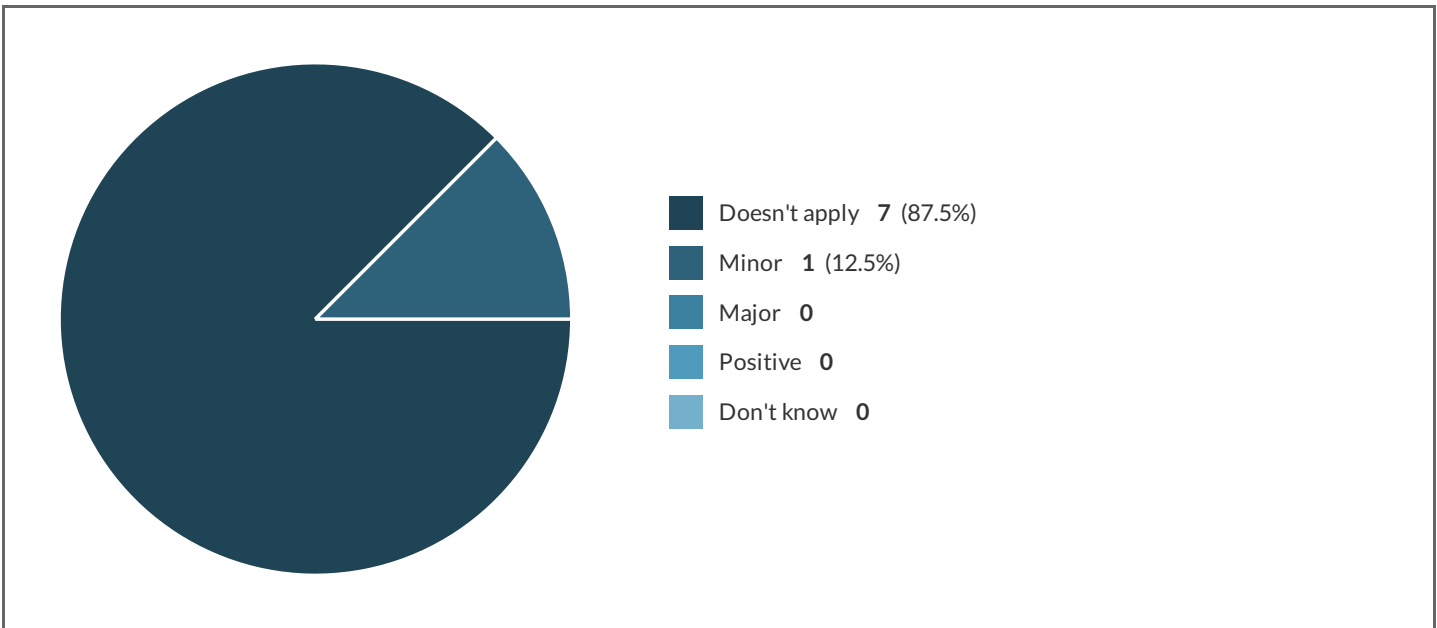


9.4.b Takes organization time to implement - Frequency Cost is Experienced

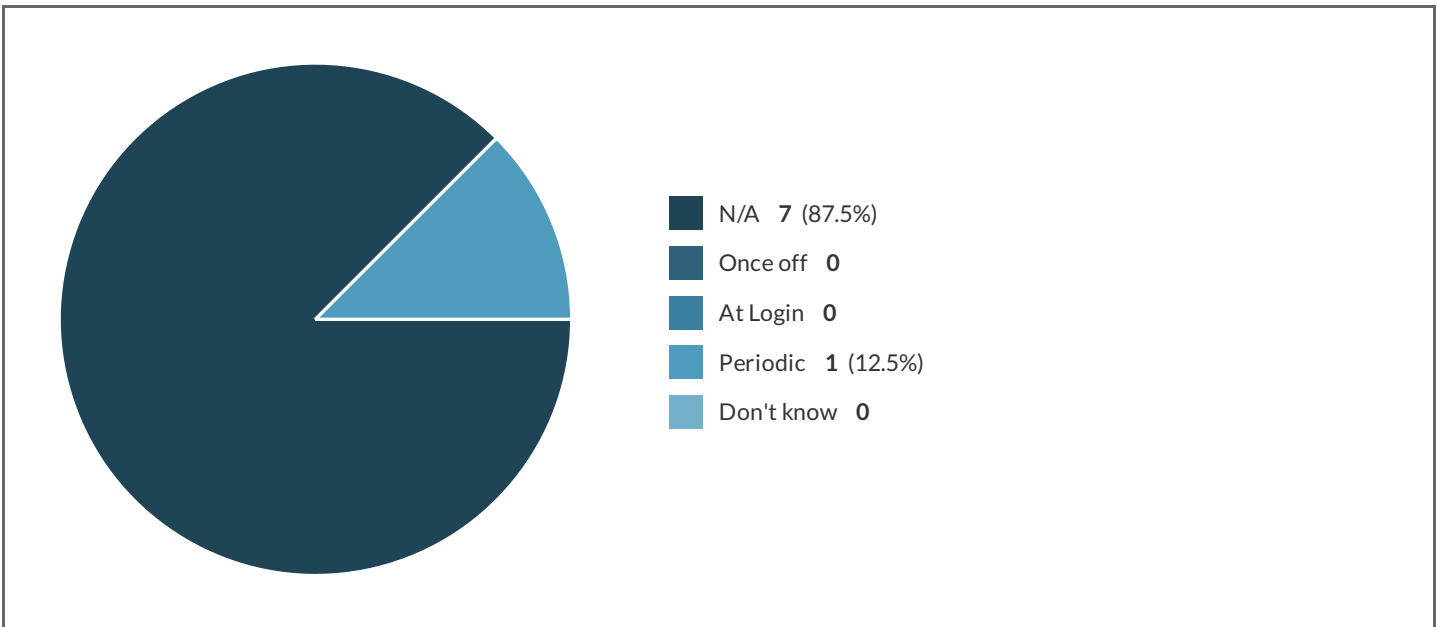


9.5 Increases the organization's computing power needed

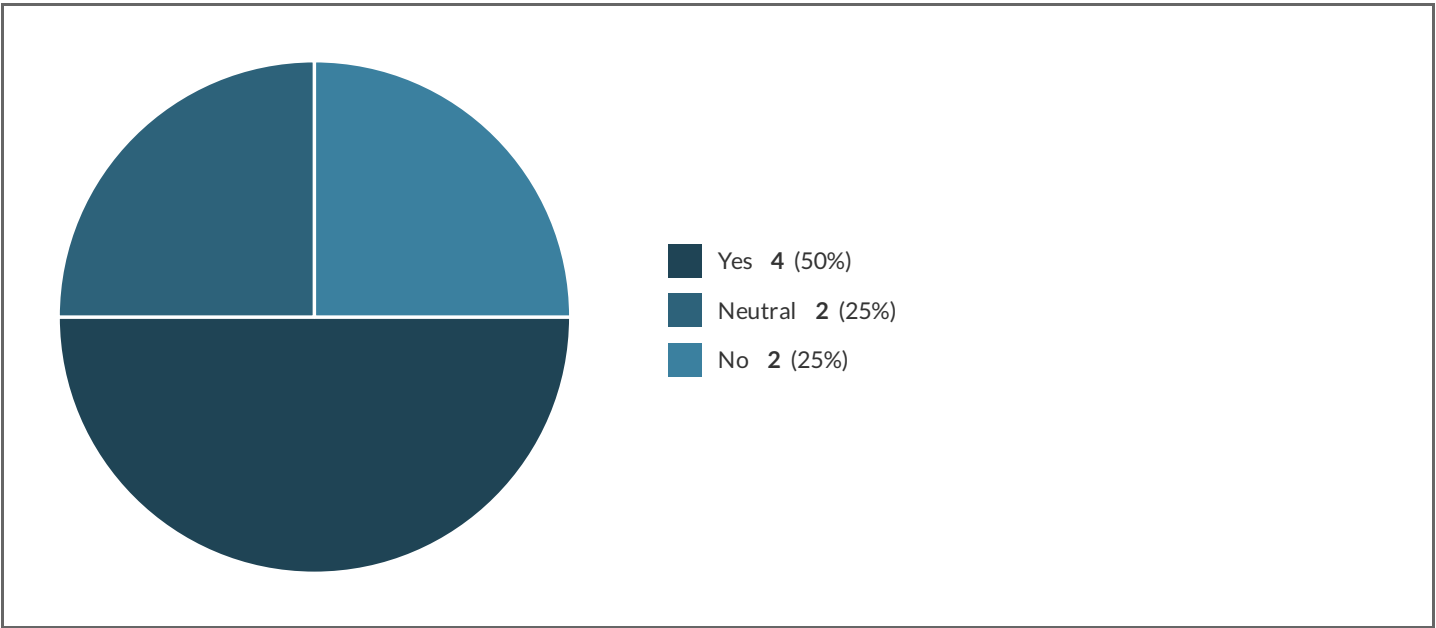
9.5.a Increases the organization's computing power needed - Severity of Cost



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



9.a Do you approve of this advice?



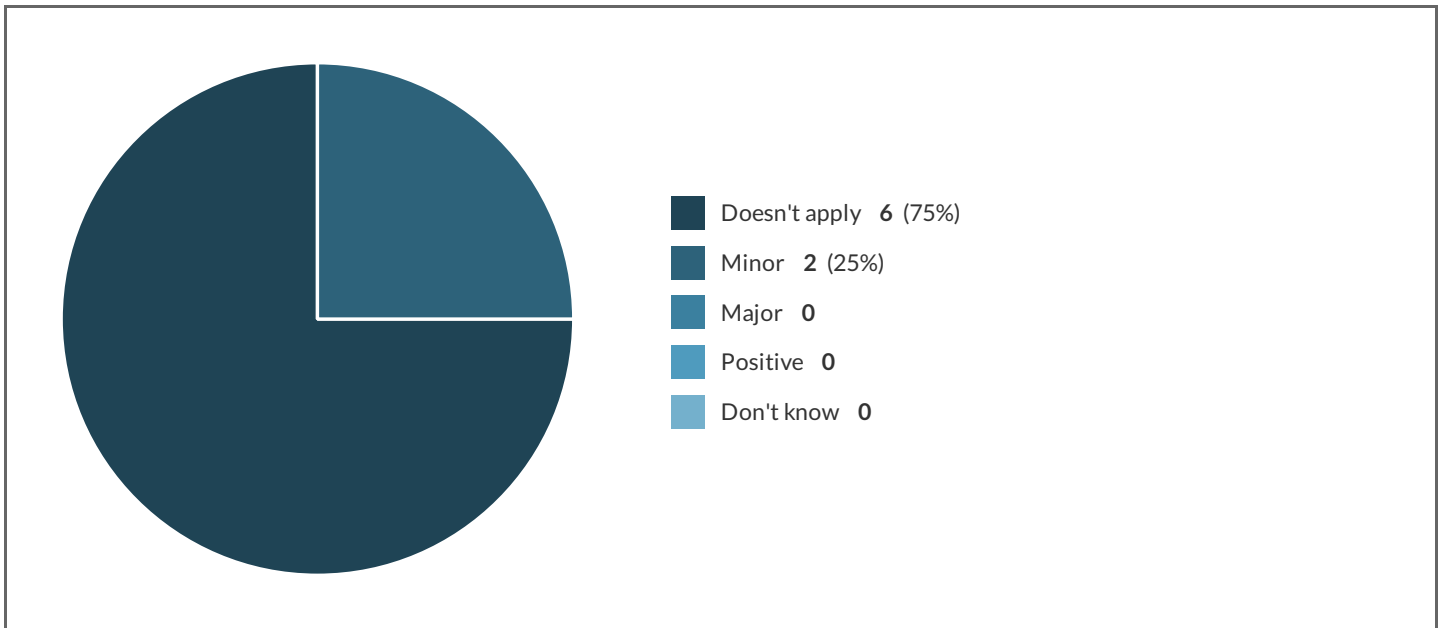
#### 9.b Comments

Showing first 5 of 6 responses	
Too easy to brute force otherwise	633877-633868-66096960
Single dictionary words should not be allowed, but combining multiple words into a longer passphrase is a good policy.	633877-633868-66148906
This contradicts current thinking that passwords should be log and based on words such as "fox kitchen dubai welcome turtle"	633877-633868-66731439
Again, this is a "it depends" answer, some systems can support this out of the box, other might be able to with some hard work, others just can't and you have to buy a new one.	633877-633868-66864365
Depends how many words.	633877-633868-66869746

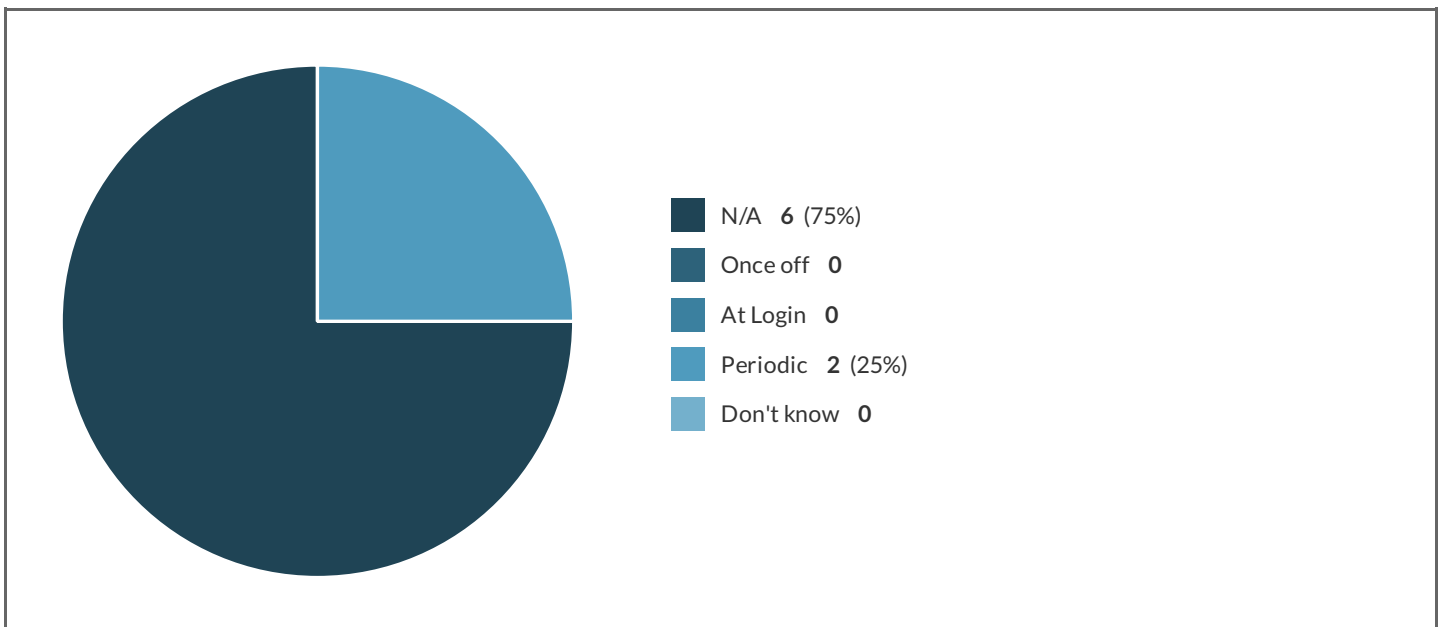
#### 10 Users should not leave passwords in plain sight

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

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

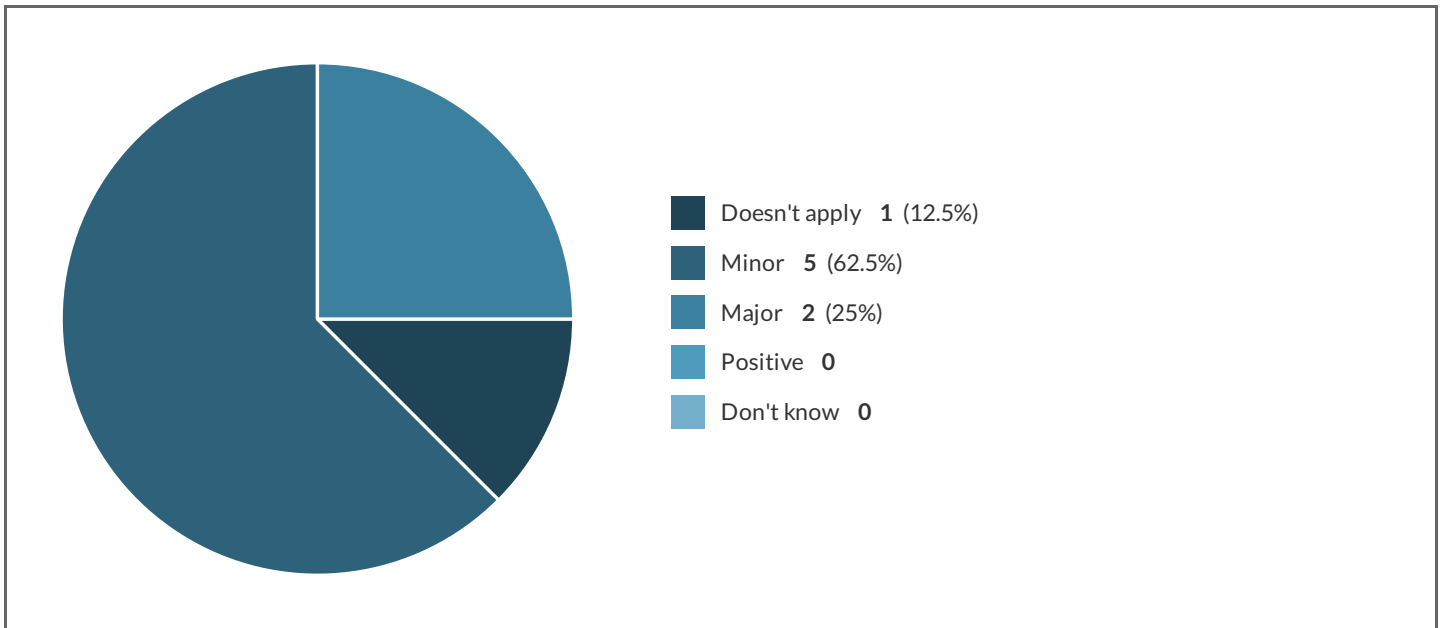


#### 10.1.b Increased help desk/user support time - Frequency Cost is Experienced

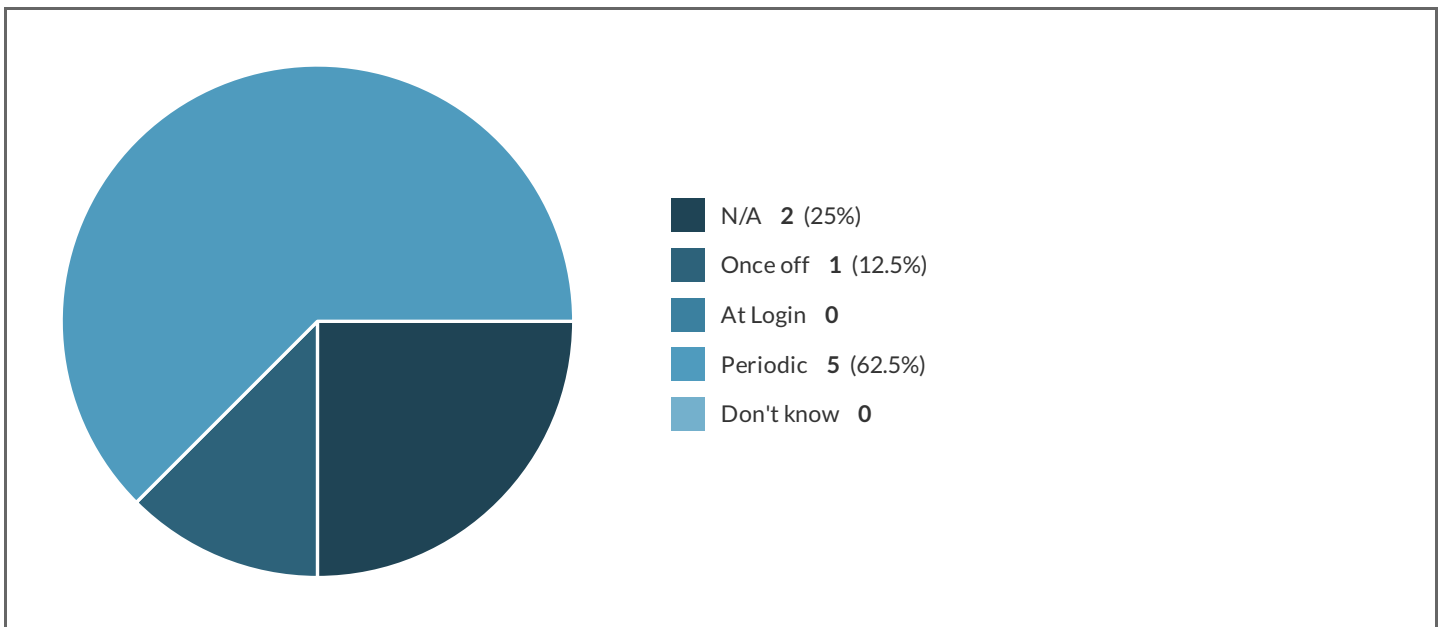


#### 10.2 User education required

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

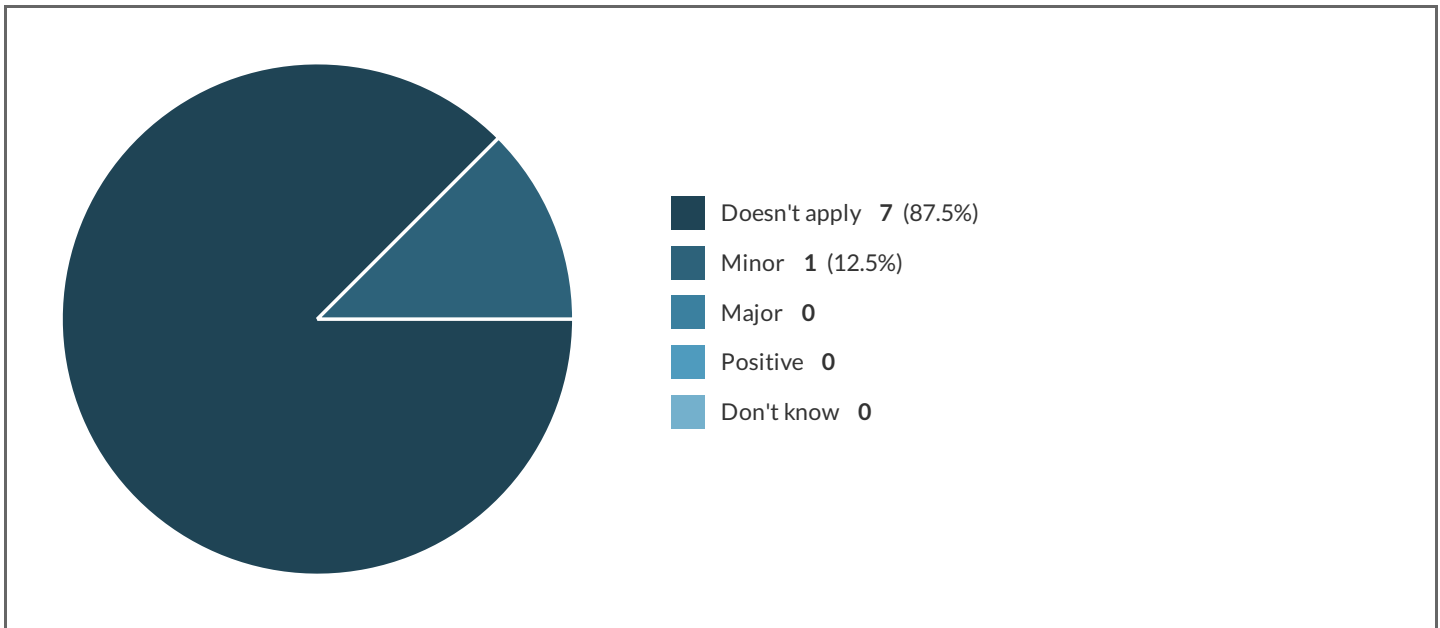


#### 10.2.b User education required - Frequency Cost is Experienced

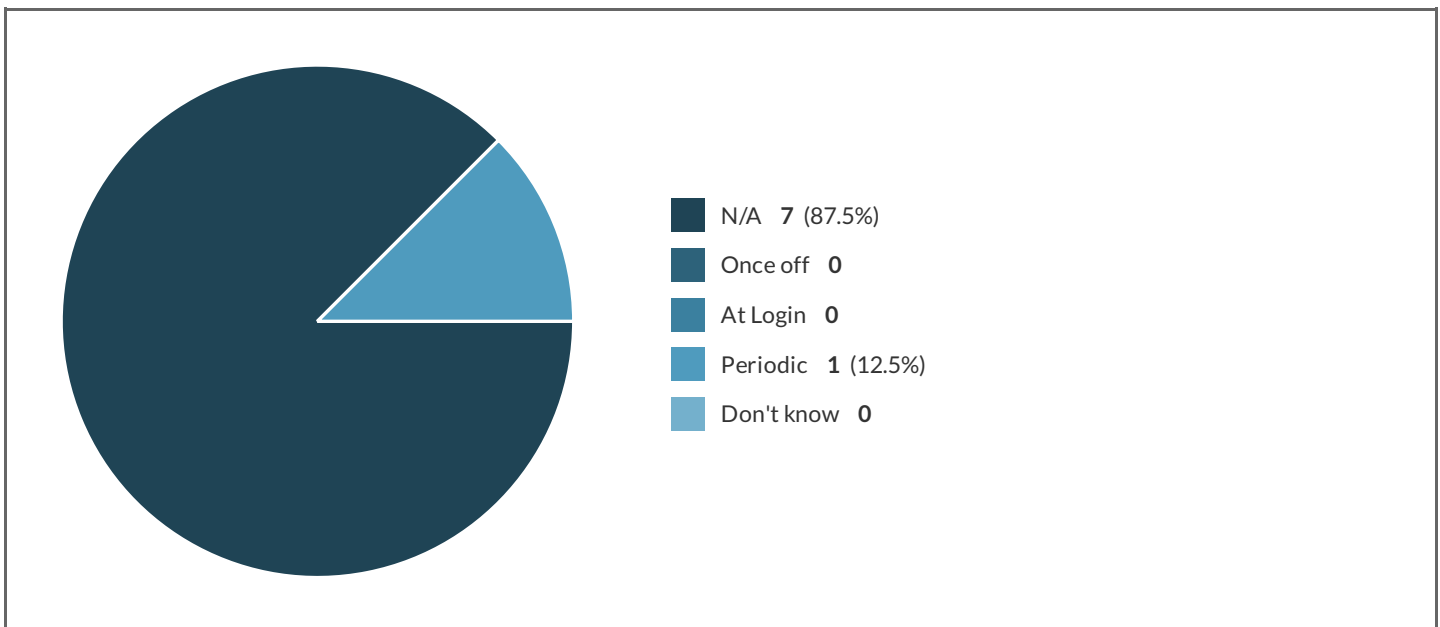


#### 10.3 Organization needs extra resources

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



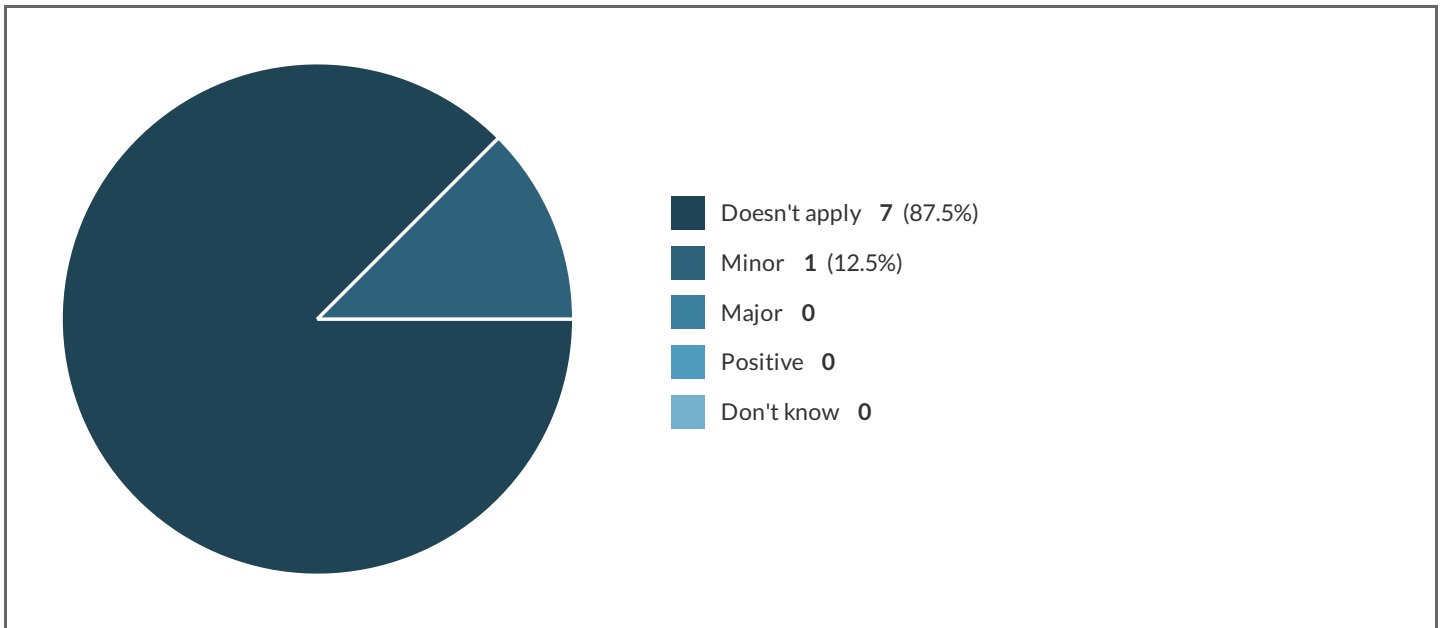
#### 10.3.b Organization needs extra resources - Frequency Cost is Experienced



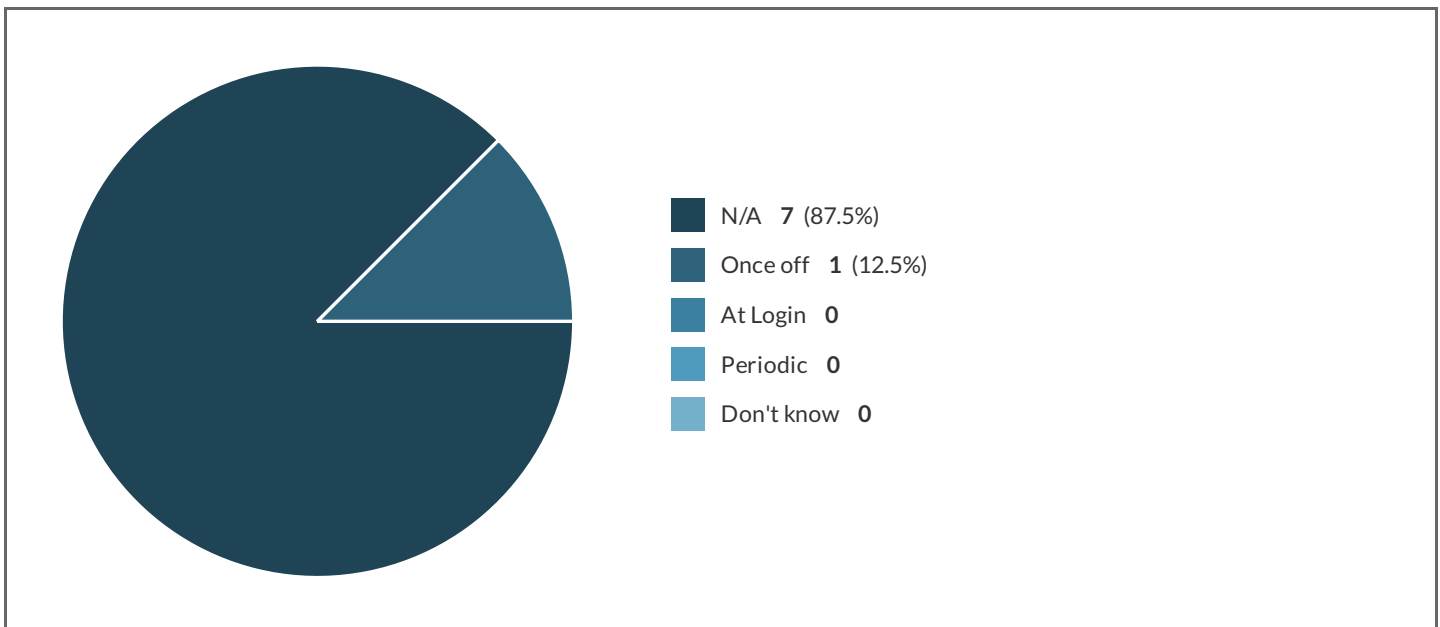
#### 10.4 Takes organization time to implement

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



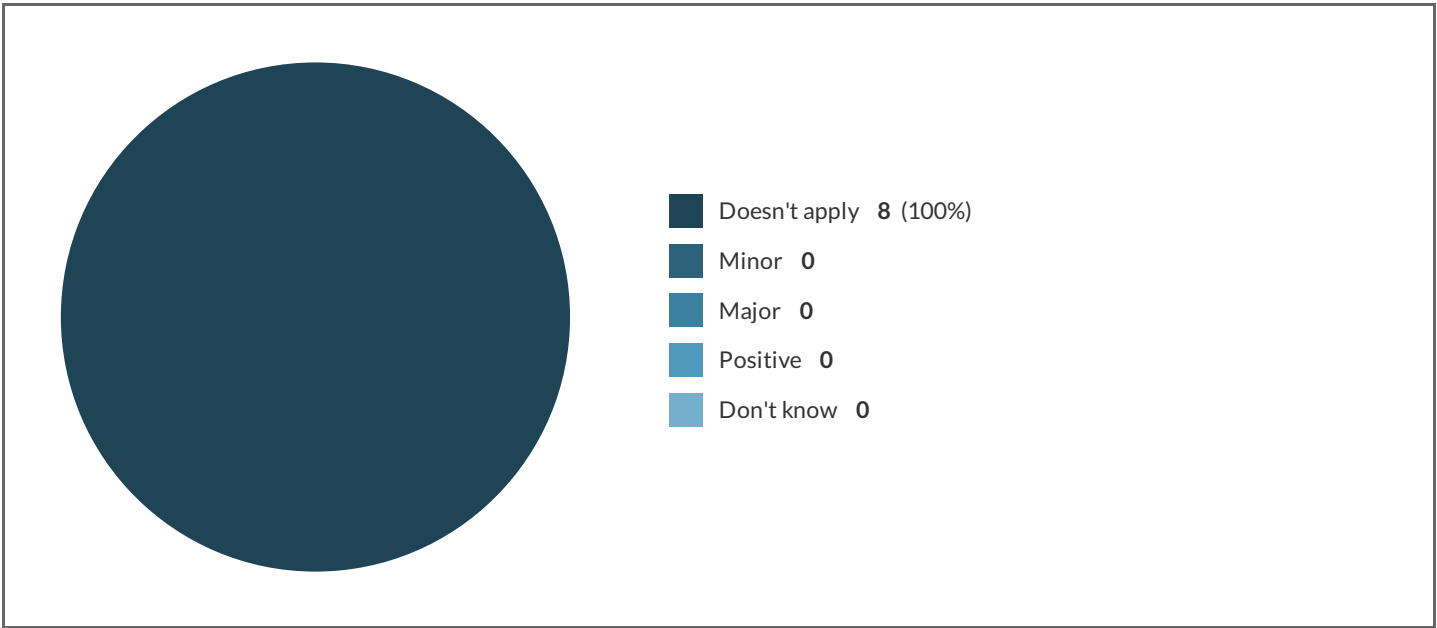


**10.4.b** Takes organization time to implement - Frequency Cost is Experienced

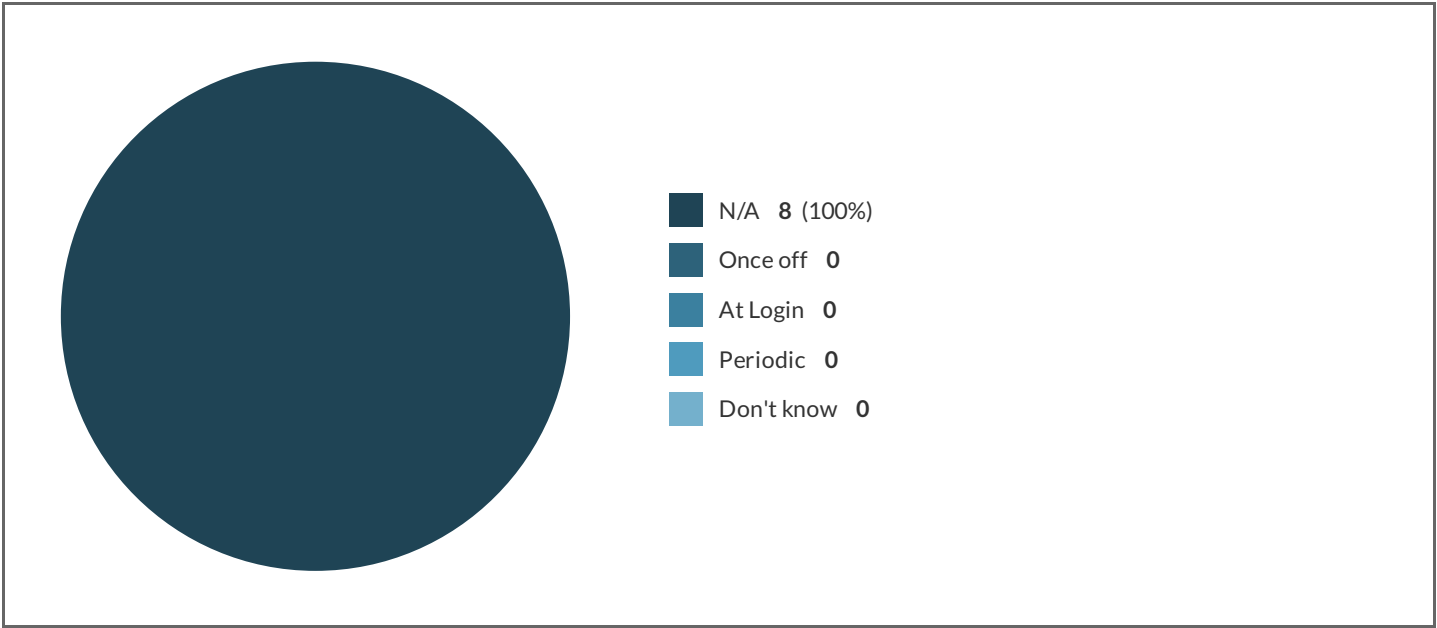


**10.5** Increases the organization's computing power needed

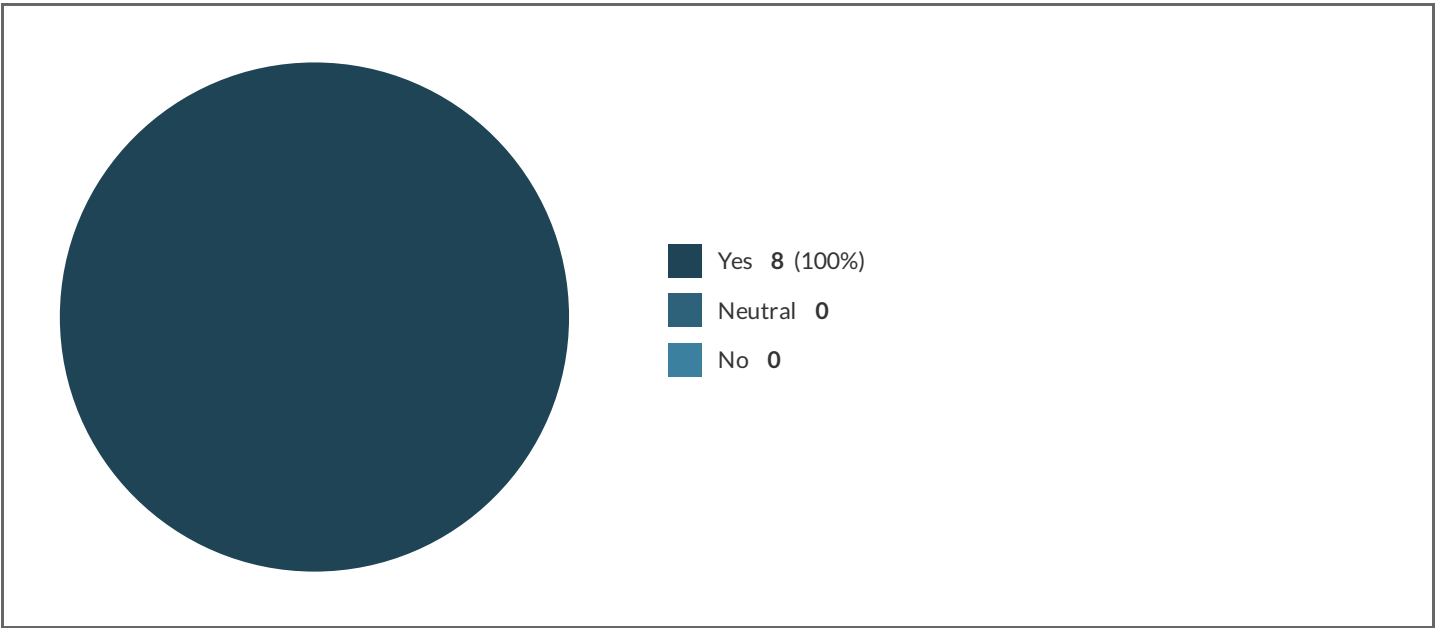
**10.5.a** Increases the organization's computing power needed - Severity of Cost



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



10.a Do you approve of this advice?



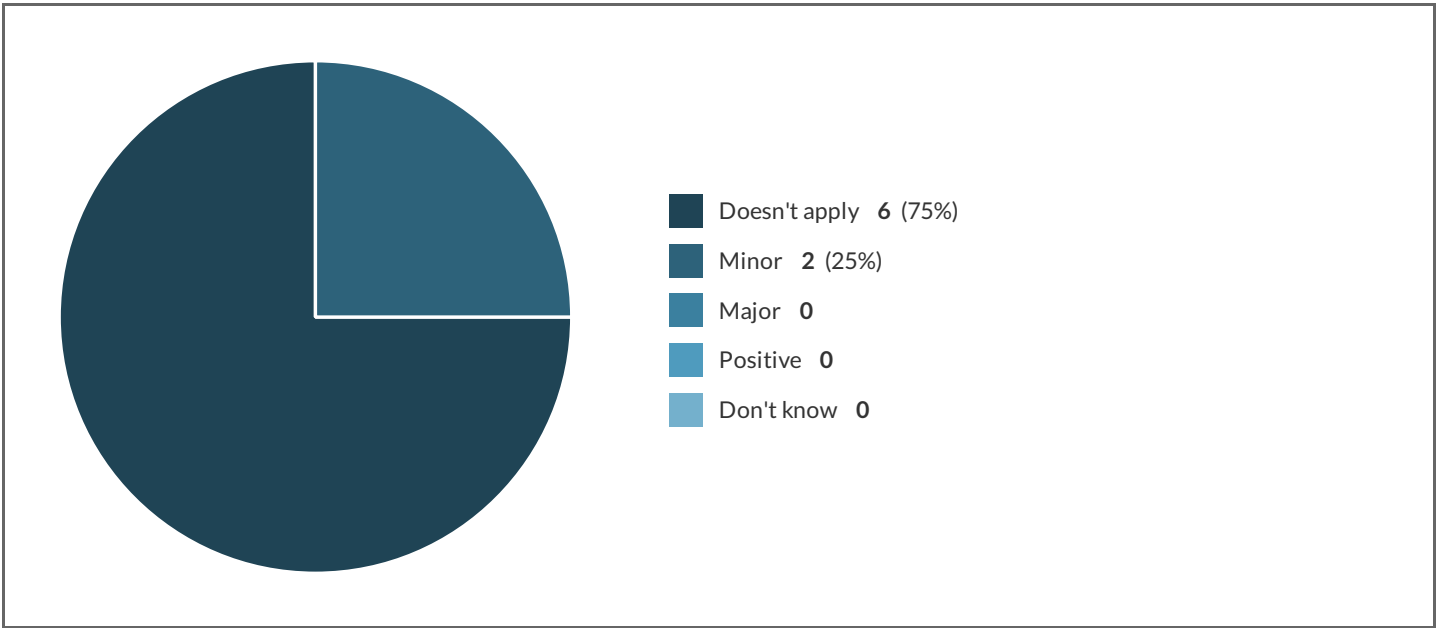
10.b Comments

Showing all 2 responses	
This is usually a minor inconvenience to users and means ransomers can't log in if they get access to a room	<a href="#">633877-633868-66096960</a>
Hard to answer this question. There could be major org costs if certain accounts are compromised like this. But in general it's nota help desk cost.	<a href="#">633877-633868-66148906</a>

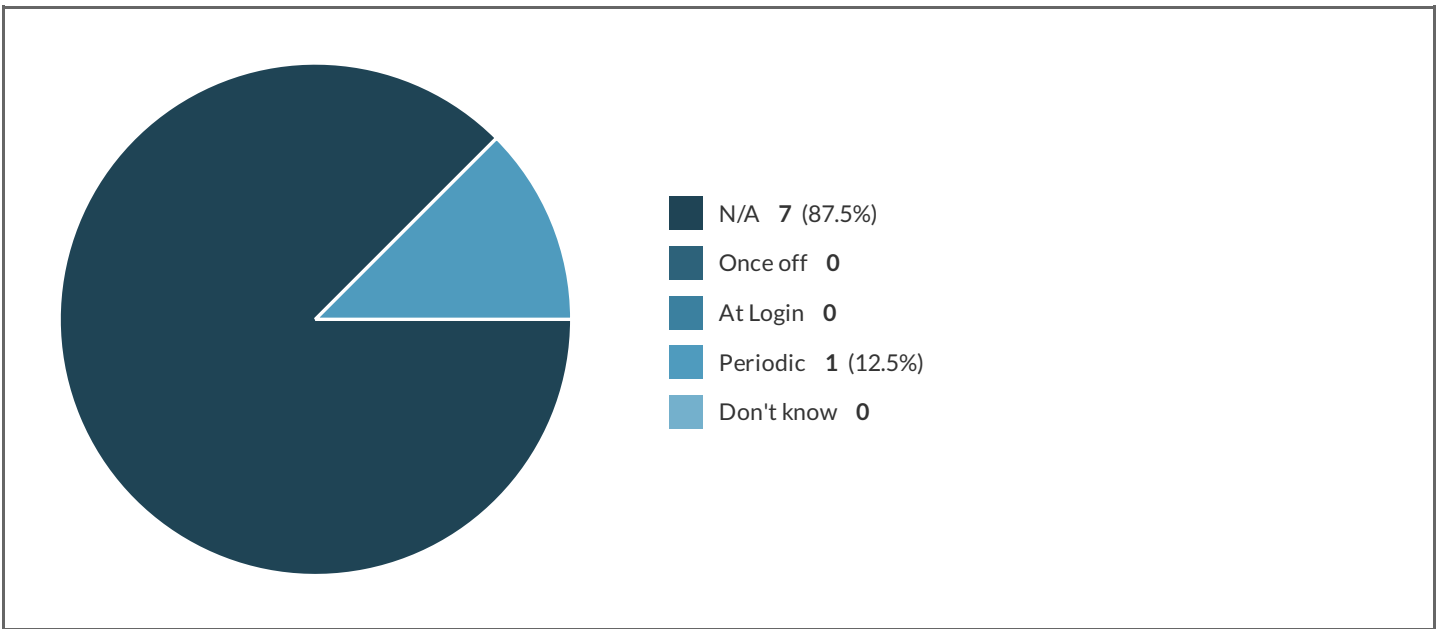
11 There are certain passwords that users should never reuse between multiple sites/systems

11.1 Increased help desk/user support time

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

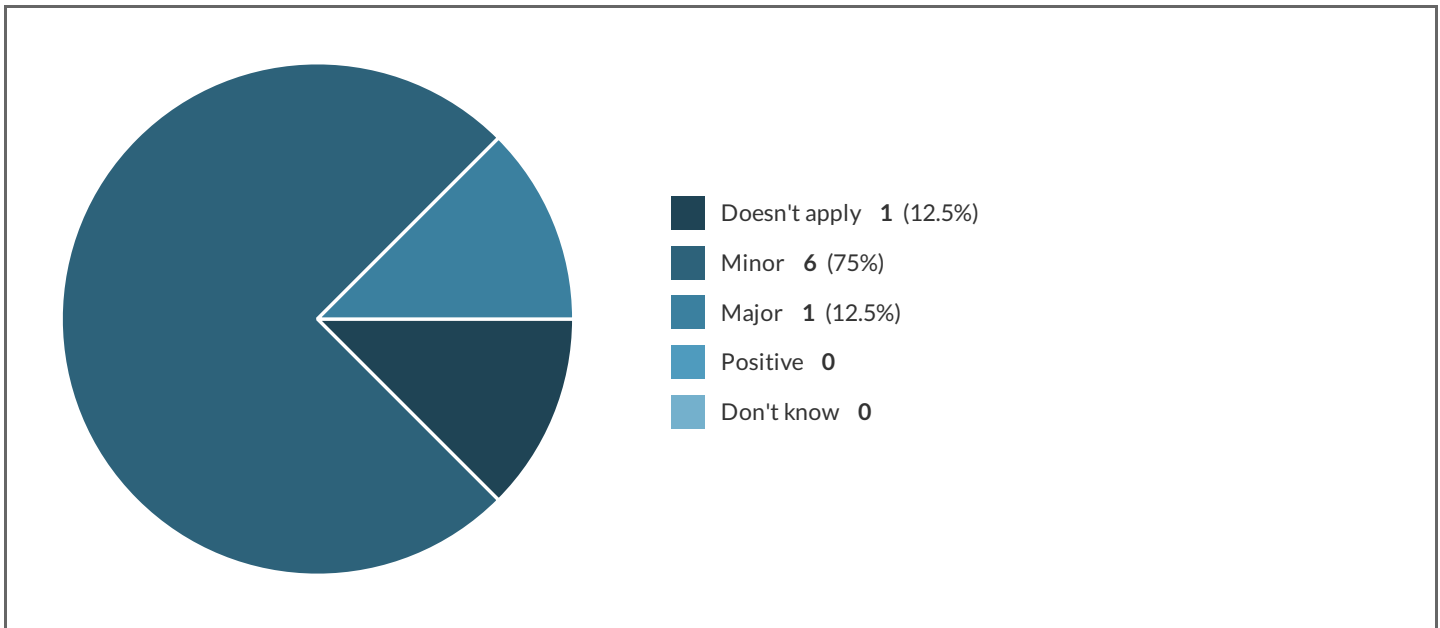


11.1.b Increased help desk/user support time - Frequency Cost is Experienced

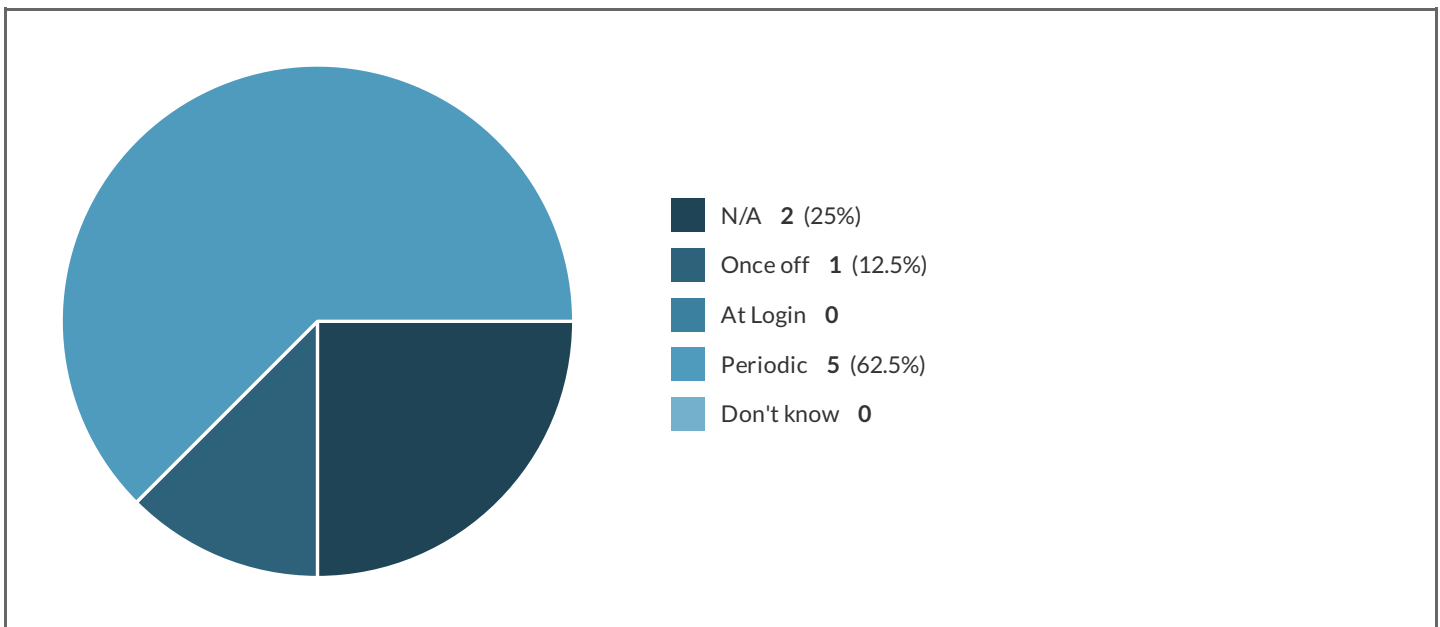


11.2 User education required

11.2.a User education required - Severity of Cost

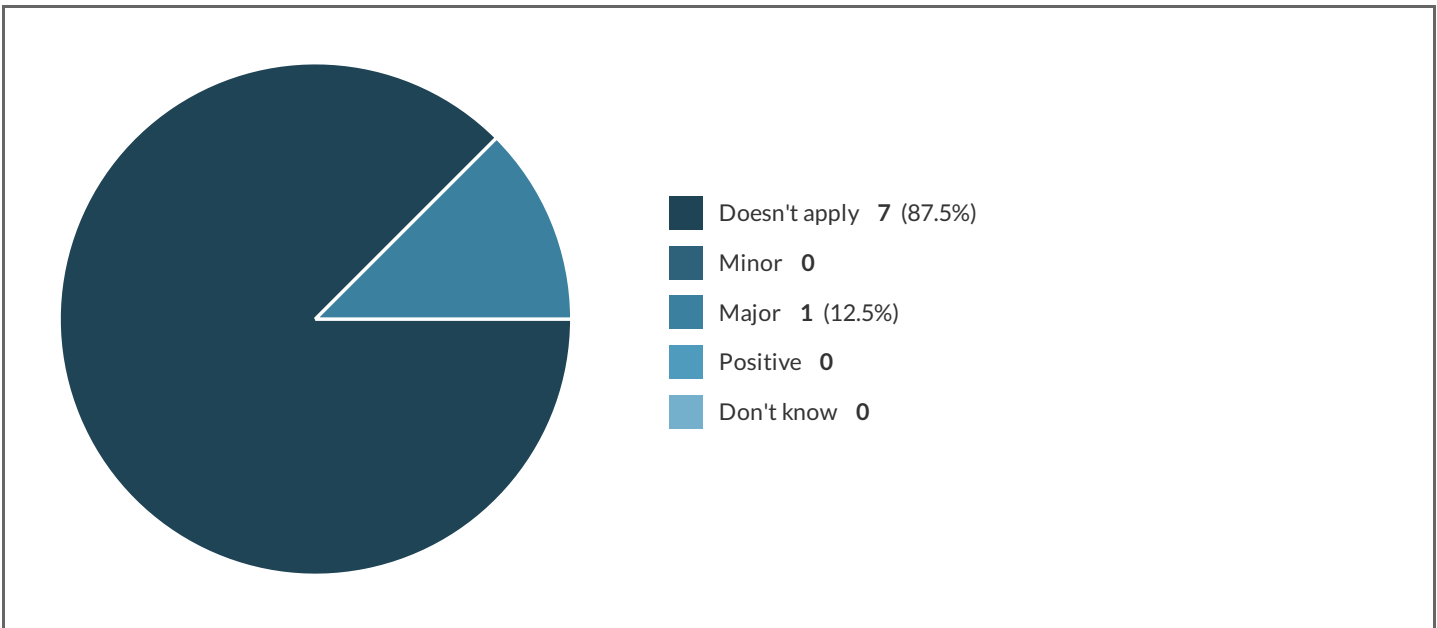


#### 11.2.b User education required - Frequency Cost is Experienced

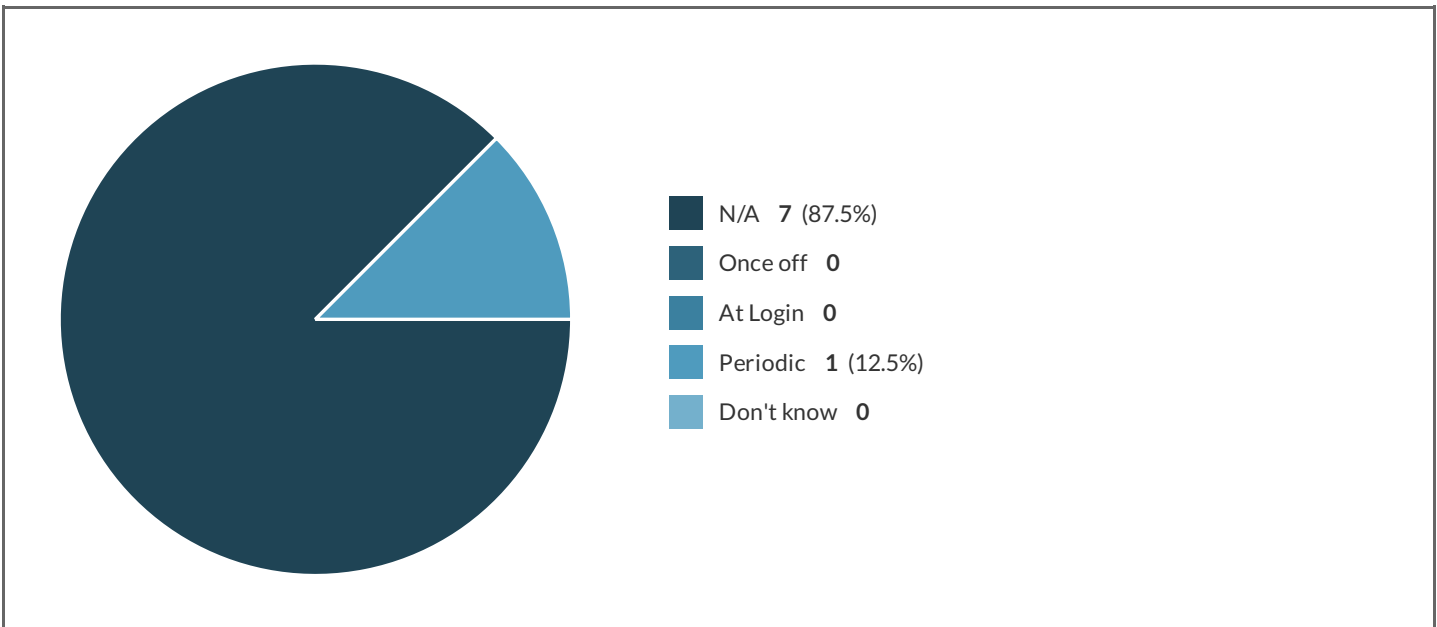


#### 11.3 Organization needs extra resources

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

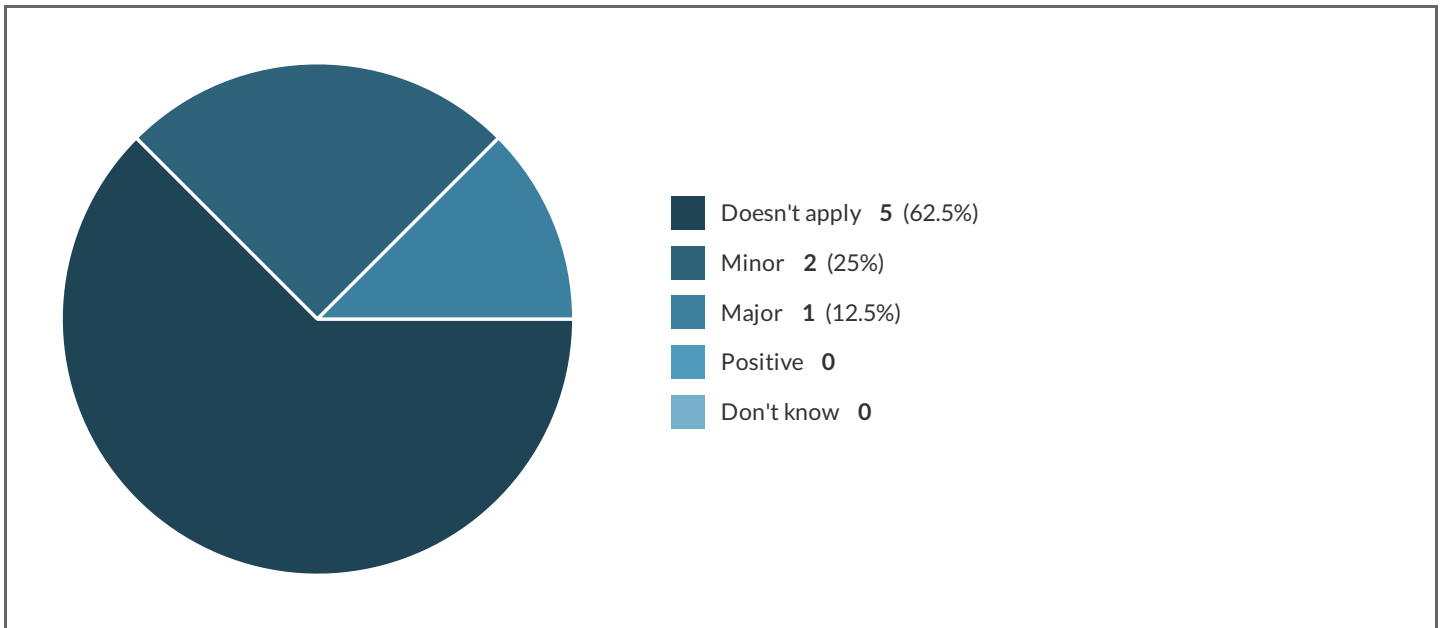


#### 11.3.b Organization needs extra resources - Frequency Cost is Experienced

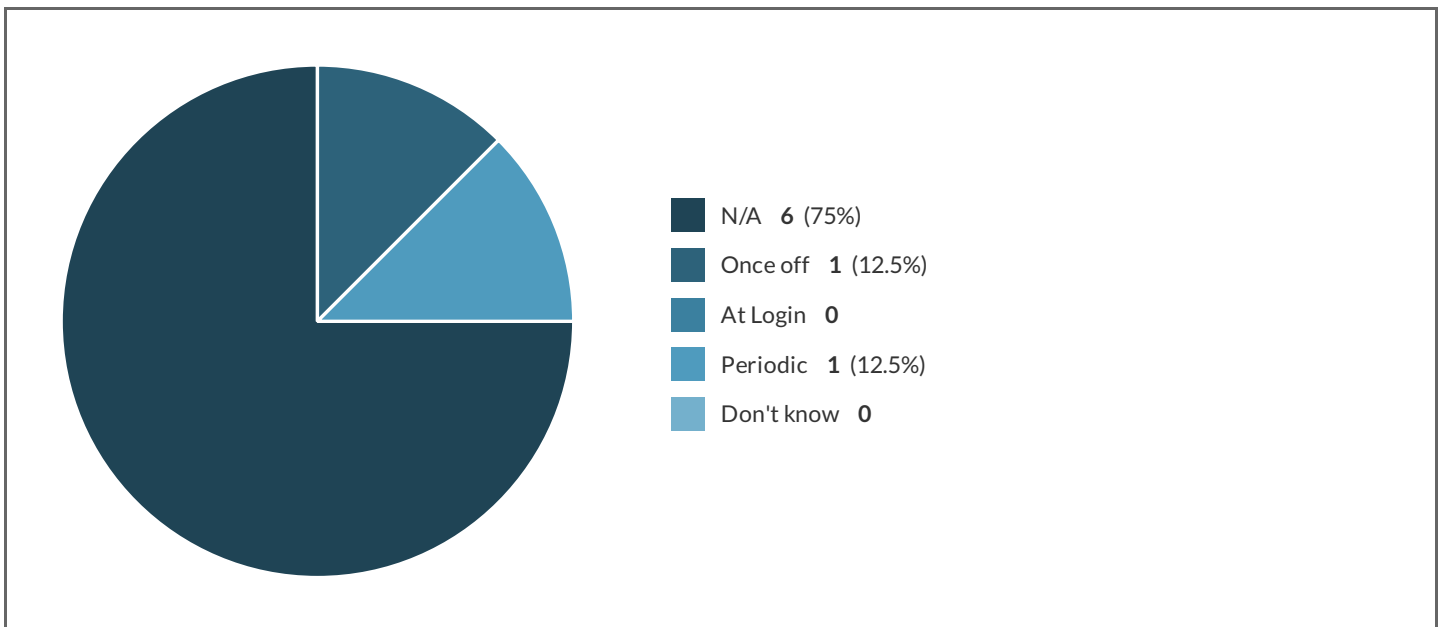


#### 11.4 Takes organization time to implement

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

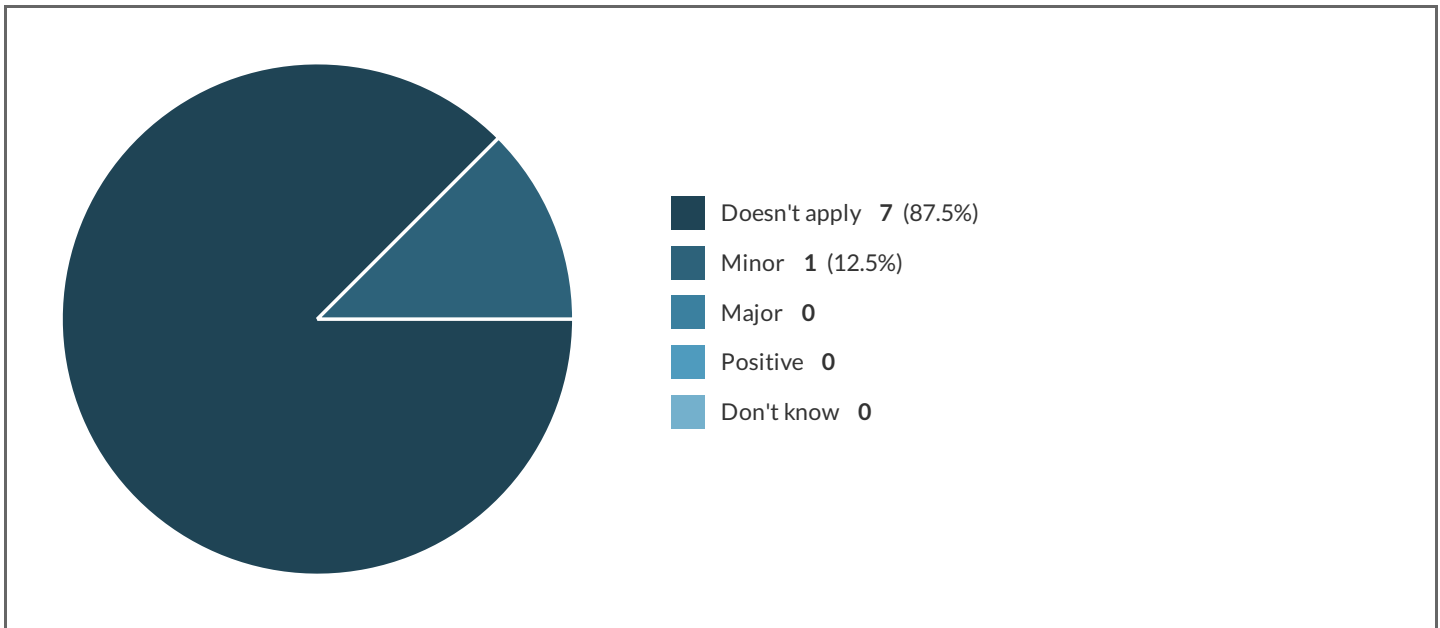


#### 11.4.b Takes organization time to implement - Frequency Cost is Experienced

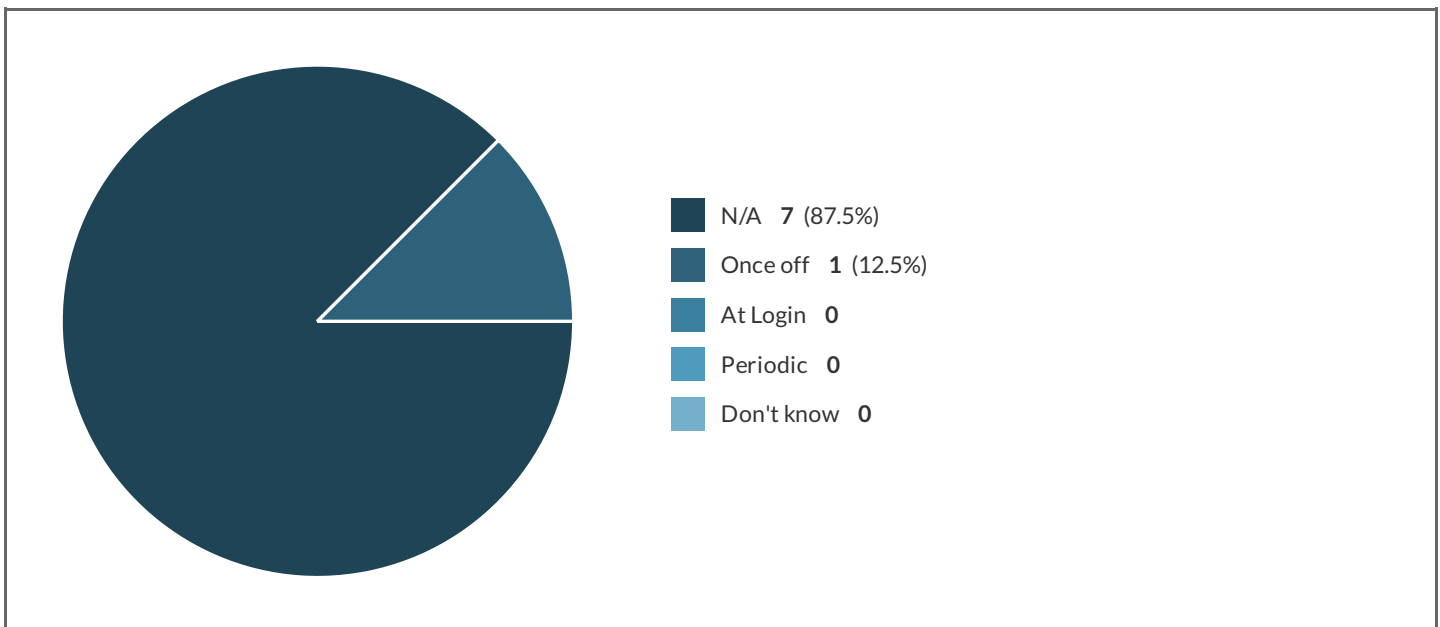


#### 11.5 Increases the organization's computing power needed

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

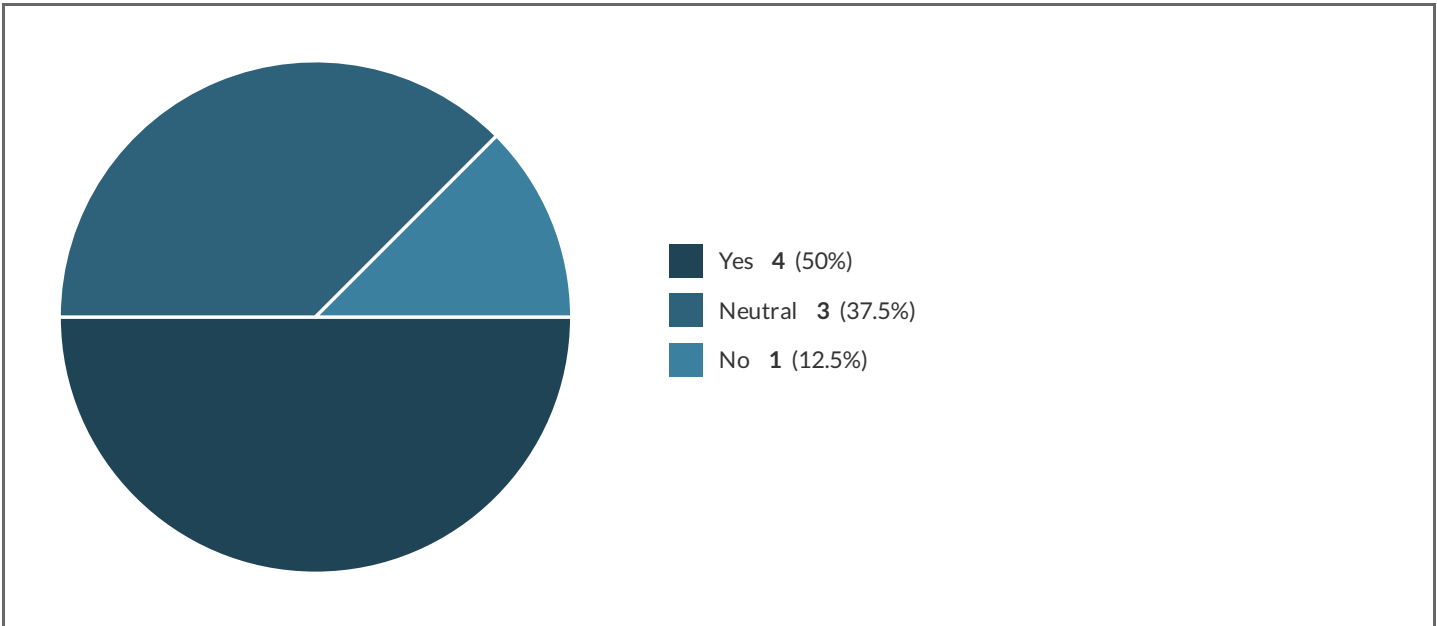


**11.5.b** Increases the organization's computing power needed - Frequency Cost is Experienced



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





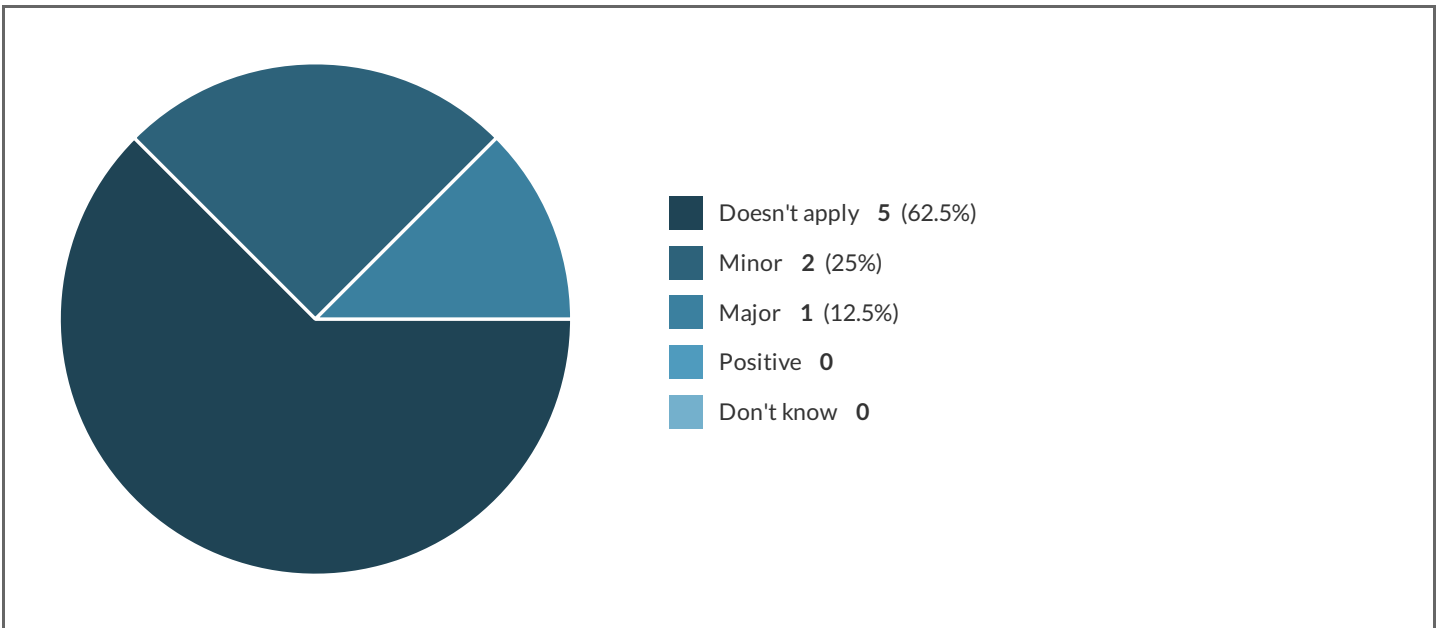
11.b Comments

Showing all 5 responses	
Usually passwords for important systems or admin accounts shouldn't be shared	633877-633868-66096960
Good idea in theory, but in practice very difficult to implement, unless the org owns/manages all of the relevant systems.	633877-633868-66148906
I wouldnt limit to "certain". No passwords should be reused between sites/systems	633877-633868-66731439
All passwords should never be reused, not certain...	633877-633868-66864365
Question is misleading. Certain in which way? Password should not generally be reused.	633877-633868-66869746

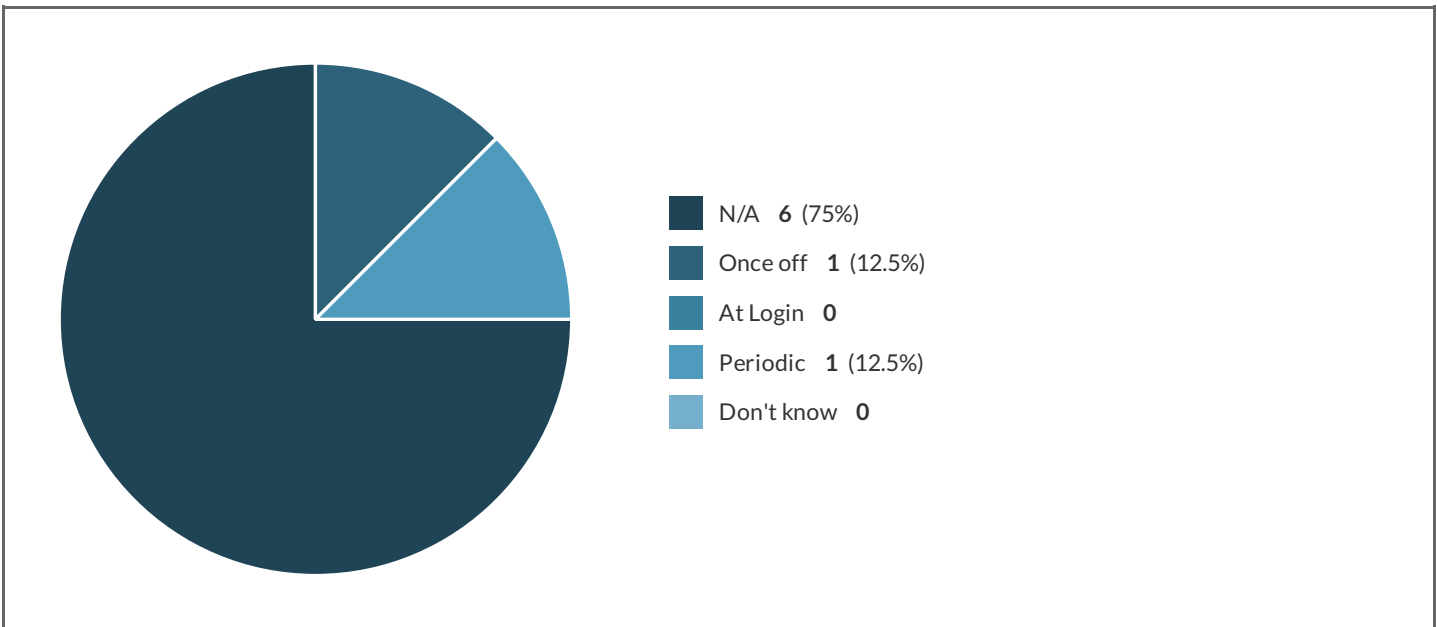
12 A user should not reuse usernames between multiple sites/systems

12.1 Increased help desk/user support time

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

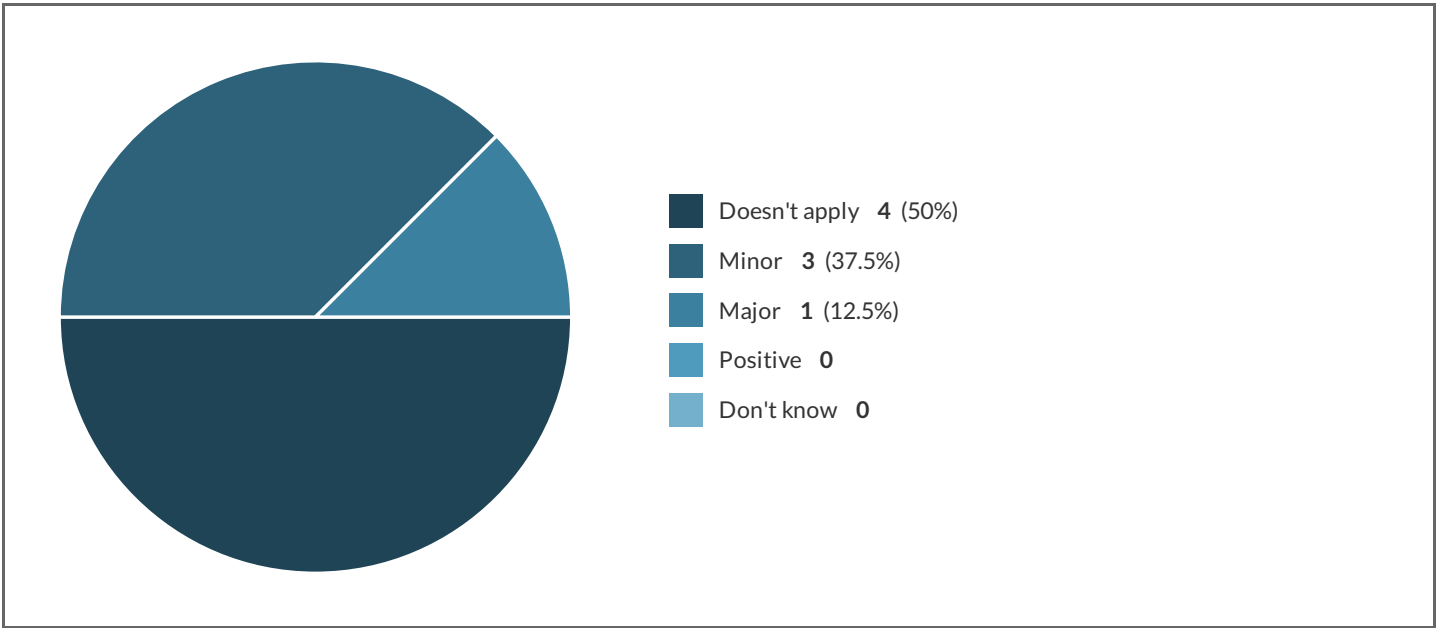


#### 12.1.b Increased help desk/user support time - Frequency Cost is Experienced

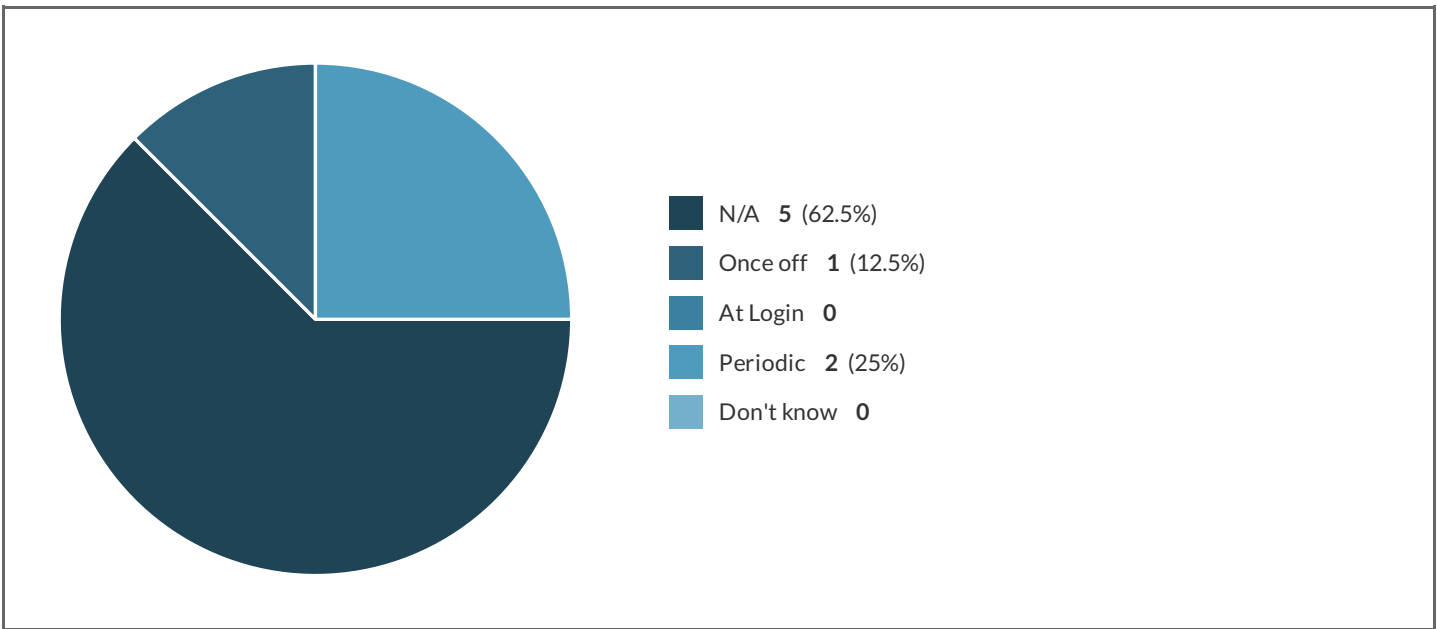


#### 12.2 User education required

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

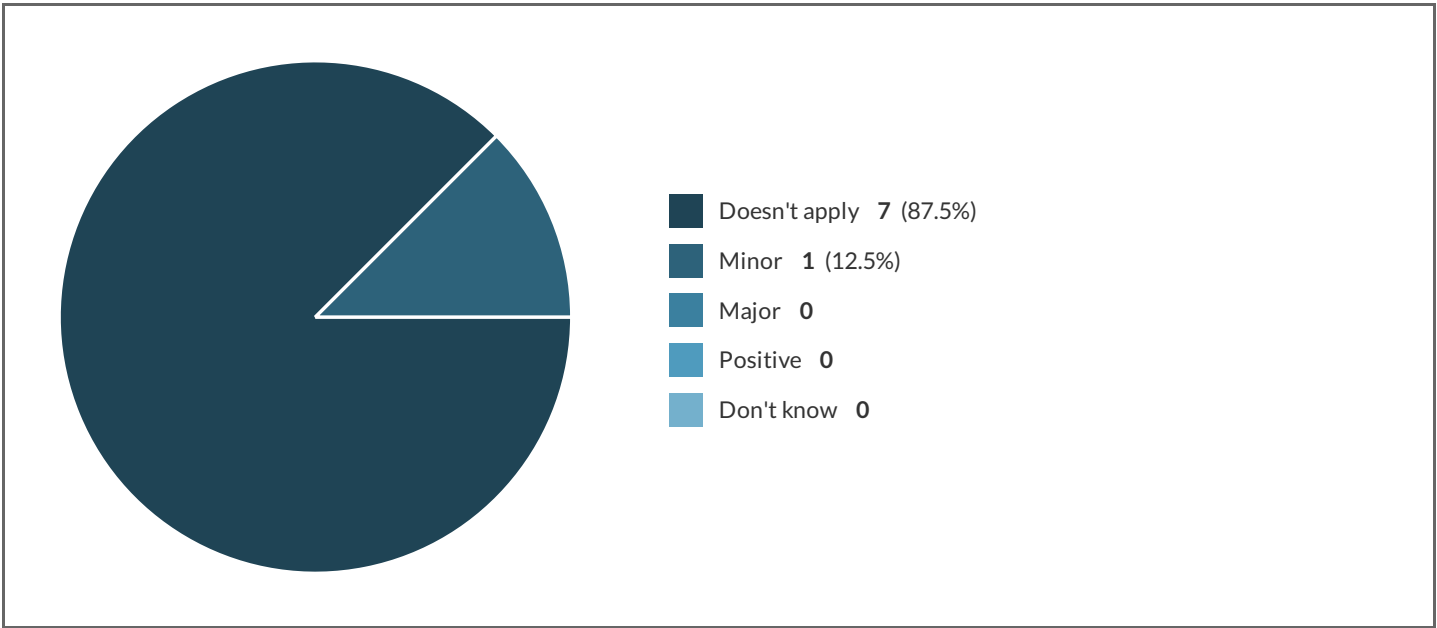


**12.2.b** User education required - Frequency Cost is Experienced

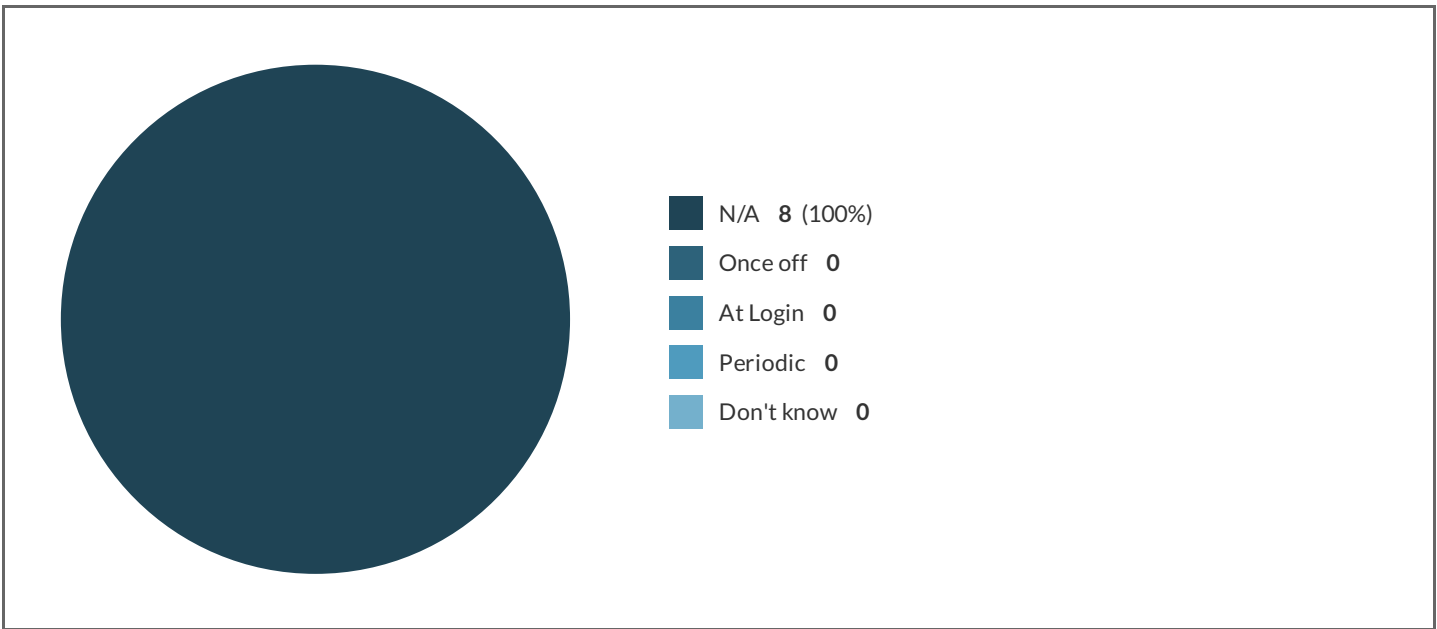


**12.3** Organization needs extra resources

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

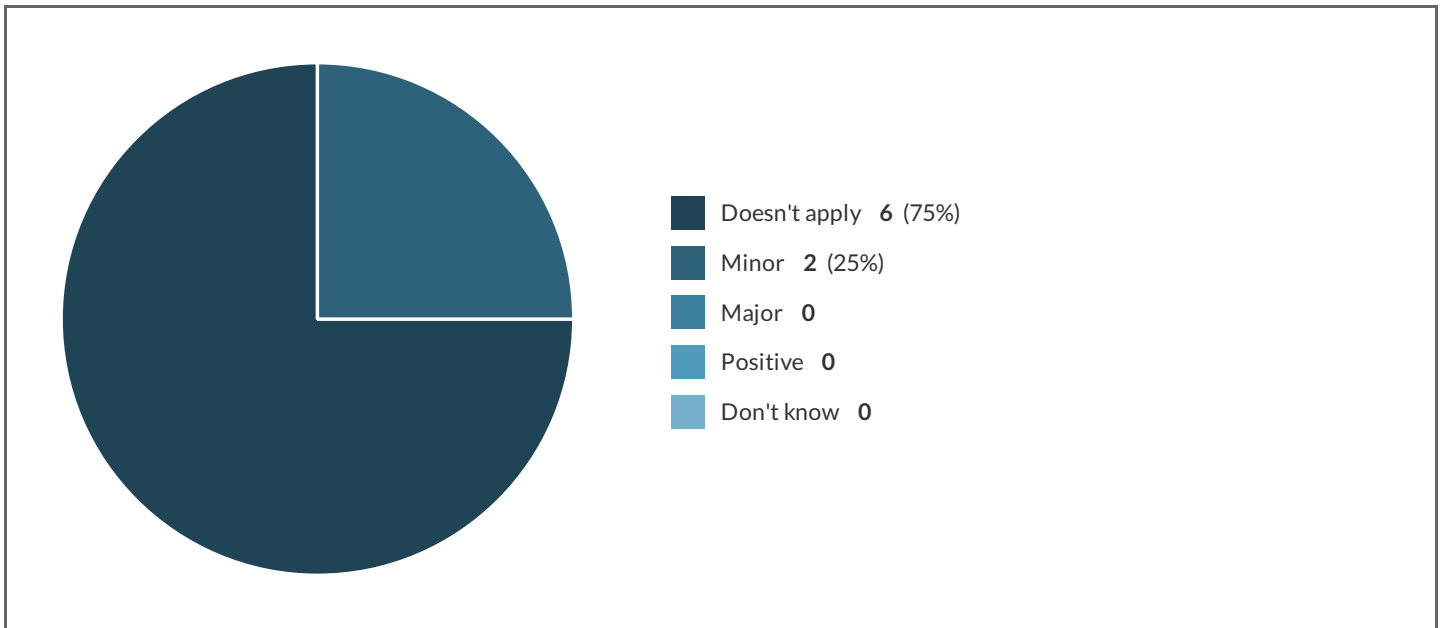


12.3.b Organization needs extra resources - Frequency Cost is Experienced

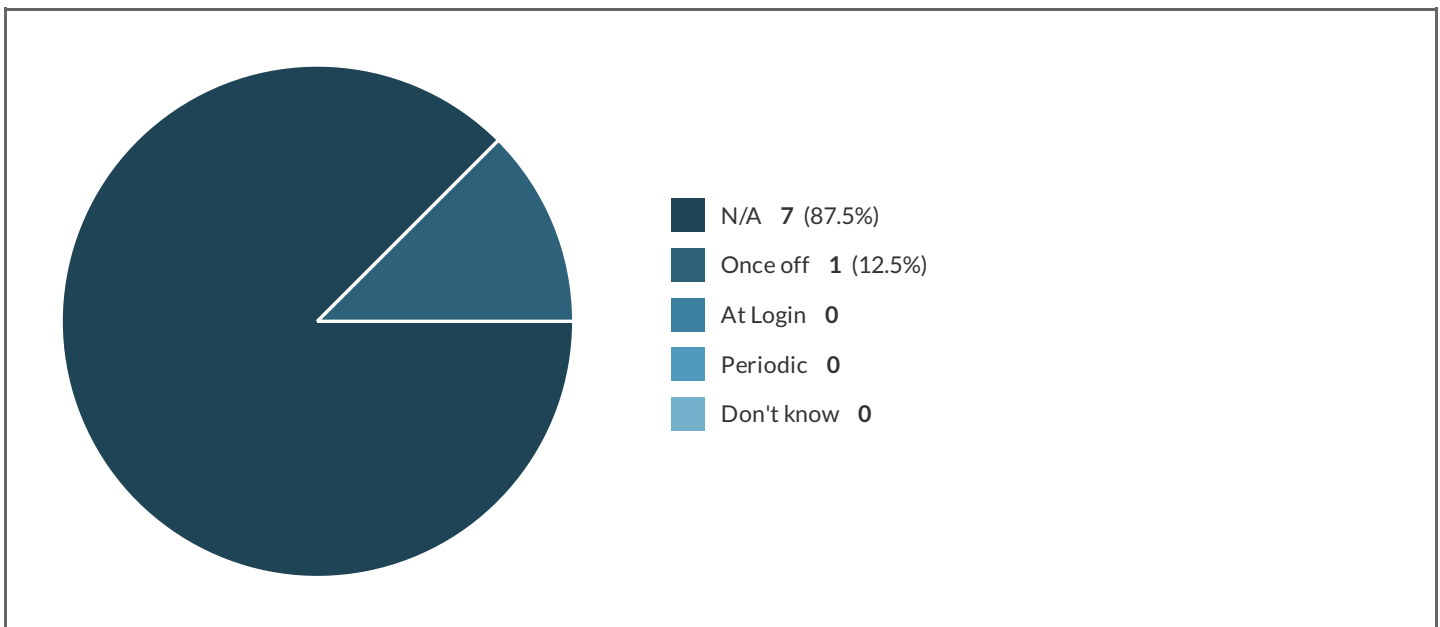


12.4 Takes organization time to implement

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

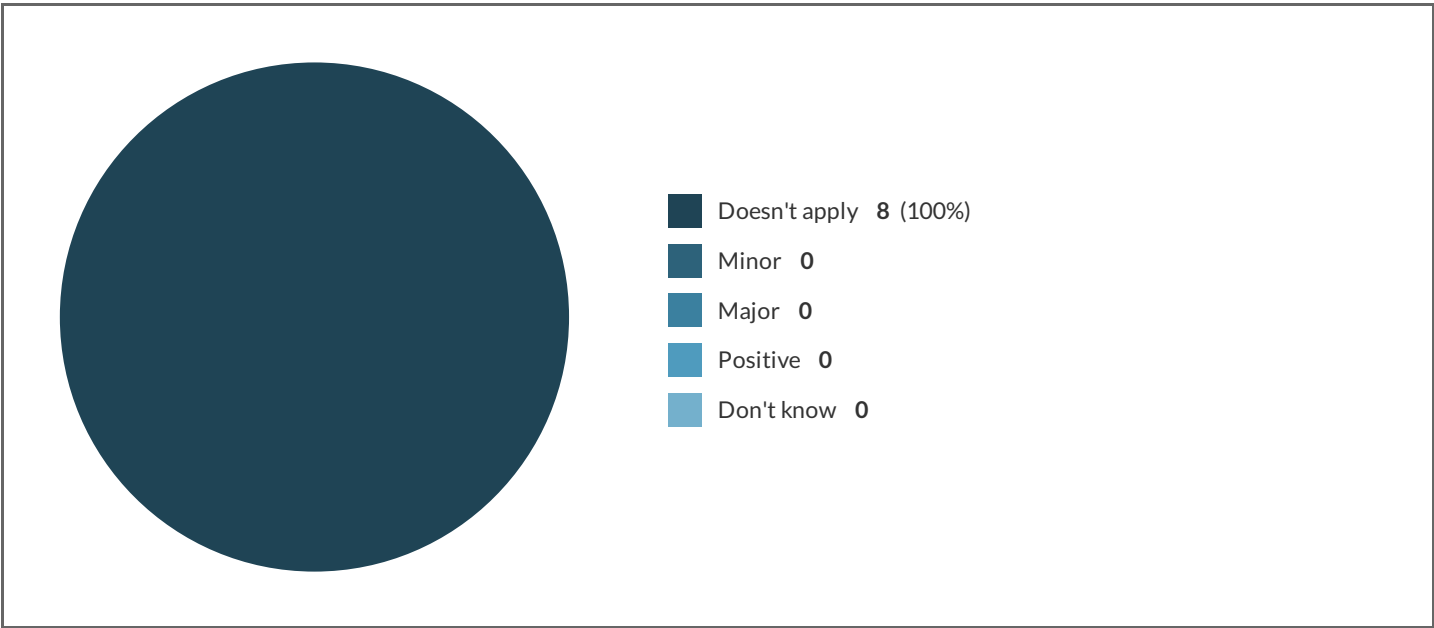


#### 12.4.b Takes organization time to implement - Frequency Cost is Experienced

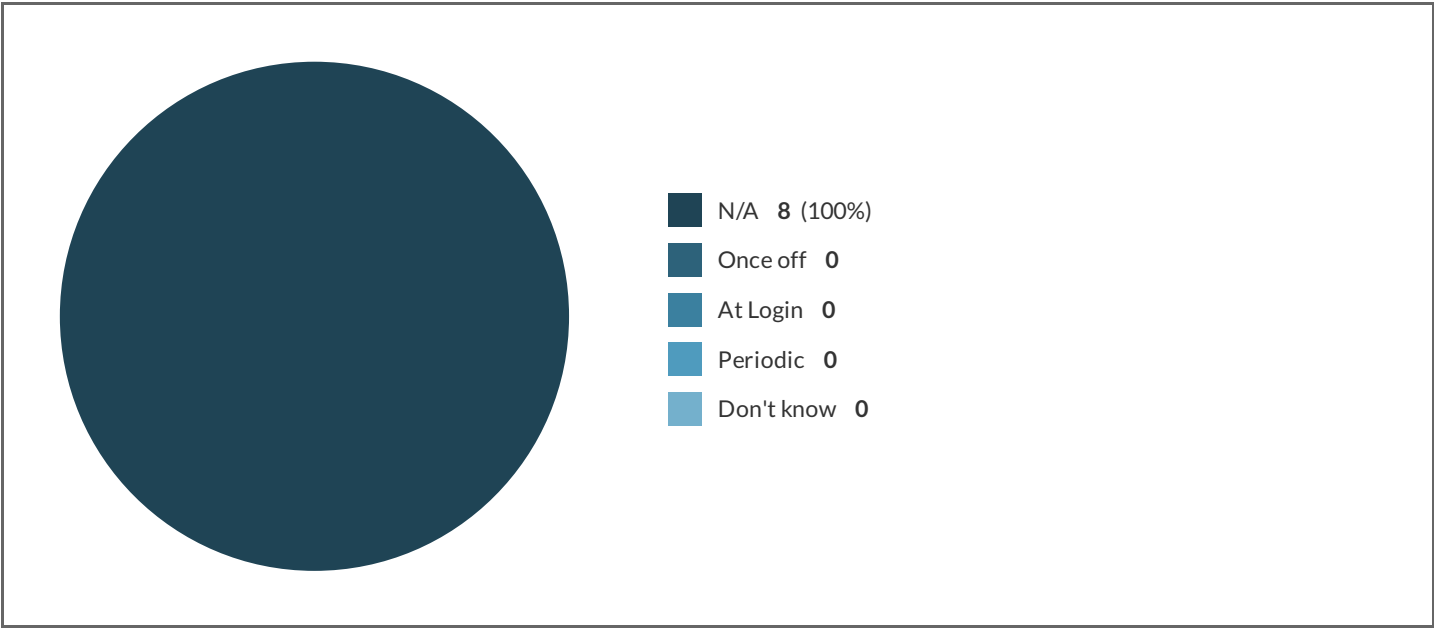


#### 12.5 Increases the organization's computing power needed

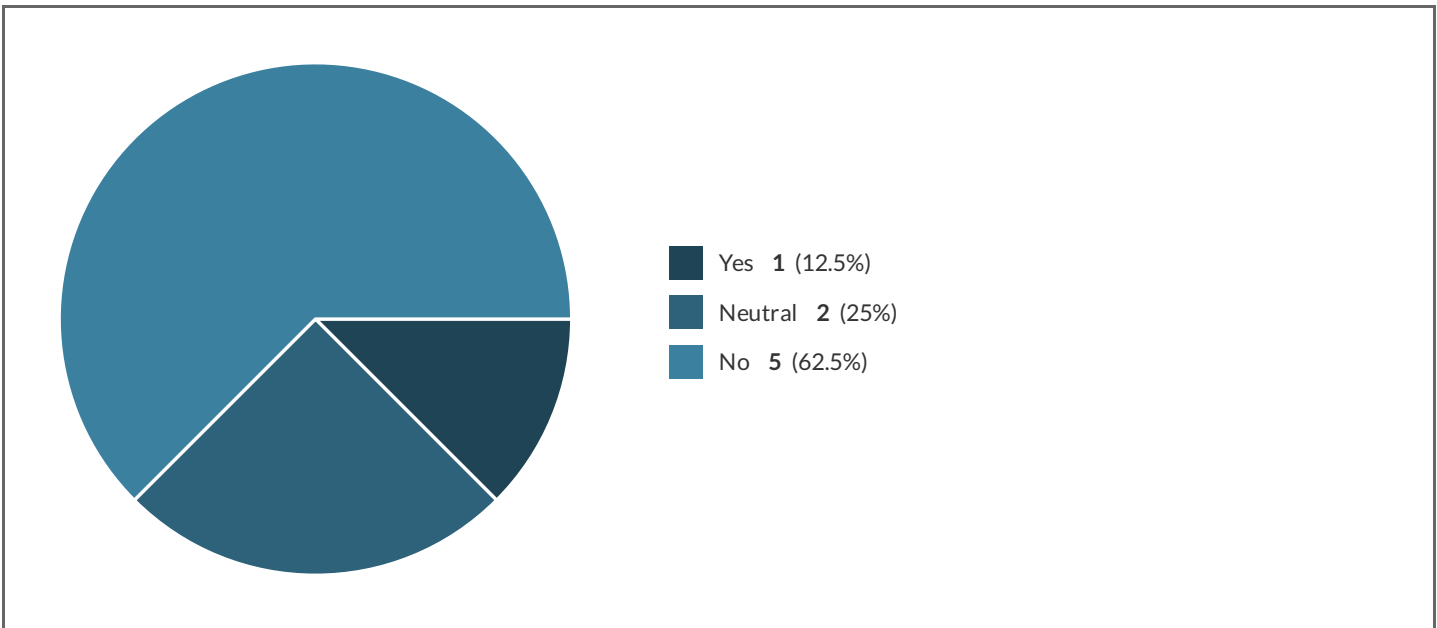
##### 12.5.a Increases the organization's computing power needed - Severity of Cost



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



12.a Do you approve of this advice?



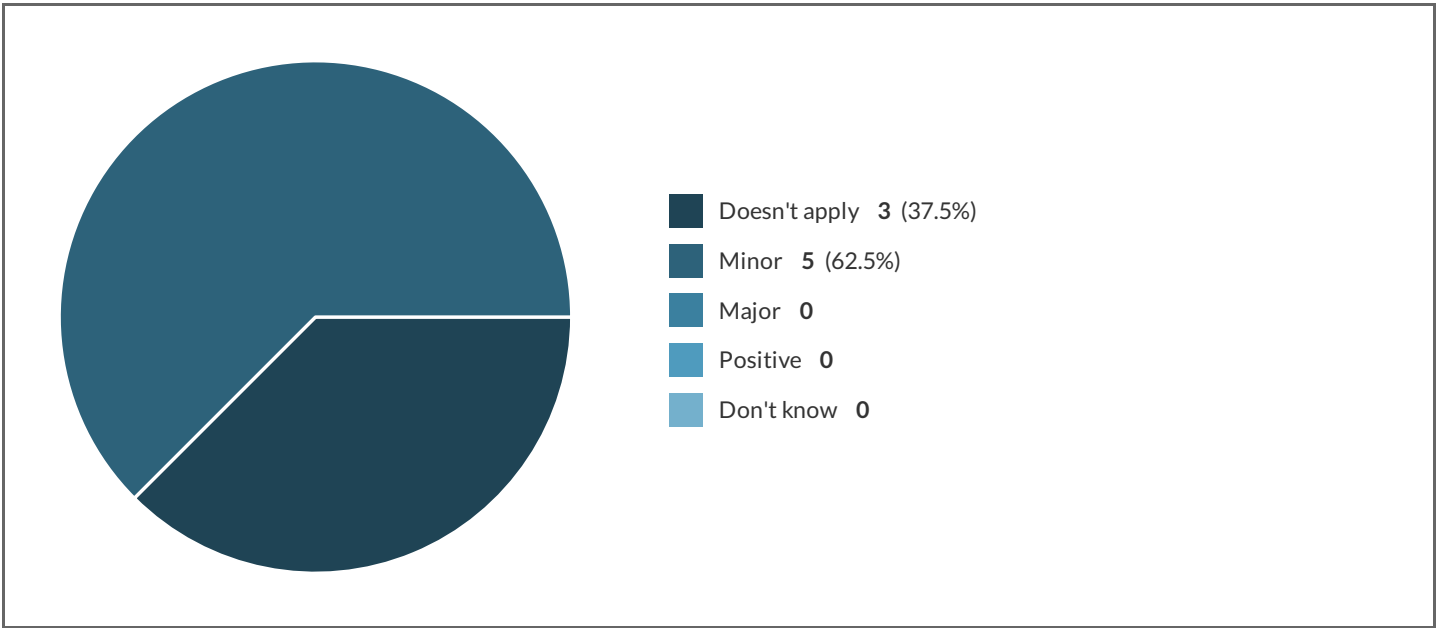
12.b Comments

Showing all 5 responses	
I'm not sure how this would help - usernames are usually public and show up in profiles, e-mail address, logs, etc...	633877-633868-66096960
In general the same username will be used for multiple systems within an org. But a different one should be used for outside systems. In practice though, many Internet sites use your email as the username, so it will be reused.	633877-633868-66148906
Yes, this is very important but hard on the user	633877-633868-66731439
This is not usually practical because many systems require a valid email address and for many users they can't handle creating multiple email addresses	633877-633868-66864365
Usernames are not secrets.	633877-633868-66869746

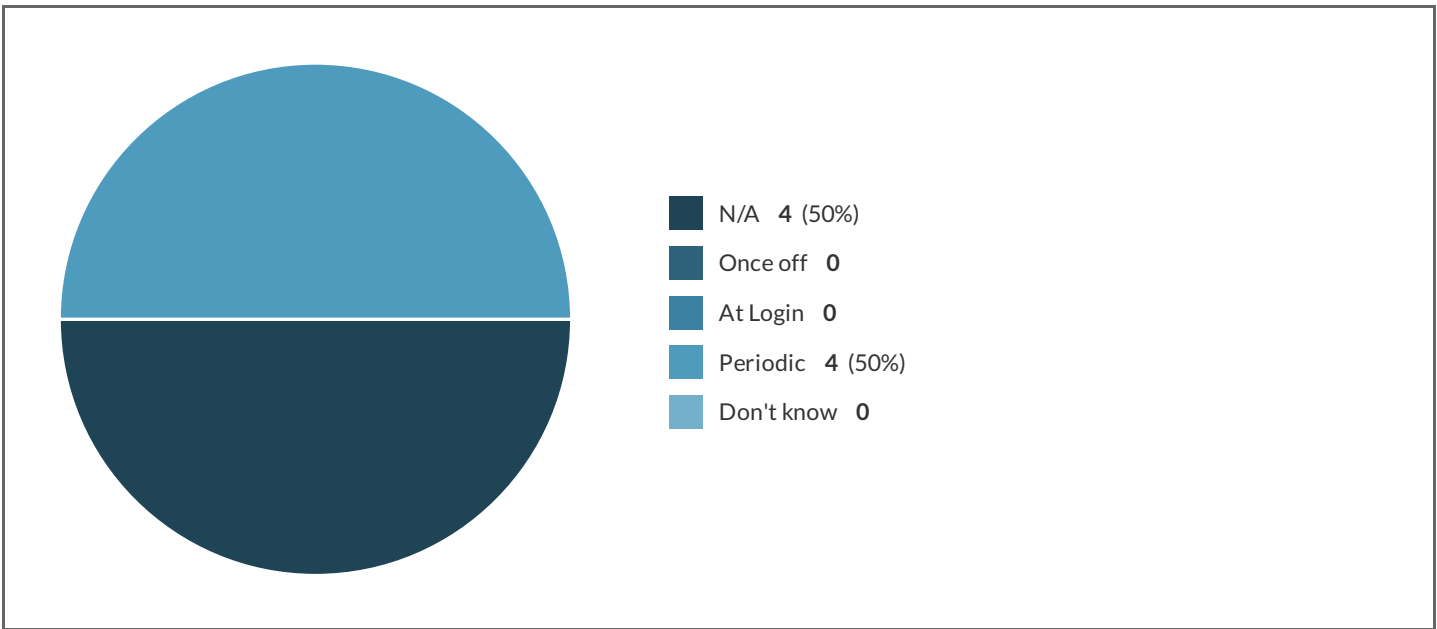
13 Users should manually type URLs rather than clicking directly on a link

13.1 Increased help desk/user support time

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



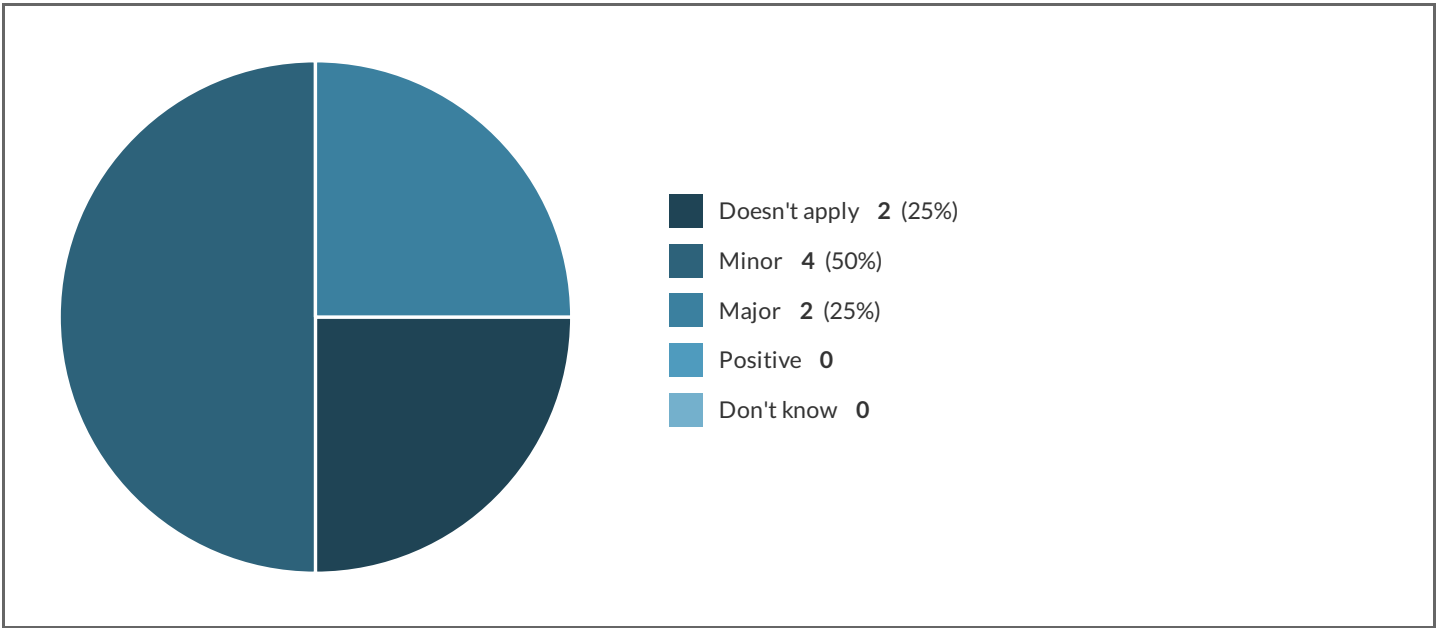
13.1.b Increased help desk/user support time - Frequency Cost is Experienced



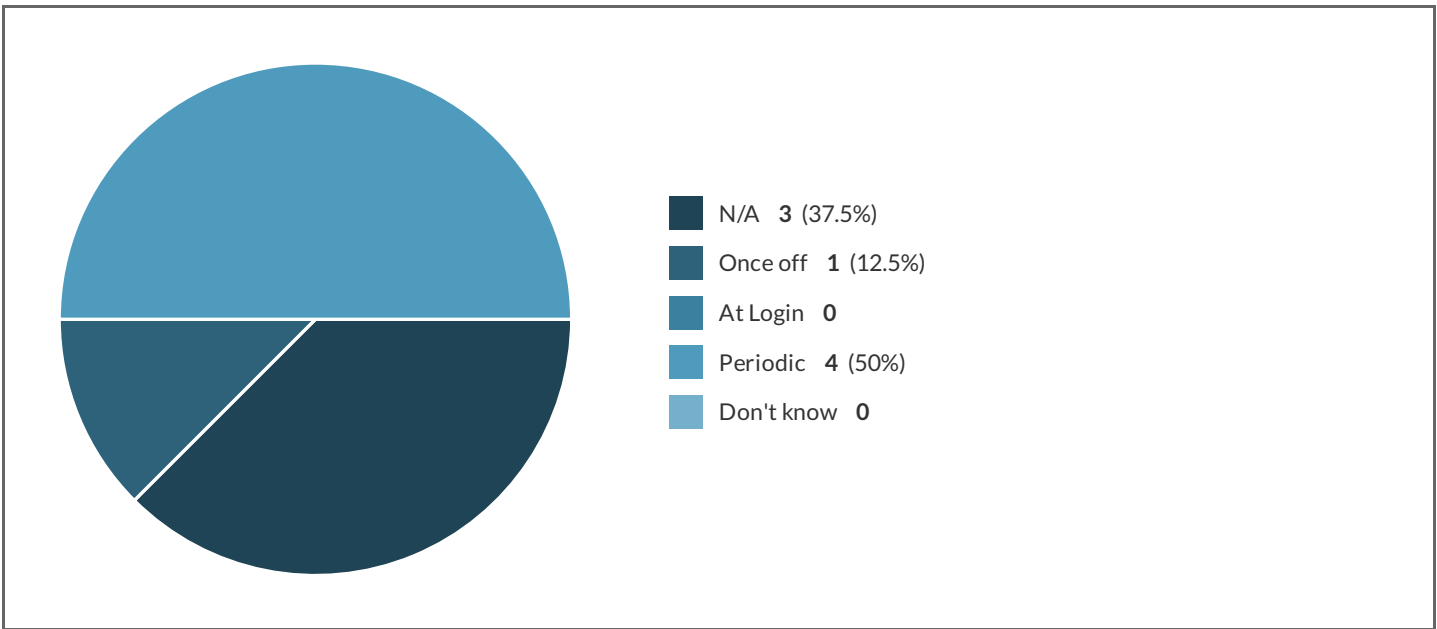
13.2 User education required

13.2.a User education required - Severity of Cost



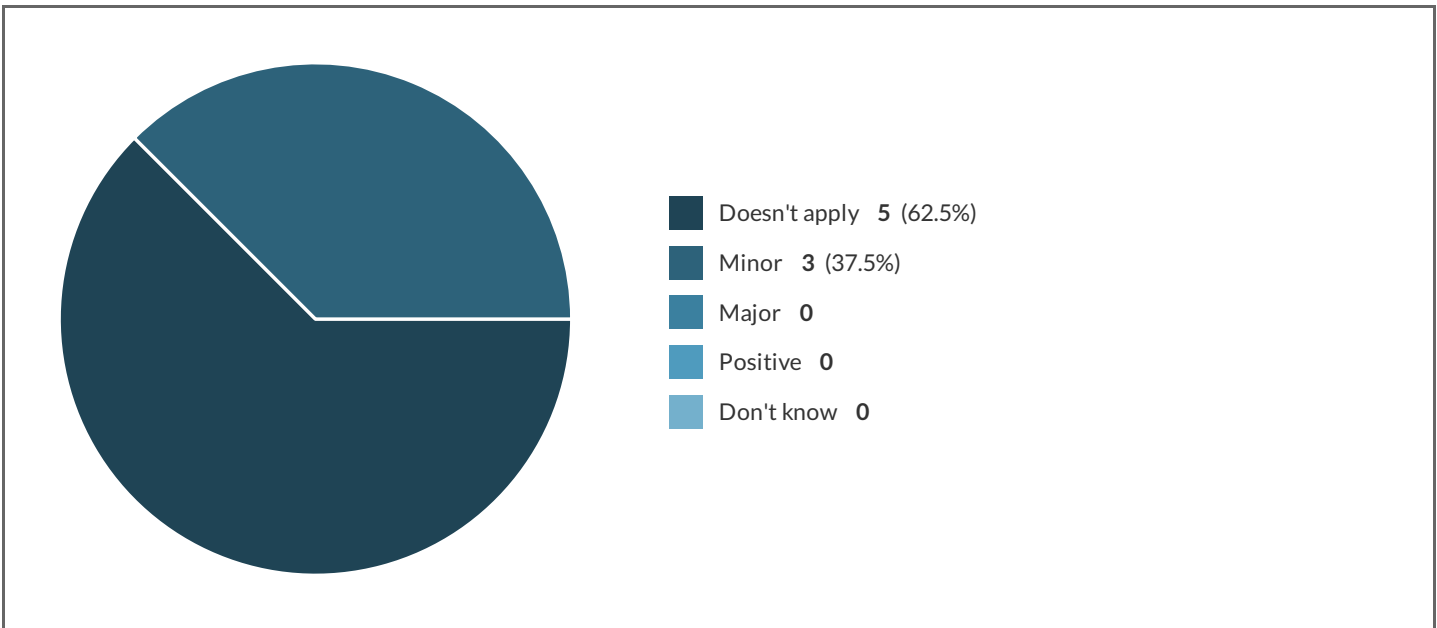


### 13.2.b User education required - Frequency Cost is Experienced

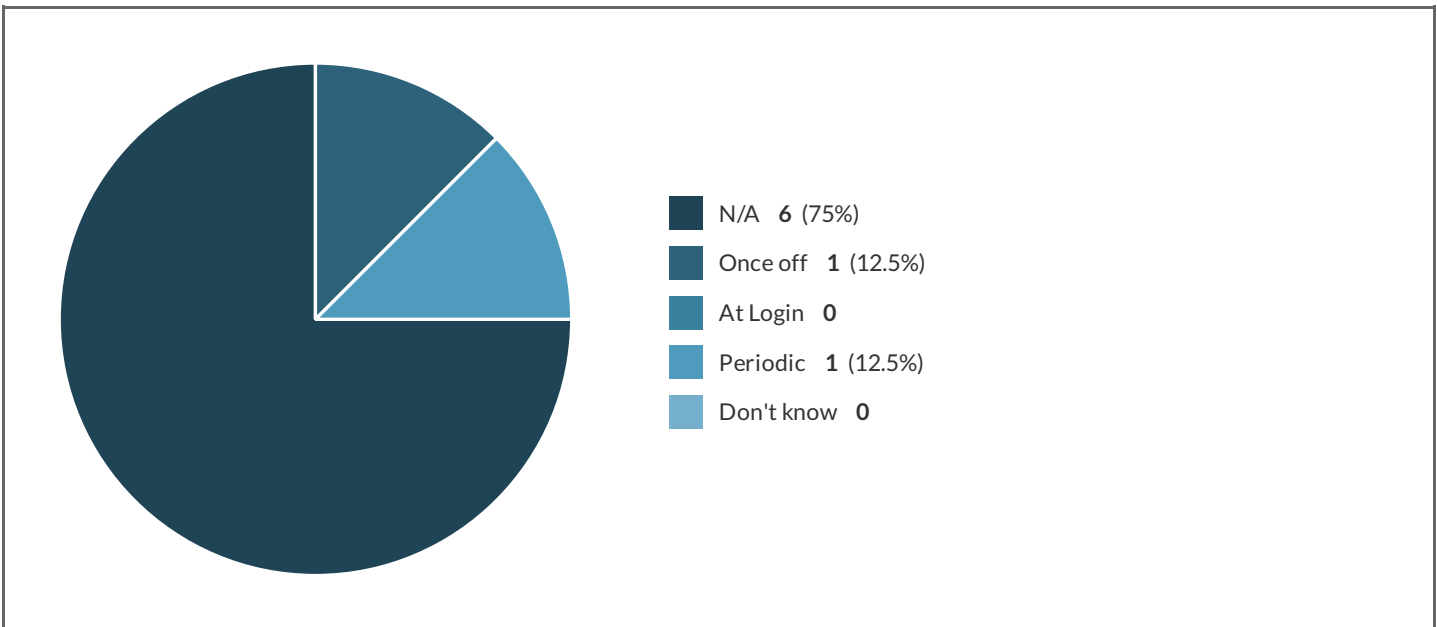


### 13.3 Organization needs extra resources

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

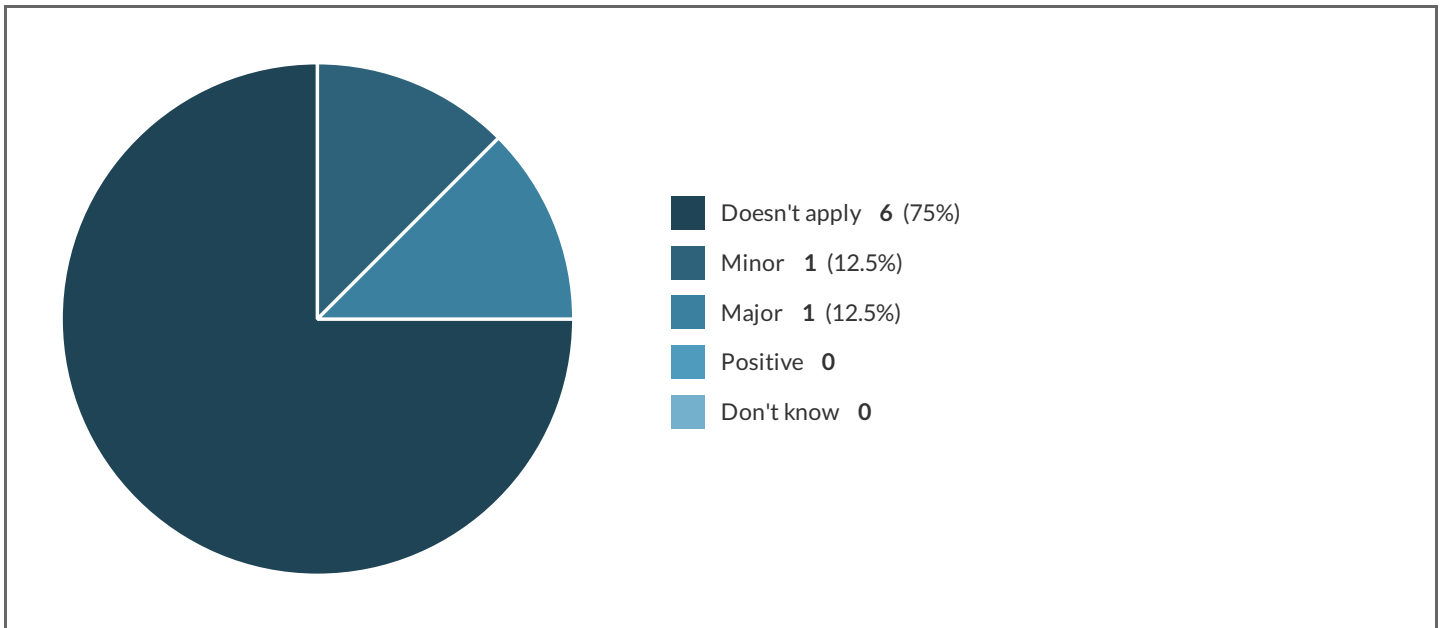


### 13.3.b Organization needs extra resources - Frequency Cost is Experienced

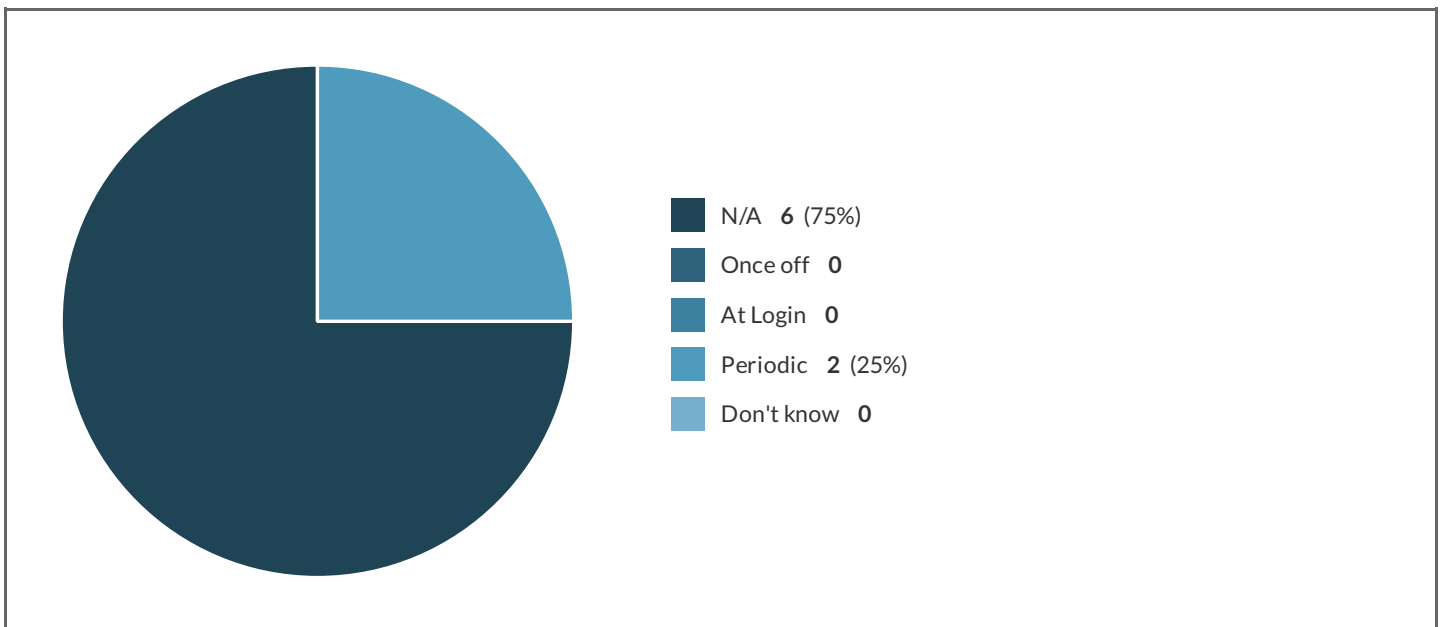


### 13.4 Takes organization time to implement

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

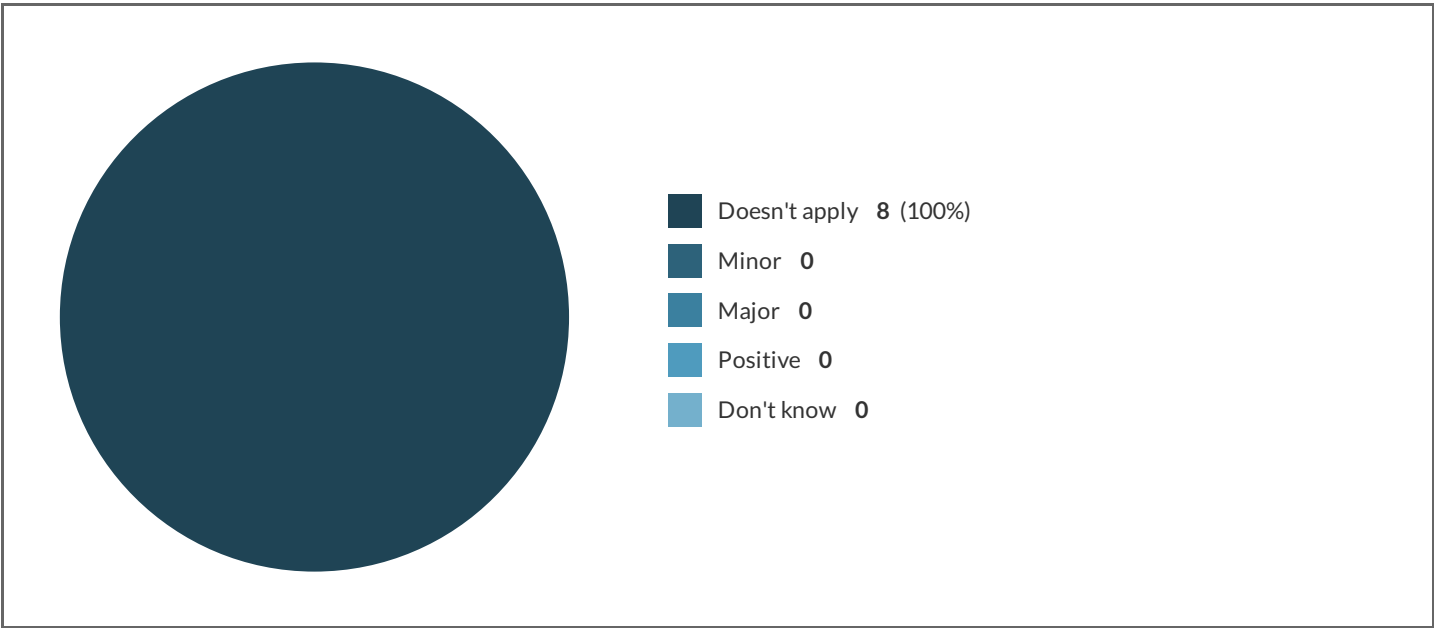


**13.4.b** Takes organization time to implement - Frequency Cost is Experienced

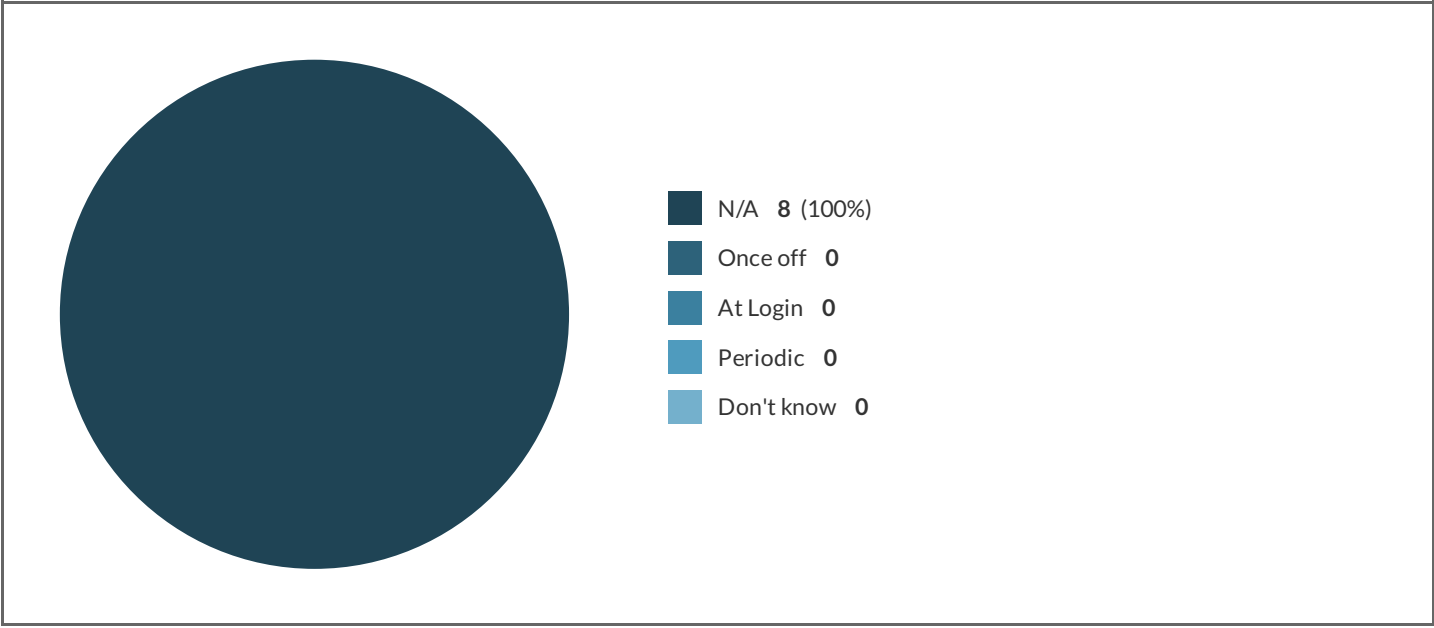


**13.5** Increases the organization's computing power needed

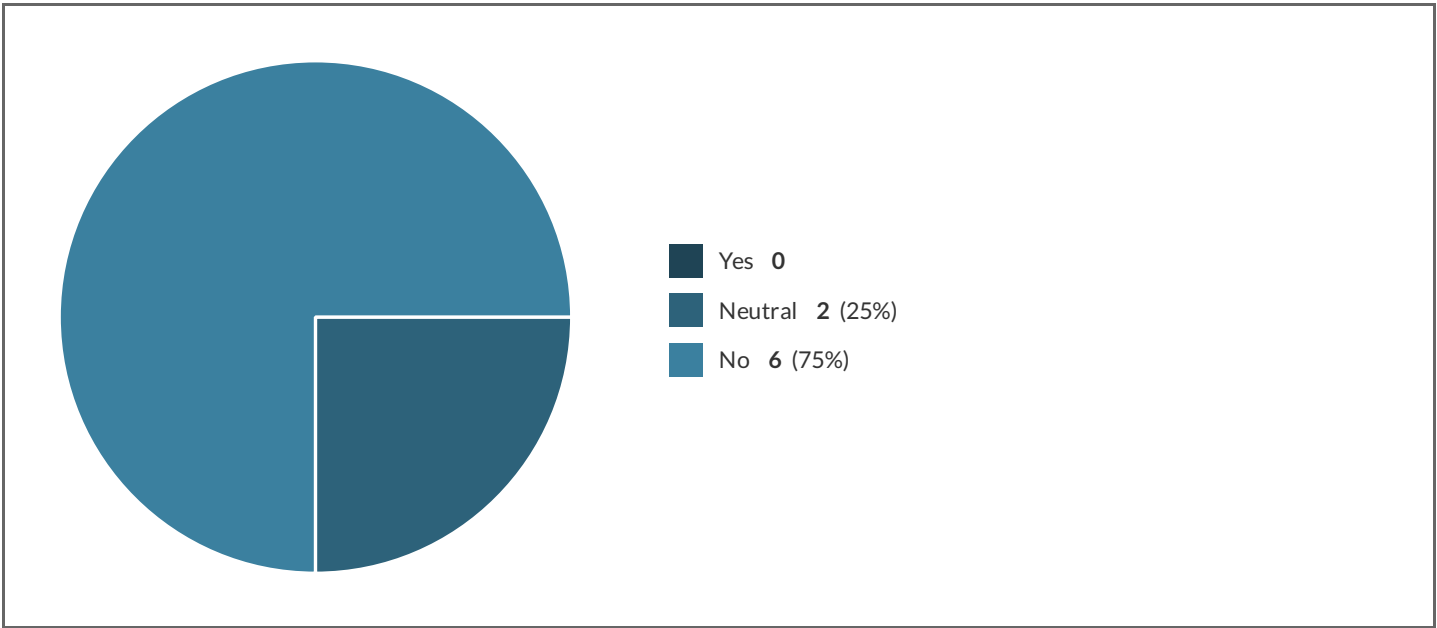
**13.5.a** Increases the organization's computing power needed - Severity of Cost



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



13.a Do you approve of this advice?



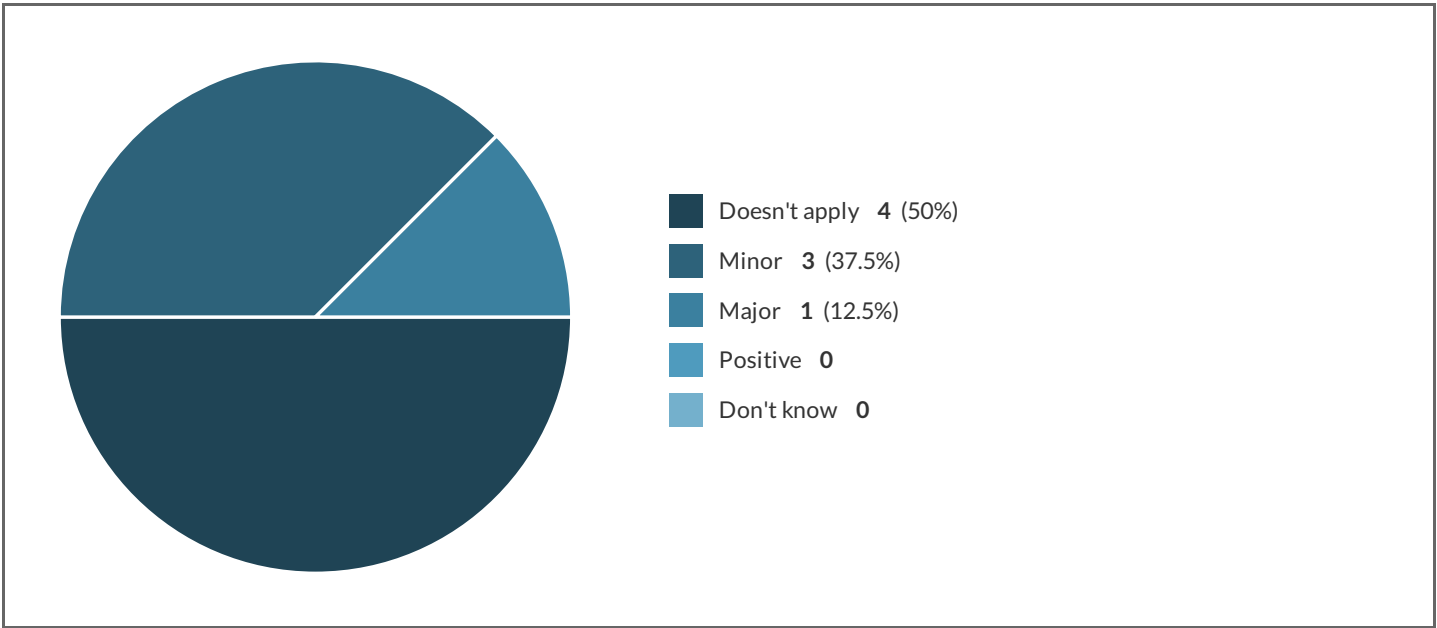
13.b Comments

Showing all 4 responses	
Probably better to get users to check the URL at the bottom of the browser. If they can't spot if it is bad, then they'll probably retype a suspicious URL anyway.	633877-633868-66096960
It might be nice in theory, but impossible to implement and enforce in practice.	633877-633868-66148906
This is overburdensome, and especially as some browsers would like to take away the display of the URL... Users just need to assure themselves that the URL they are going to is the right one	633877-633868-66864365
There may be occasions when this is relevant but typosquatting also poses a risk besides phishing.	633877-633868-66869746

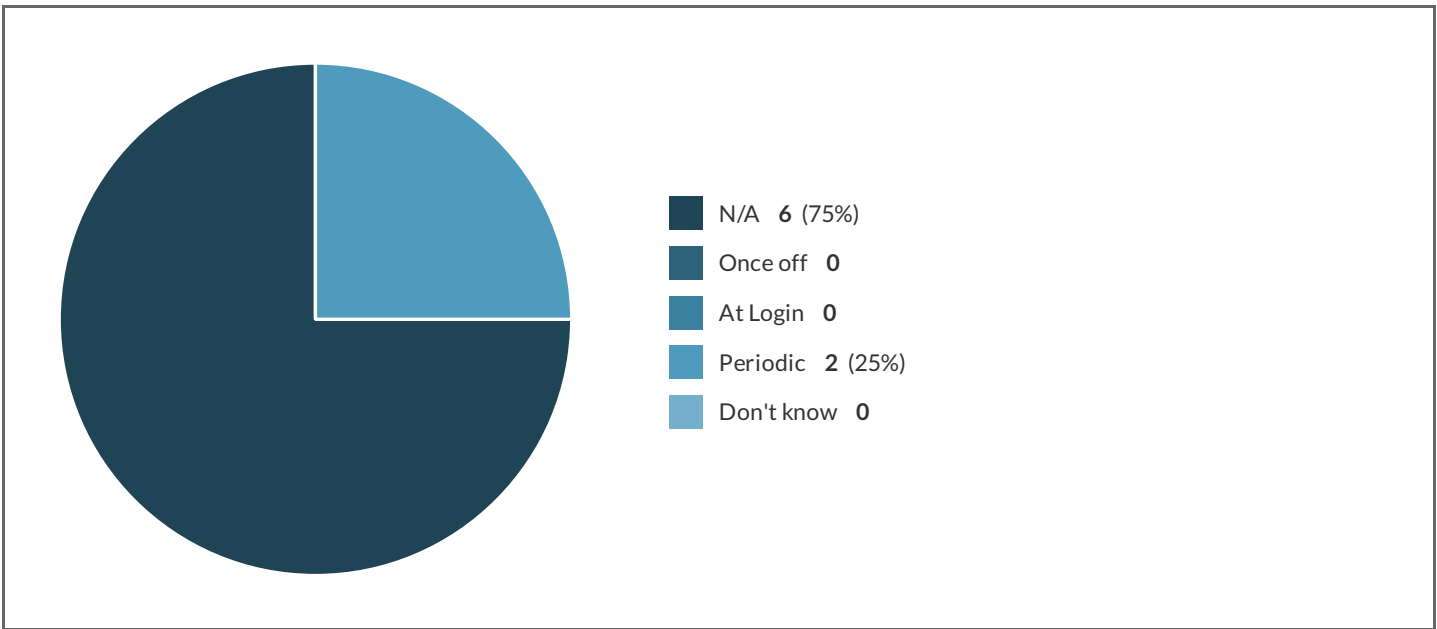
14 Digital and physical backups of work should be maintained

14.1 Increased help desk/user support time

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

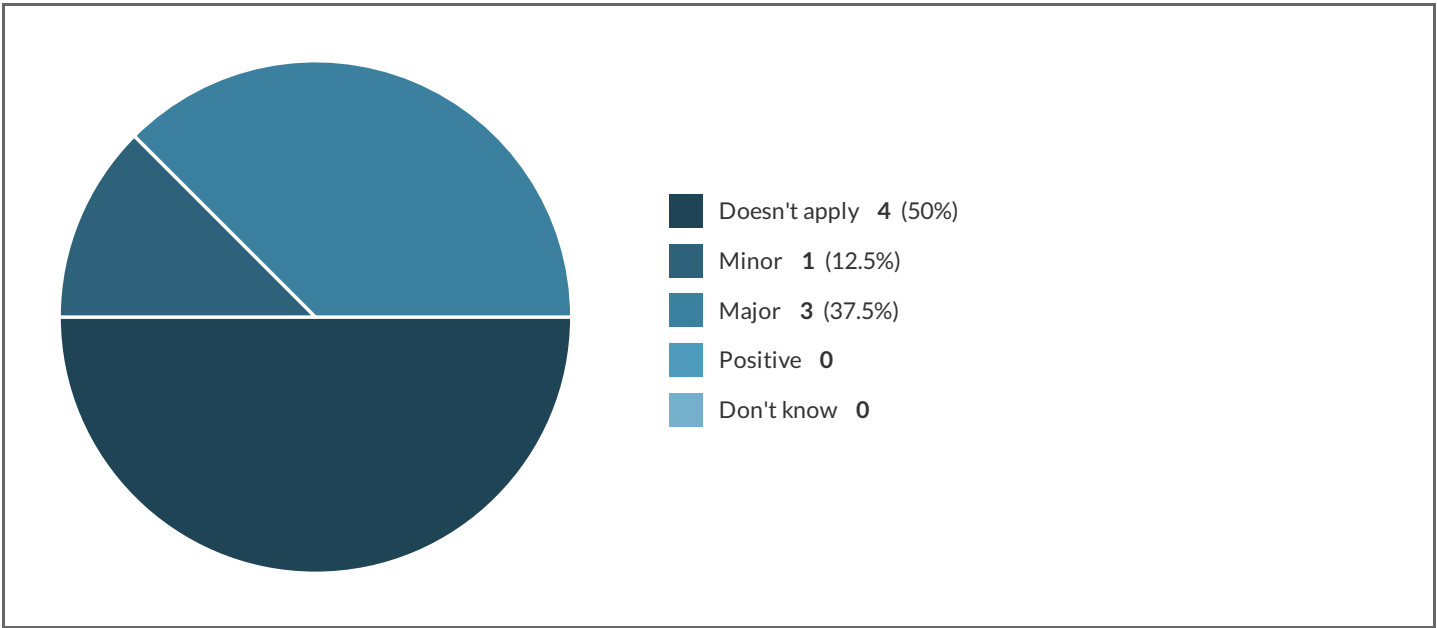


14.1.b Increased help desk/user support time - Frequency Cost is Experienced

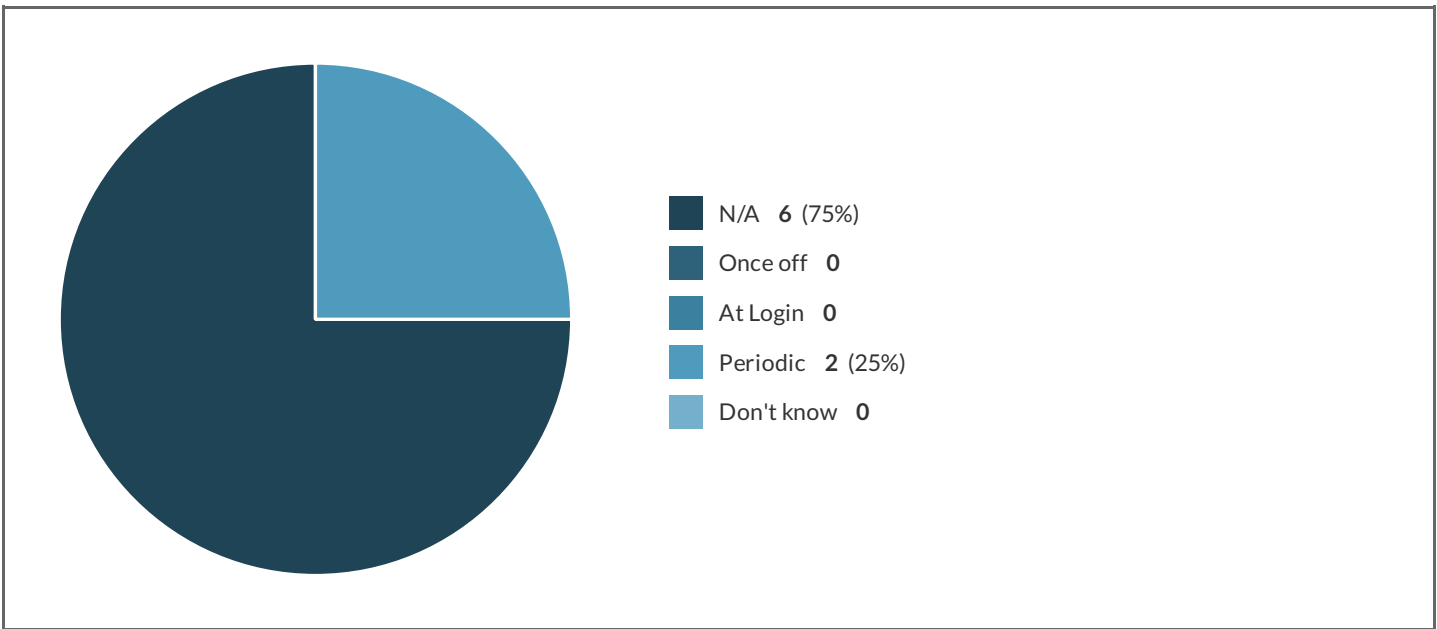


14.2 User education required

14.2.a User education required - Severity of Cost

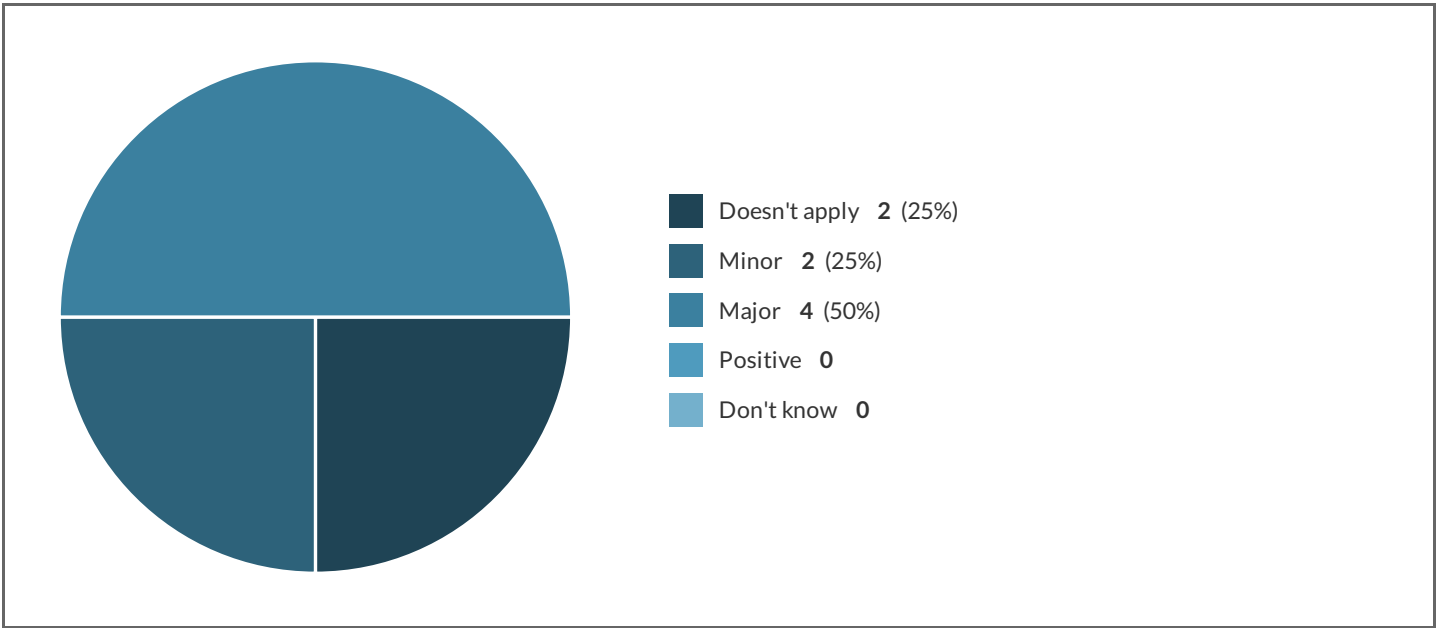


14.2.b User education required - Frequency Cost is Experienced

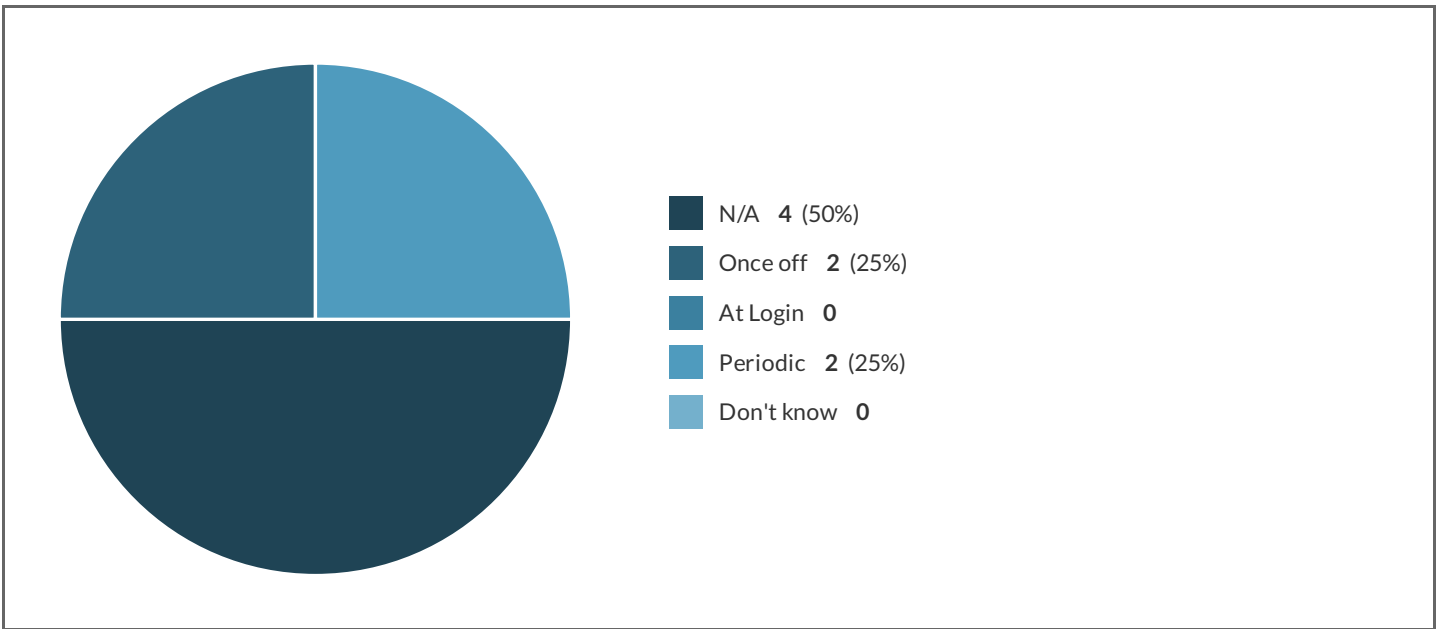


14.3 Organization needs extra resources

14.3.a Organization needs extra resources - Severity of Cost



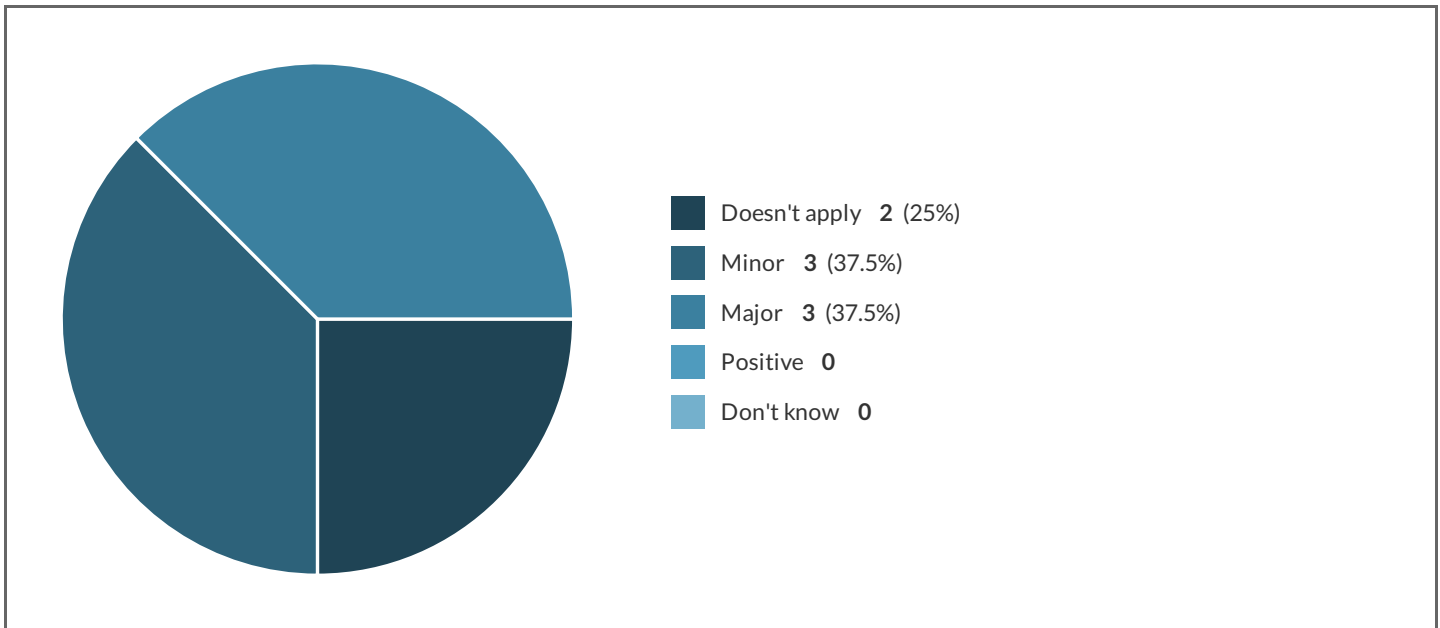
#### 14.3.b Organization needs extra resources - Frequency Cost is Experienced



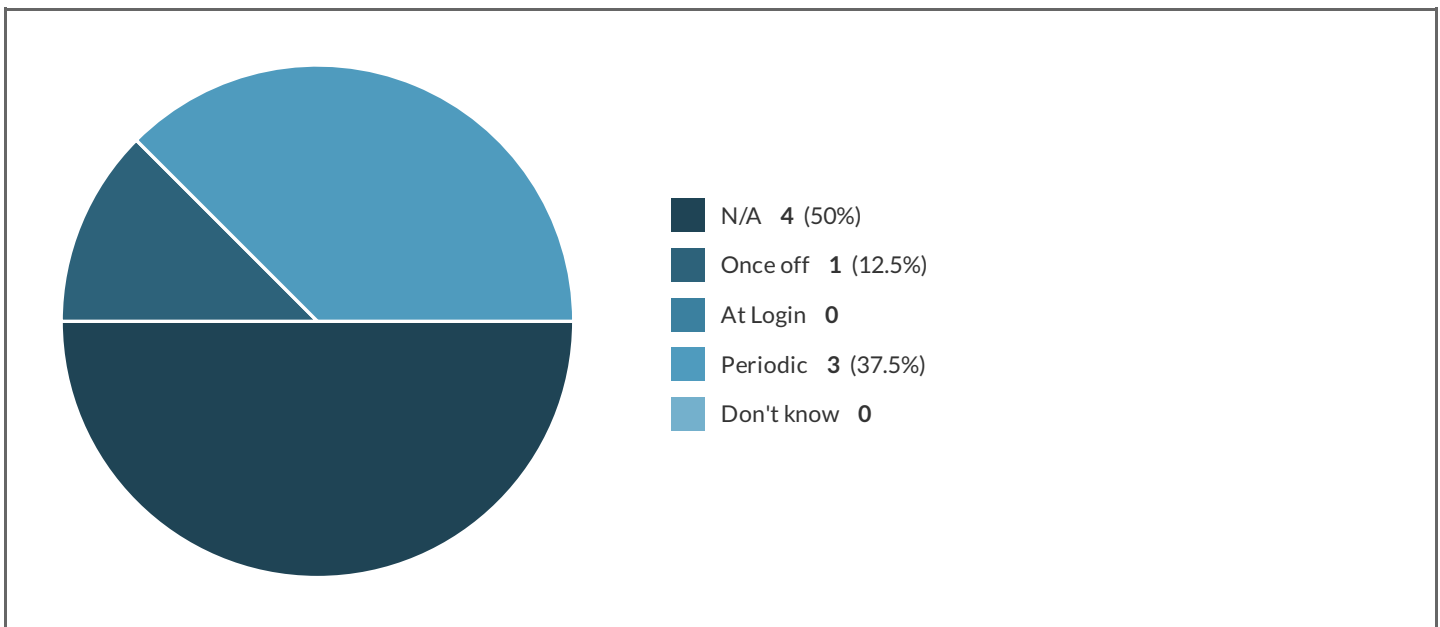
#### 14.4 Takes organization time to implement

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



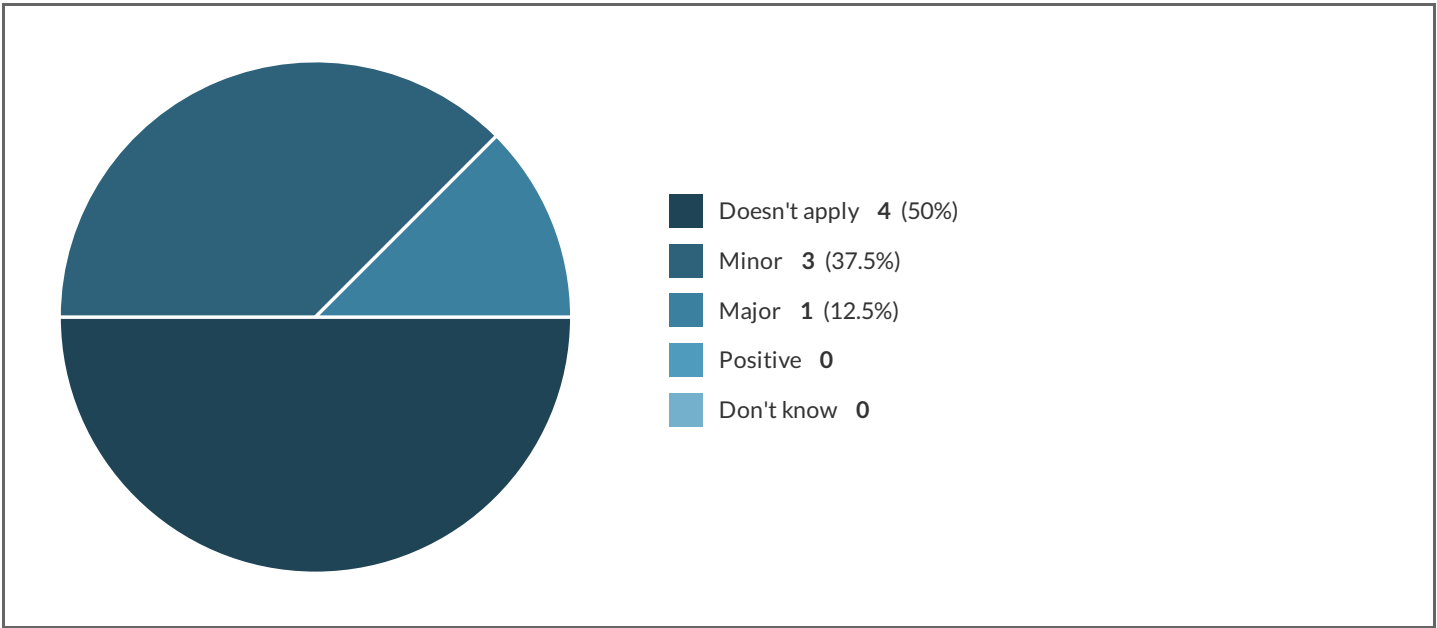


#### 14.4.b Takes organization time to implement - Frequency Cost is Experienced

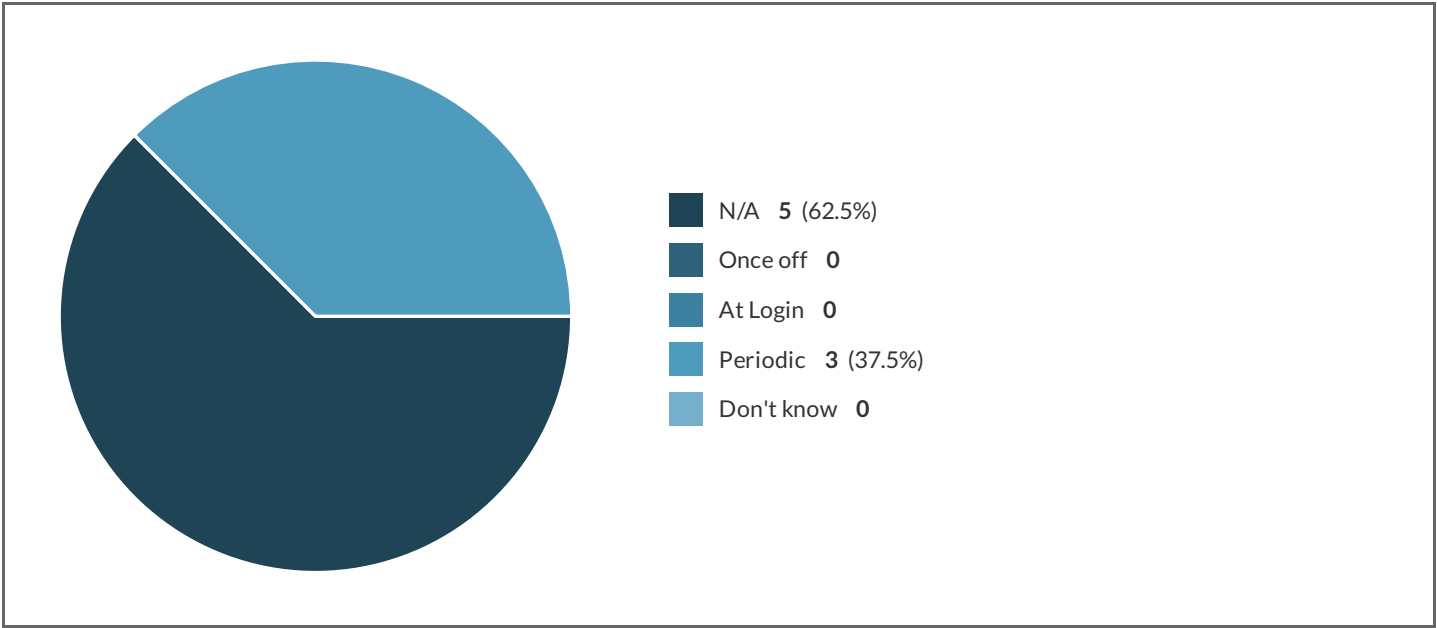


#### 14.5 Increases the organization's computing power needed

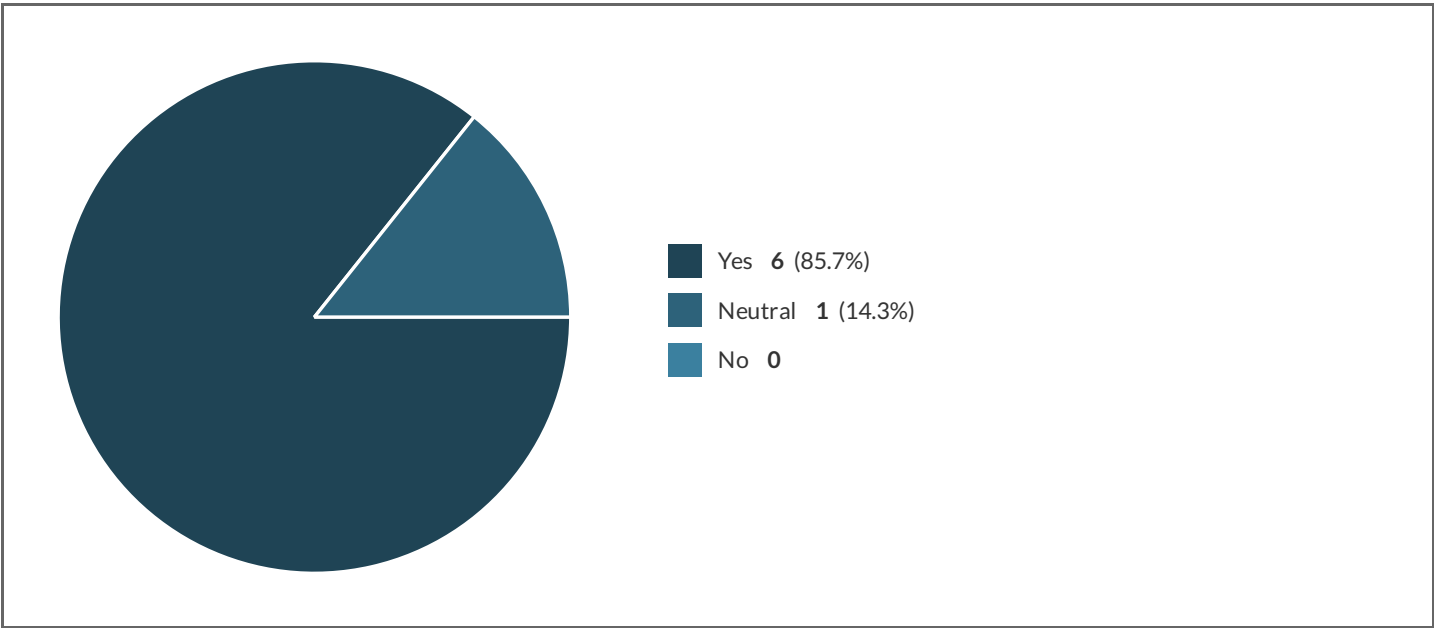
##### 14.5.a Increases the organization's computing power needed - Severity of Cost



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



14.a Do you approve of this advice?



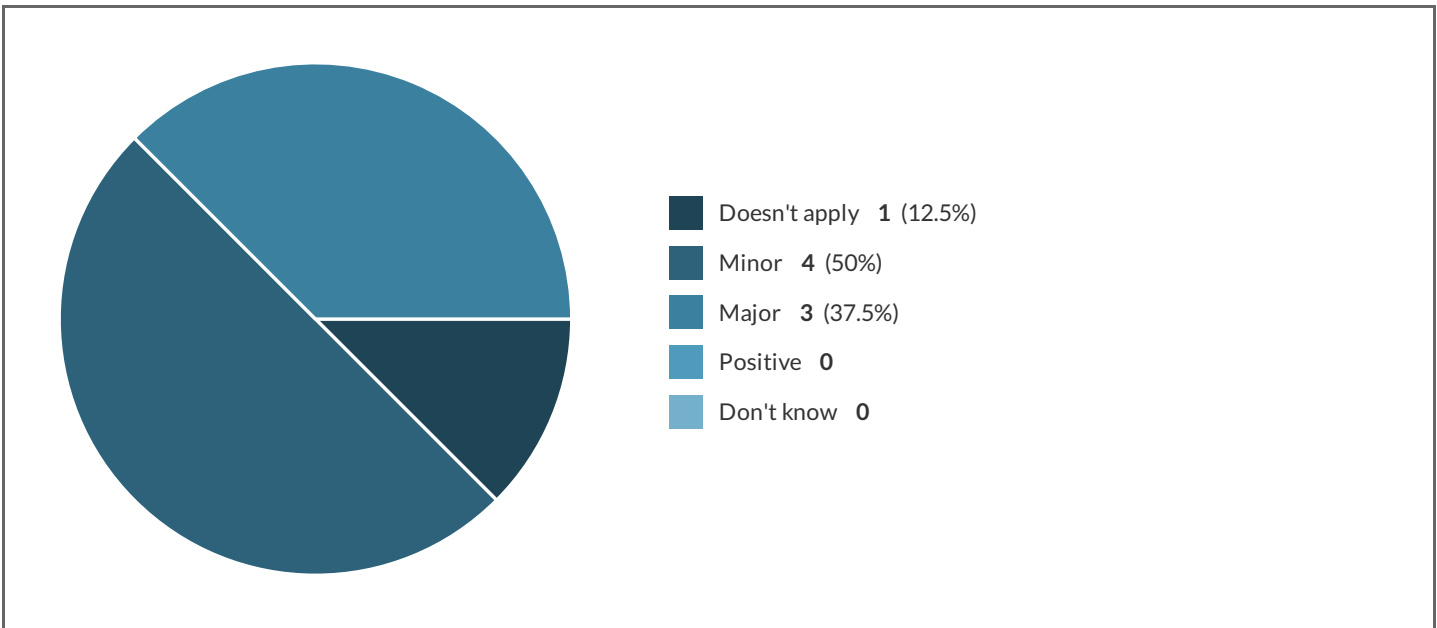
14.b Comments

Showing all 3 responses	
I'm assuming you mean centralised backups with on/off site here. It's work, but it's worth it if something goes wrong.	633877-633868-66096960
Digital backups should be kept, when possible - difficult for large research datasets. Physical copies - unrealistic.	633877-633868-66148906
Nothing to do with security	633877-633868-66869746

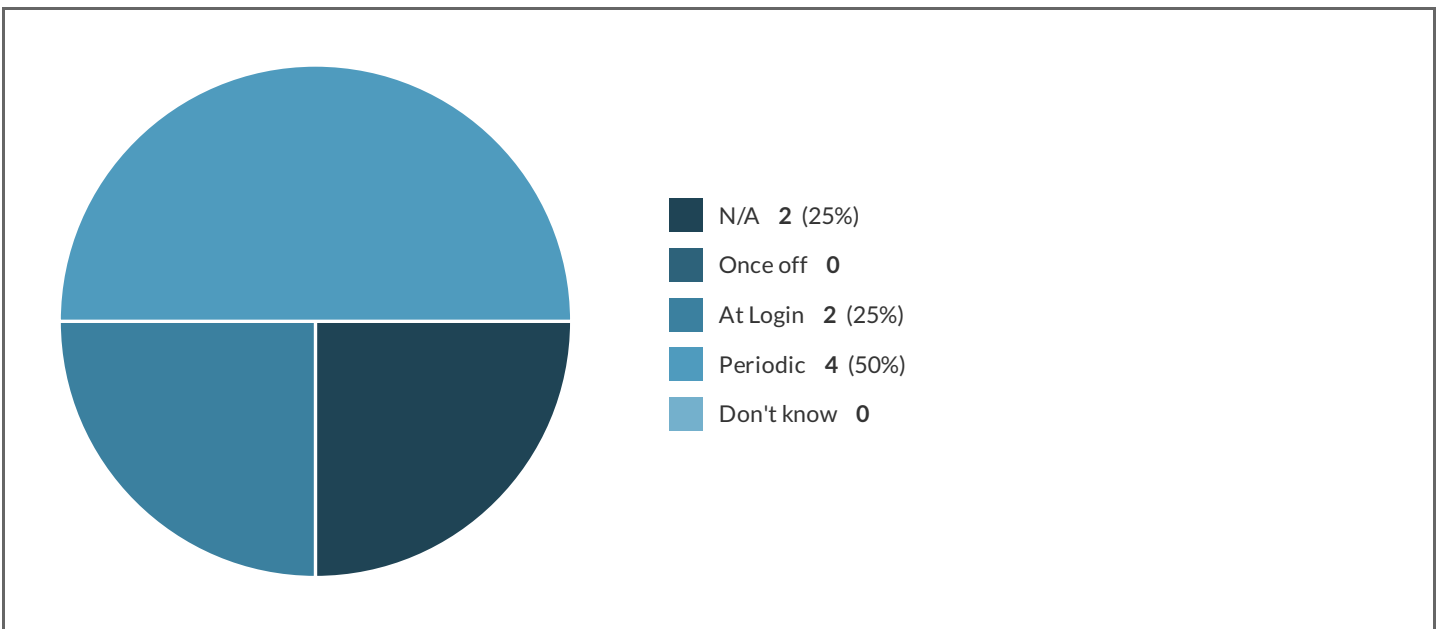
15 2-factor authentication should be compulsory when logging in remotely

15.1 Increased help desk/user support time

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

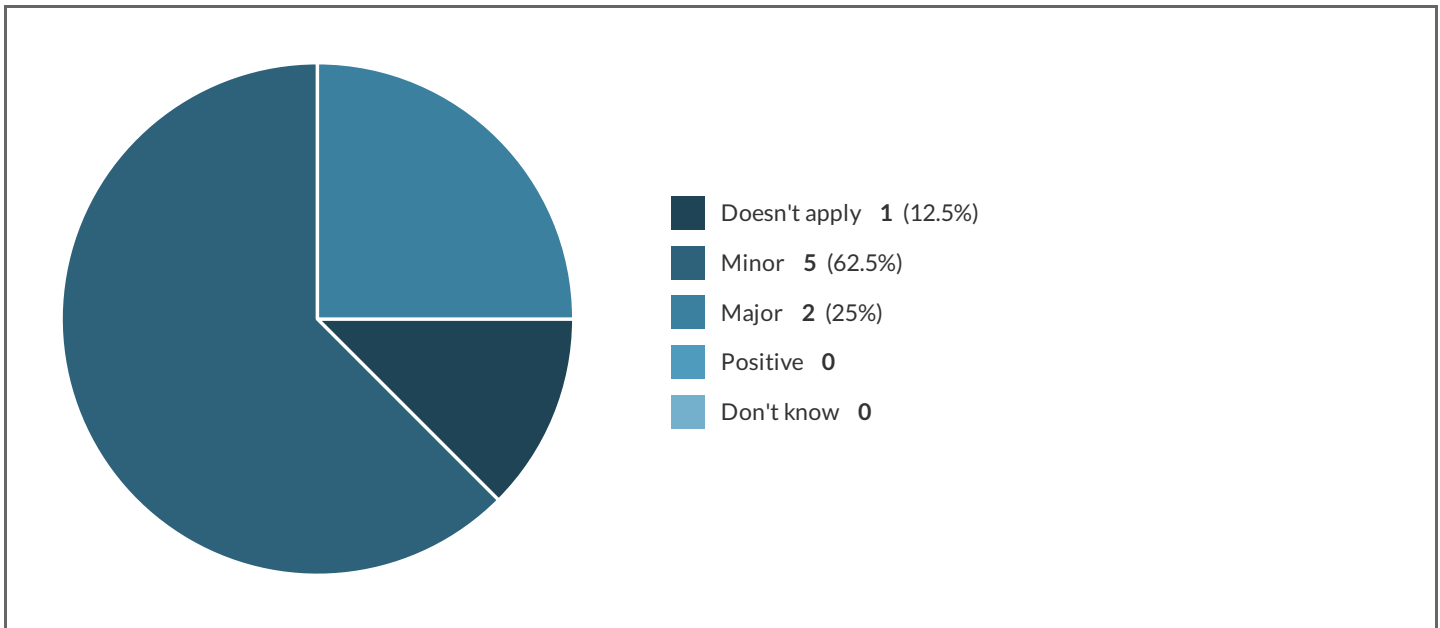


#### 15.1.b Increased help desk/user support time - Frequency Cost is Experienced

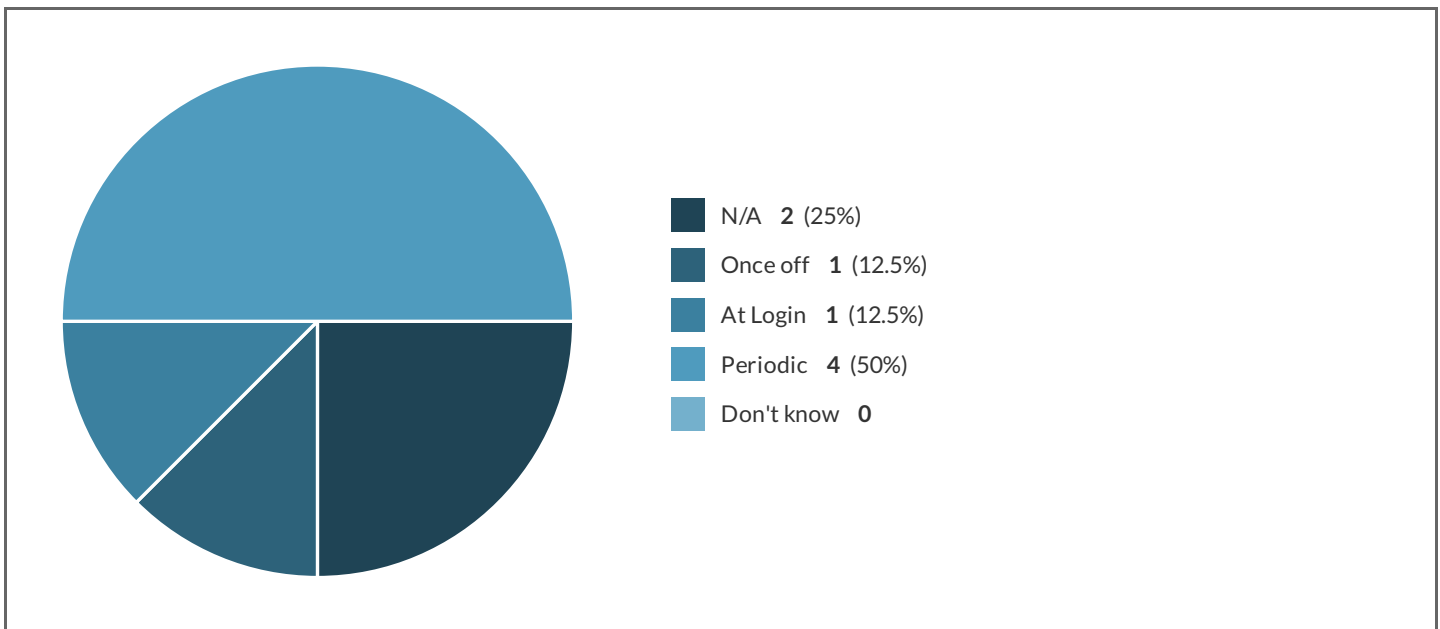


#### 15.2 User education required

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

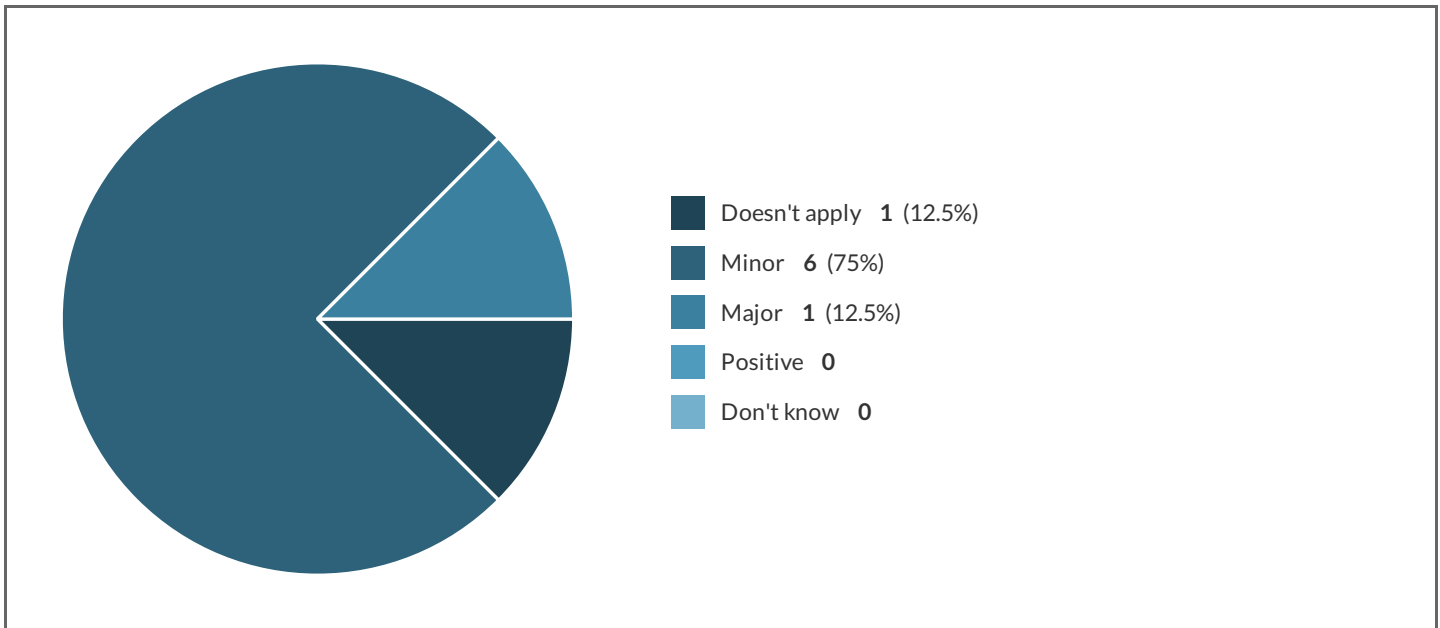


#### 15.2.b User education required - Frequency Cost is Experienced

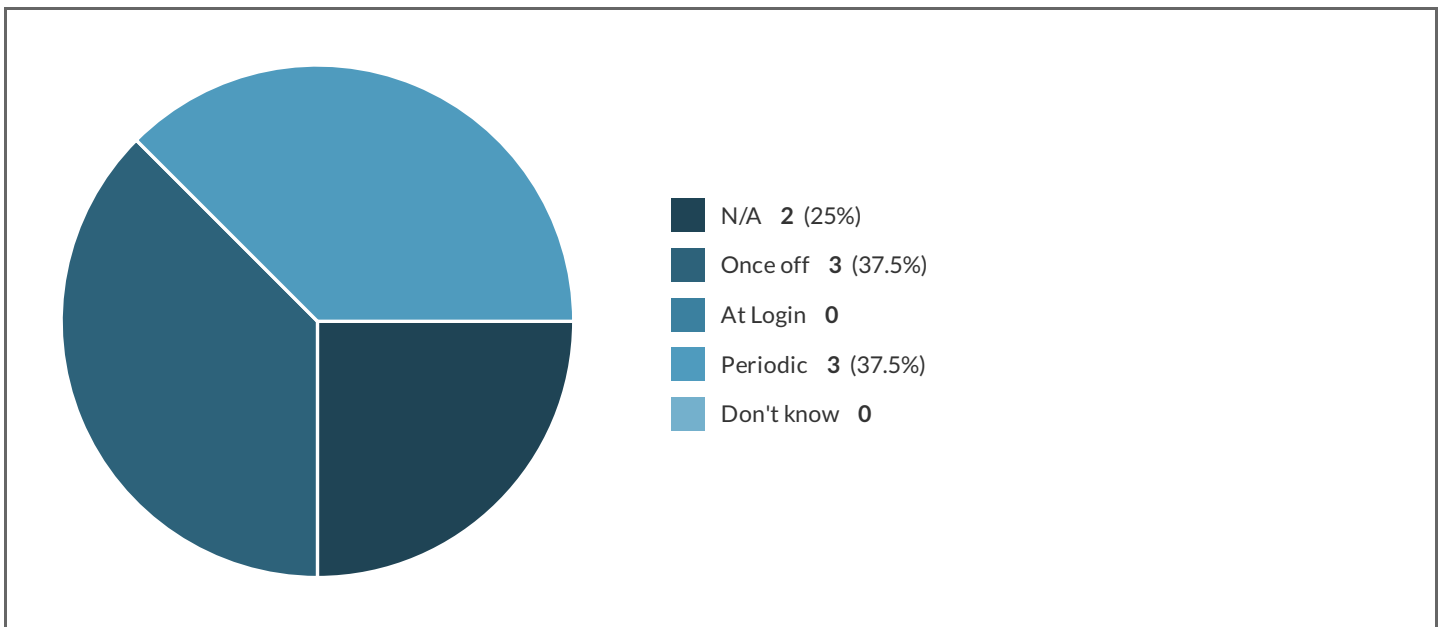


#### 15.3 Organization needs extra resources

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

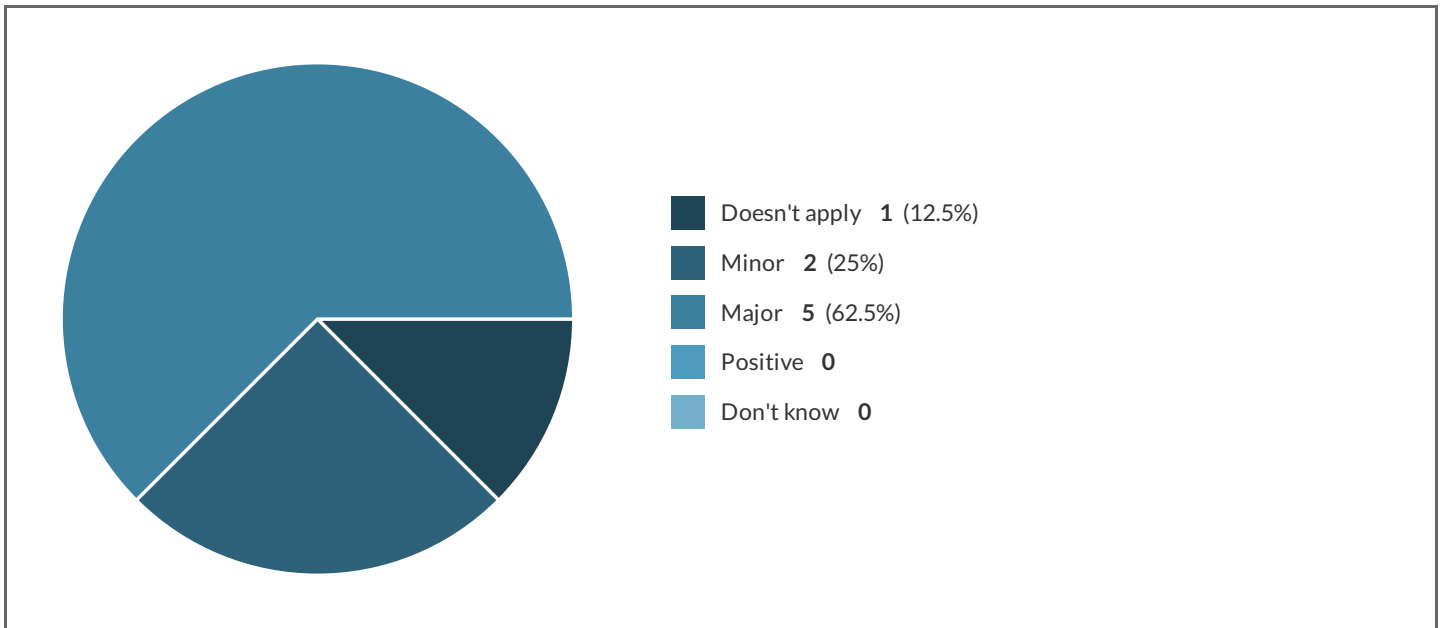


#### 15.3.b Organization needs extra resources - Frequency Cost is Experienced

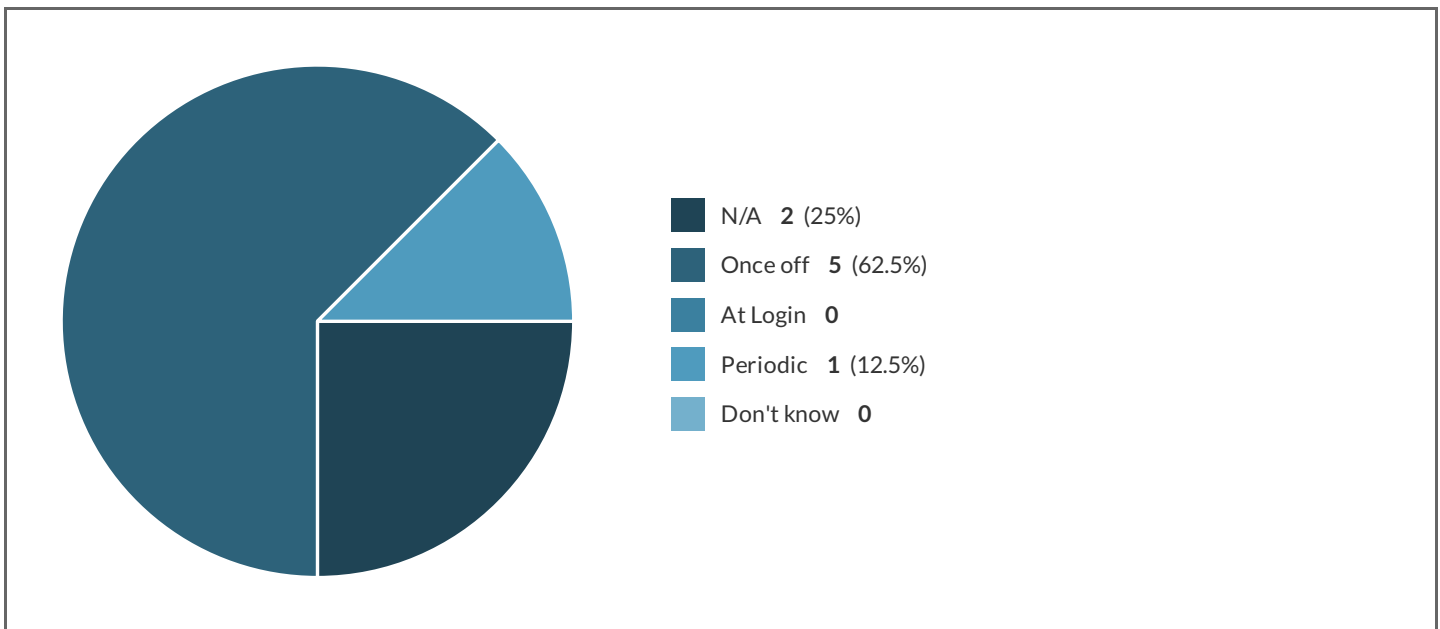


#### 15.4 Takes organization time to implement

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

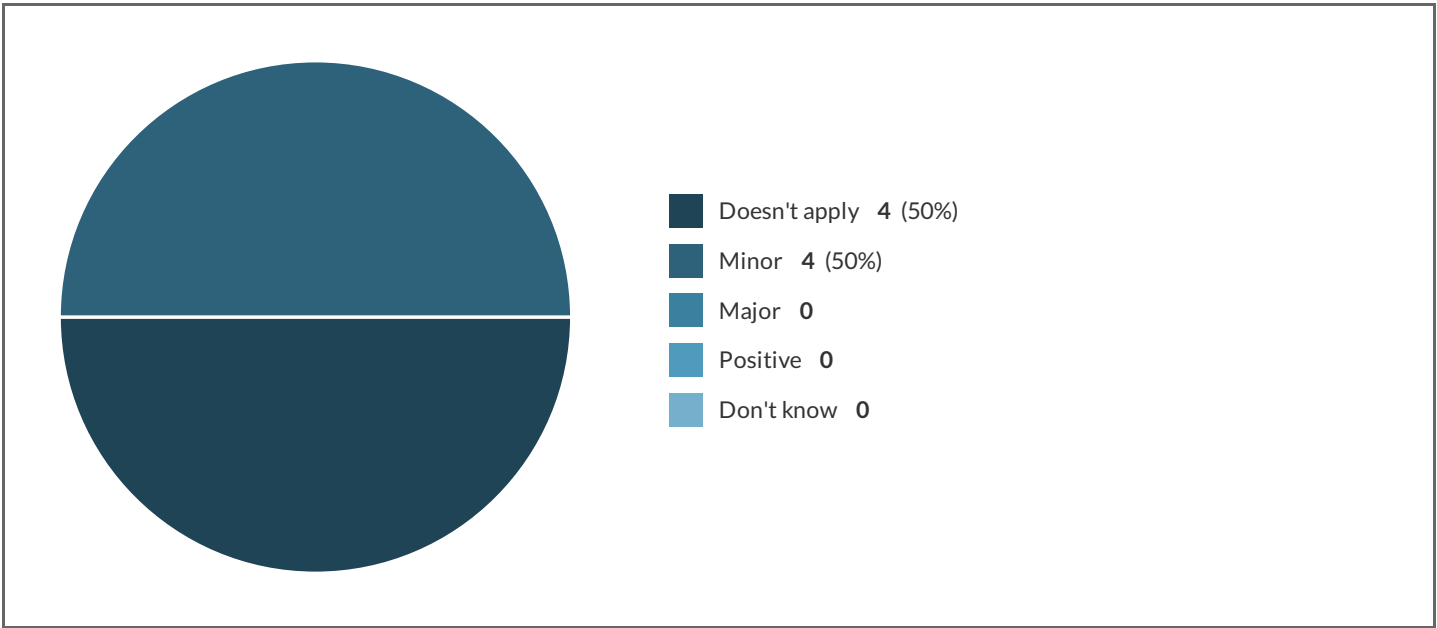


**15.4.b** Takes organization time to implement - Frequency Cost is Experienced

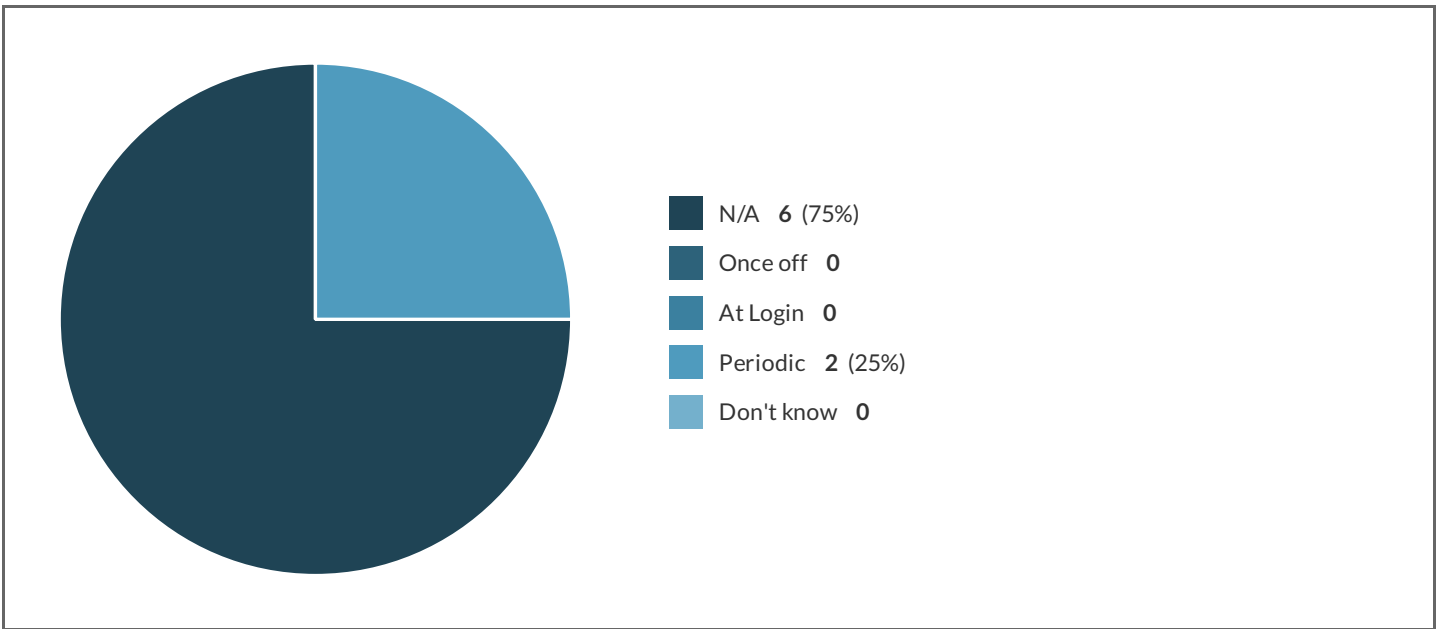


**15.5** Increases the organization's computing power needed

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

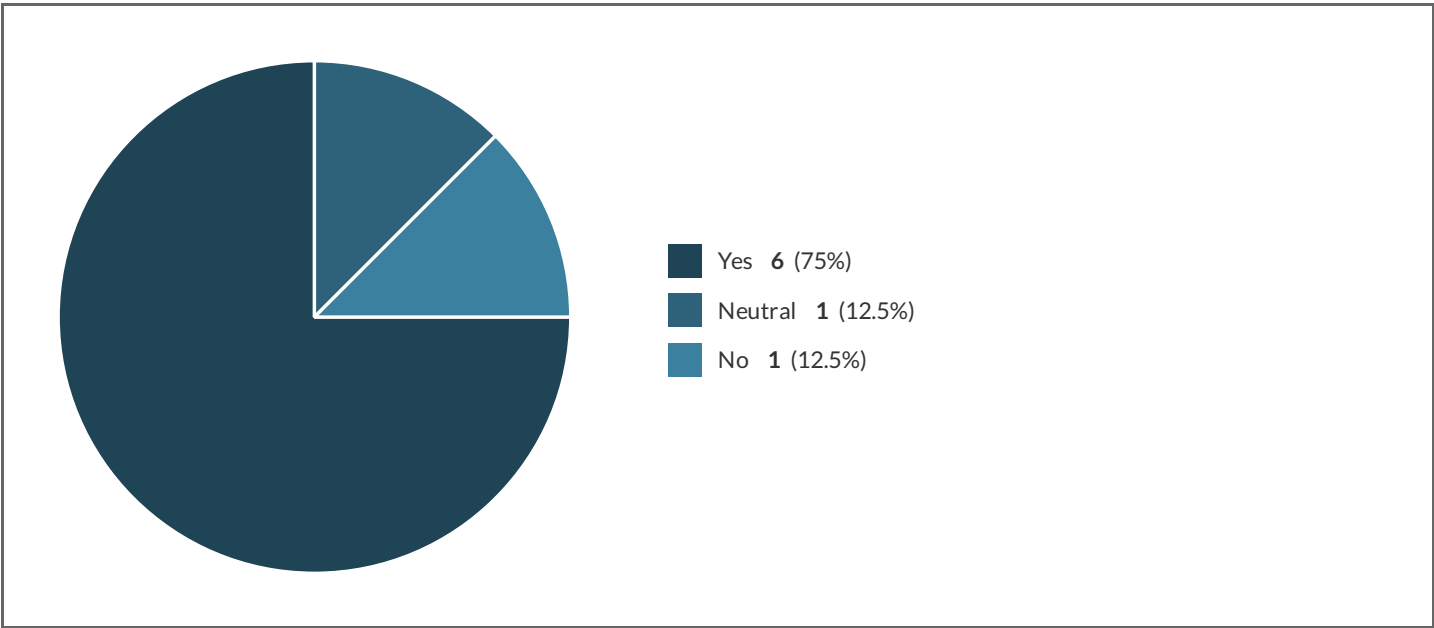


**15.5.b** Increases the organization's computing power needed - Frequency Cost is Experienced



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





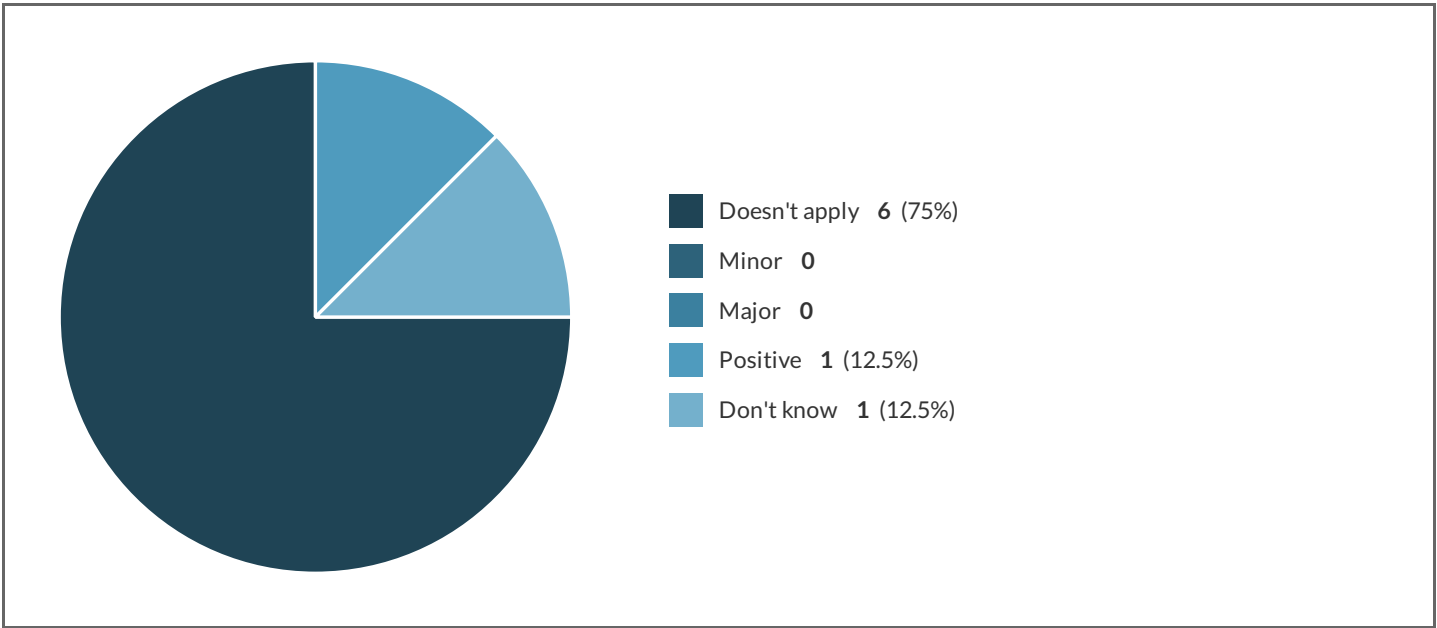
15.b Comments

Showing all 4 responses	
Hard to say - can be a pain for some users, but for moderately high value systems can be worth it	633877-633868-66096960
Good practice, but comes with costs	633877-633868-66148906
I wouldnt limit this to "remotely". The insider threat is often greater	633877-633868-66731439
Only when remotely? Some systems might benefit from 2FA on campus...	633877-633868-66864365

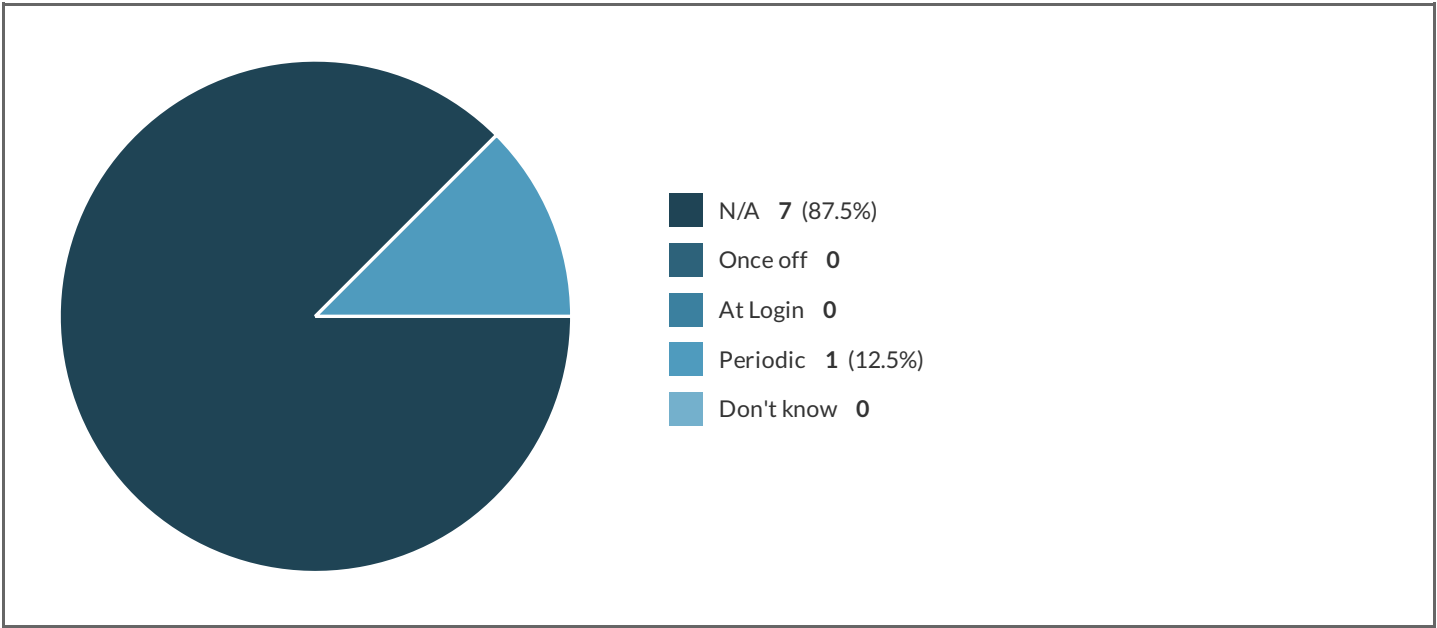
16 Generated passwords should aid memory retention

16.1 Increased help desk/user support time

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

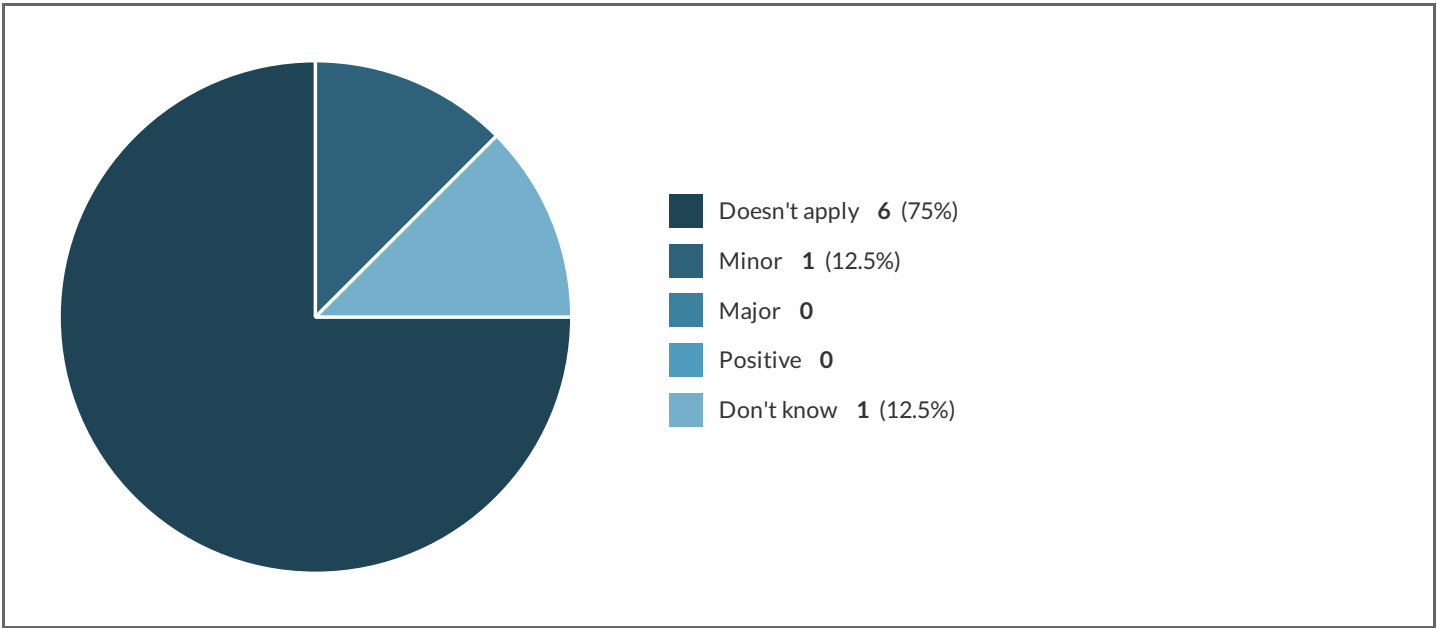


16.1.b Increased help desk/user support time - Frequency Cost is Experienced

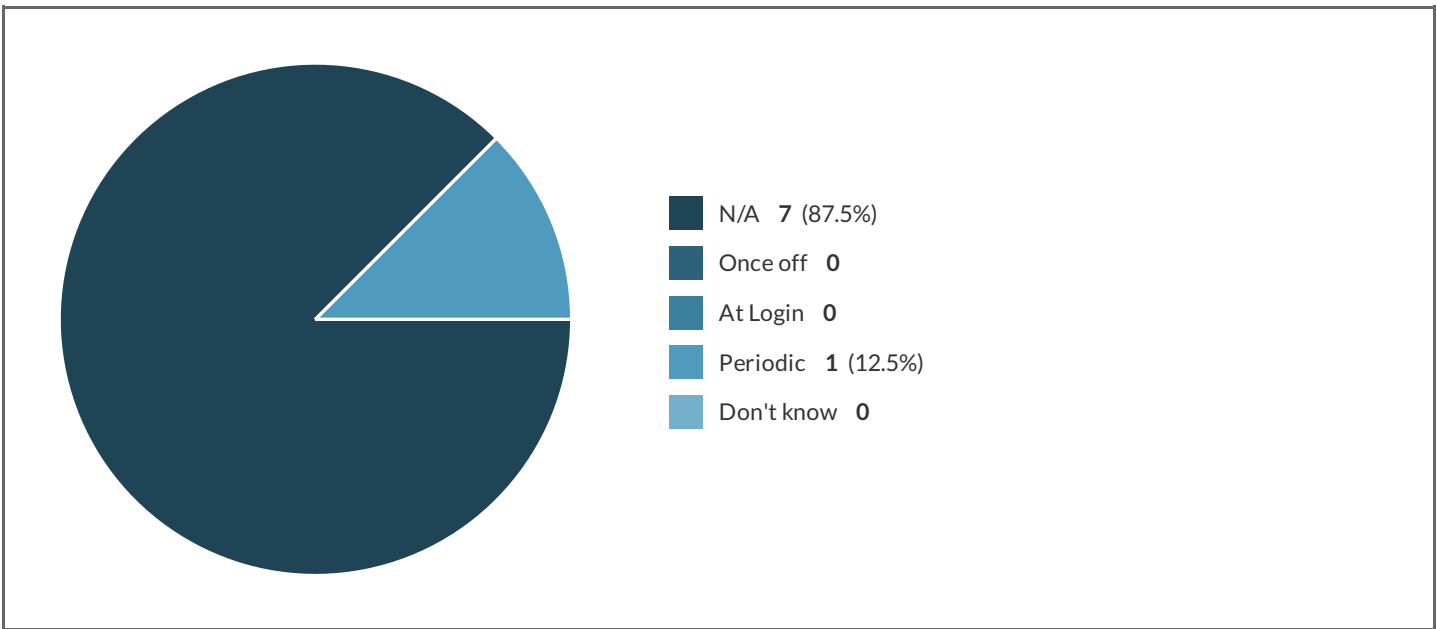


16.2 User education required

16.2.a User education required - Severity of Cost

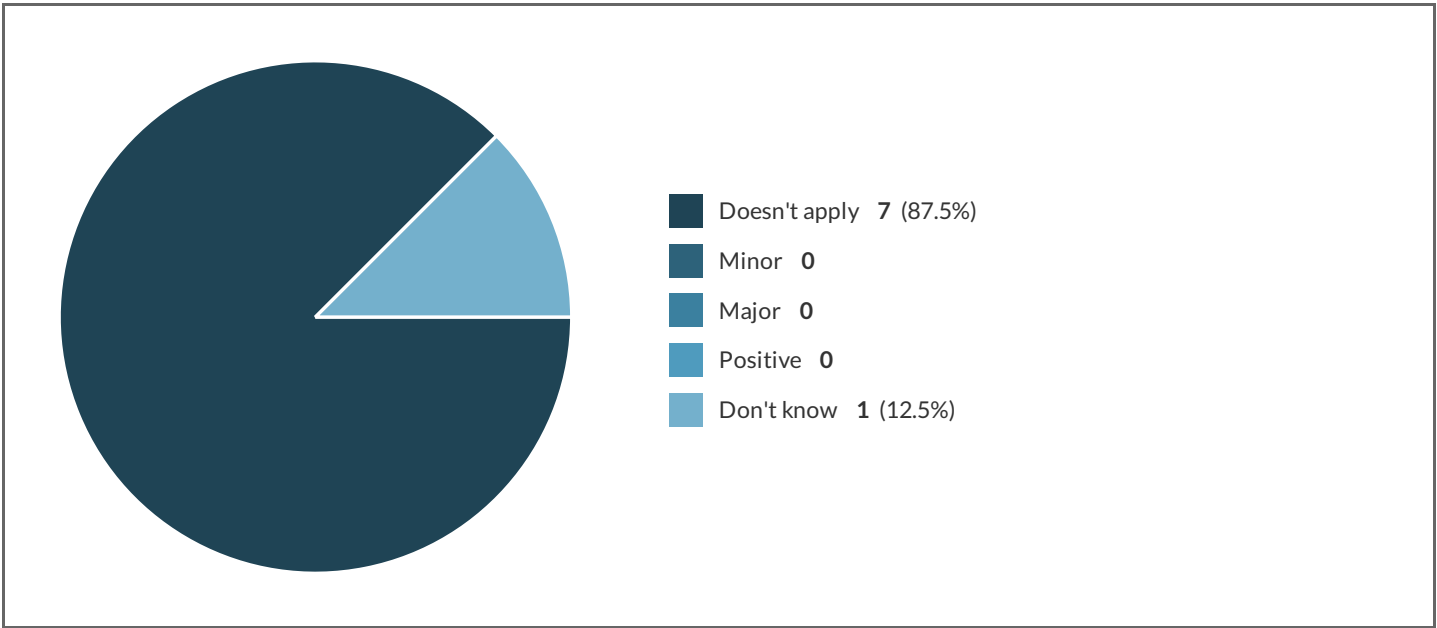


16.2.b User education required - Frequency Cost is Experienced

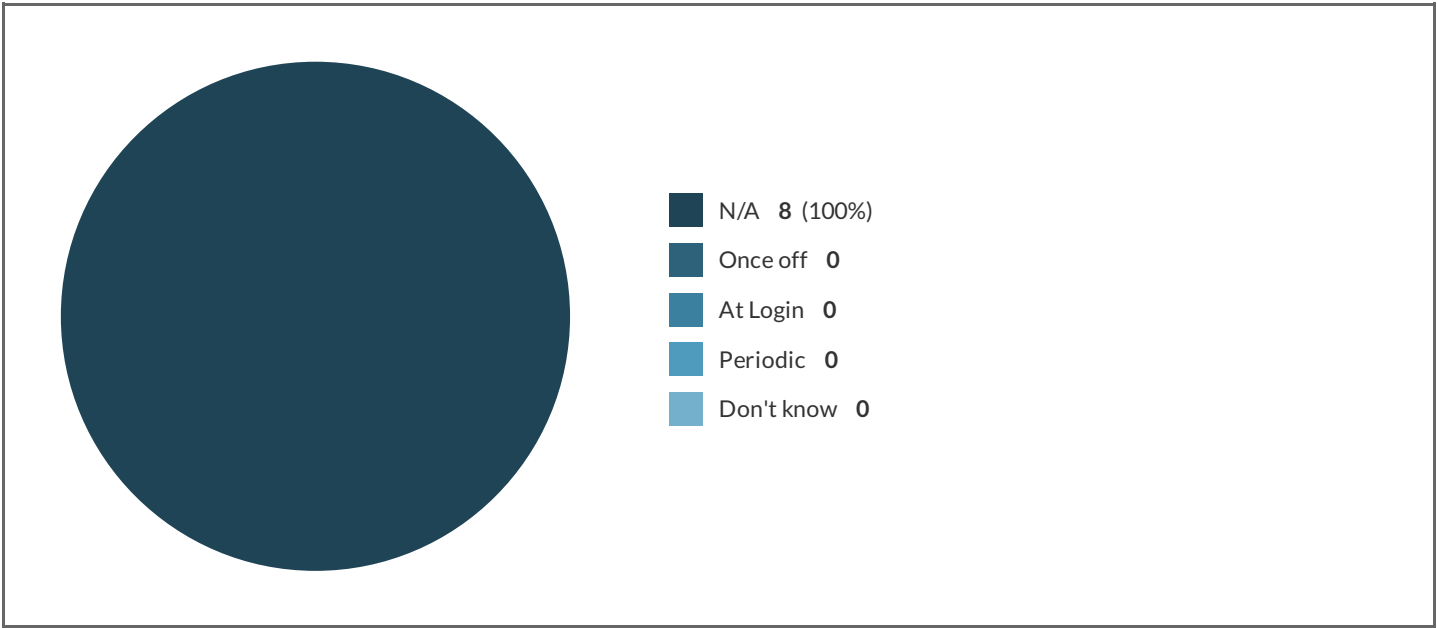


16.3 Organization needs extra resources

16.3.a Organization needs extra resources - Severity of Cost

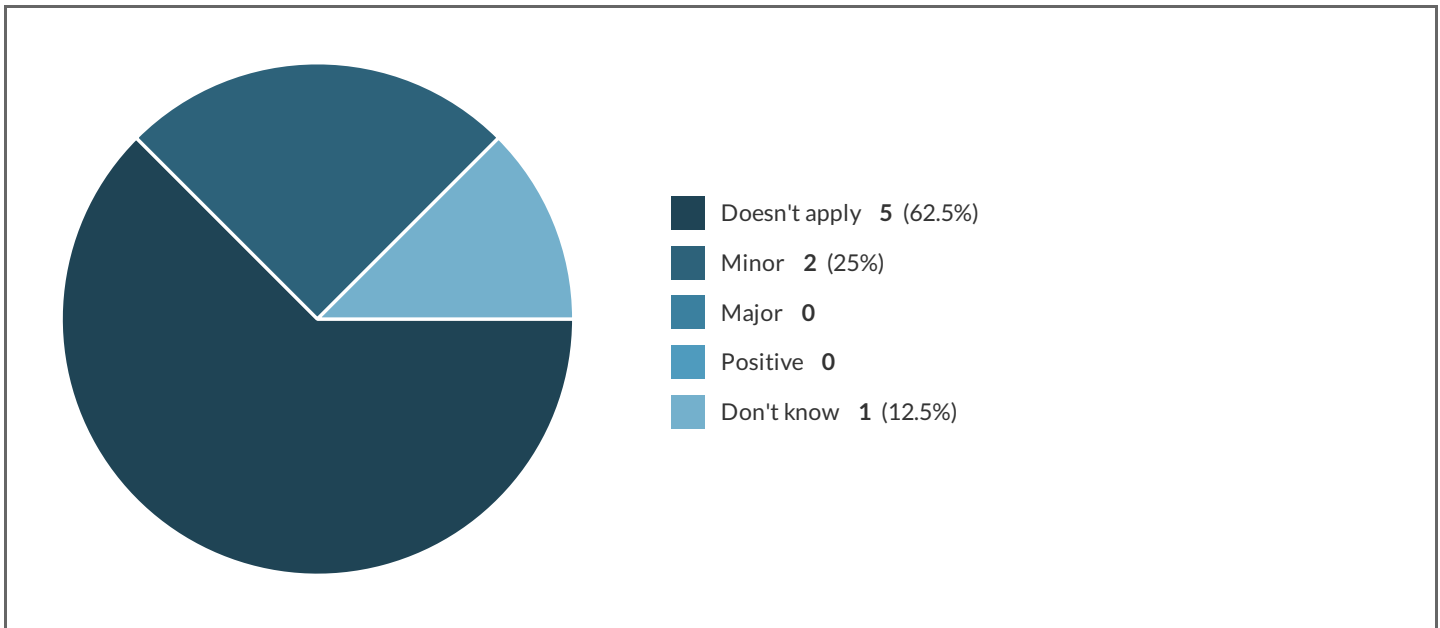


16.3.b Organization needs extra resources - Frequency Cost is Experienced

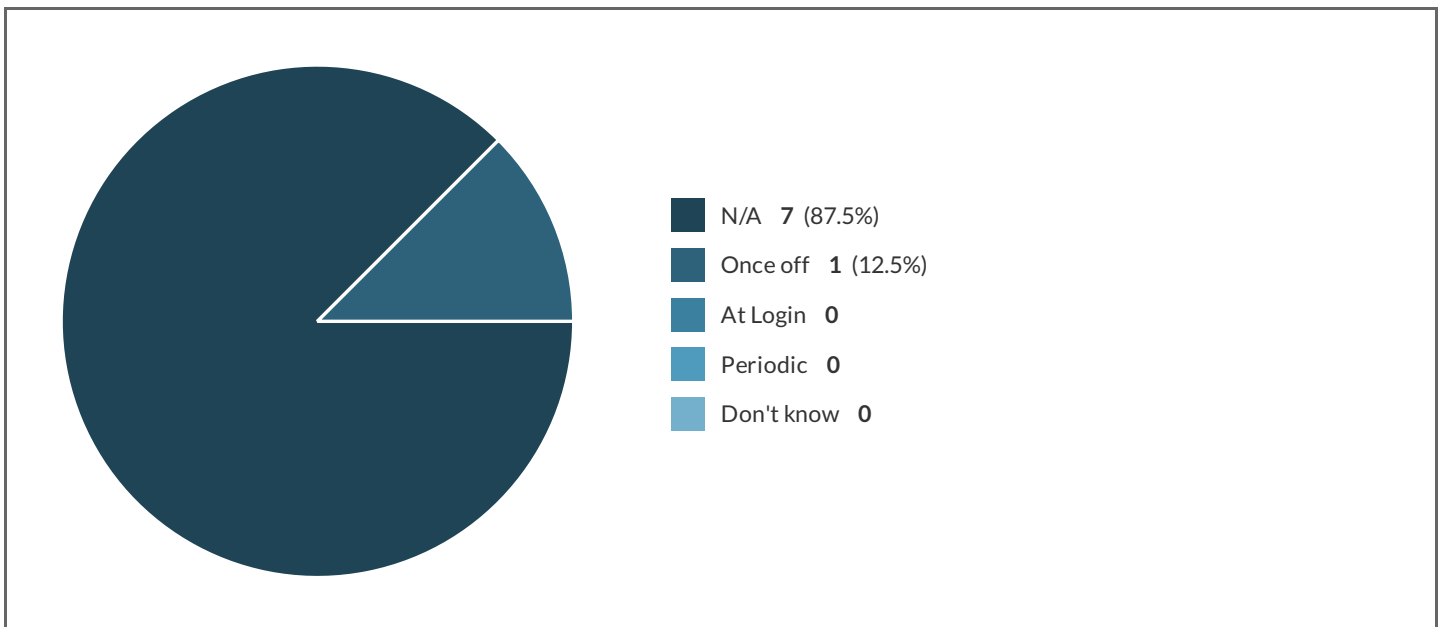


16.4 Takes organization time to implement

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

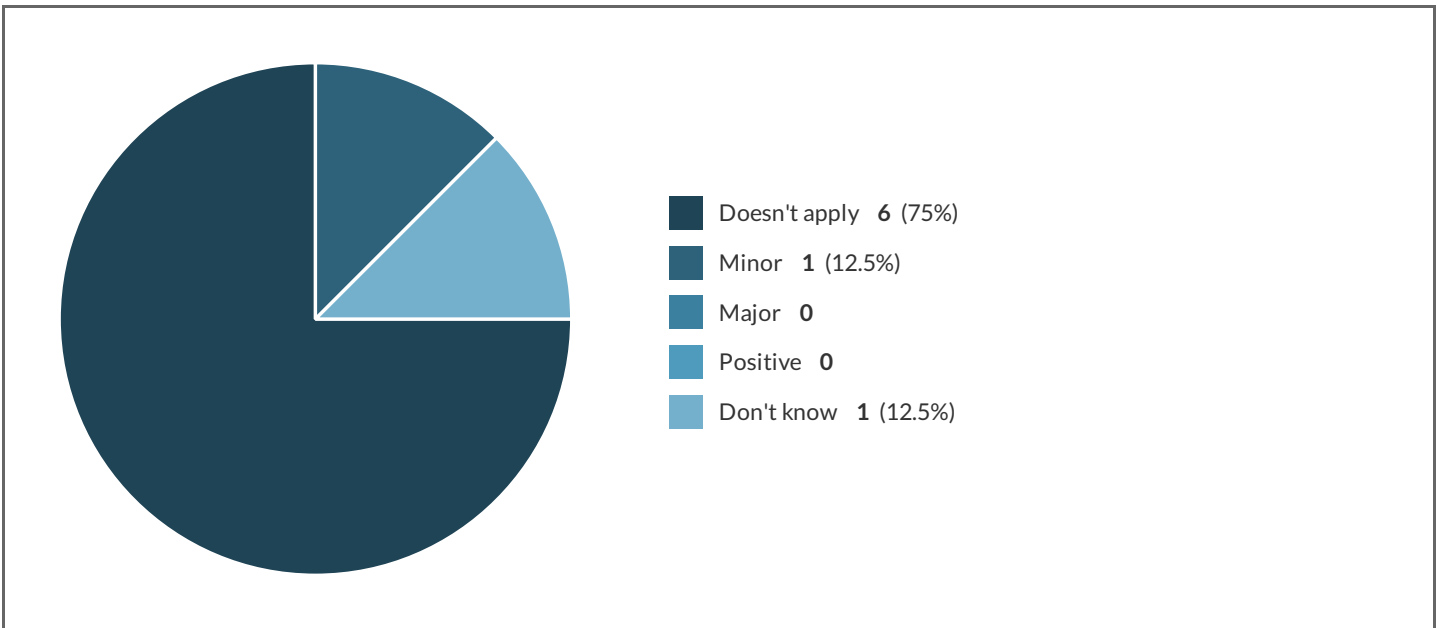


#### 16.4.b Takes organization time to implement - Frequency Cost is Experienced

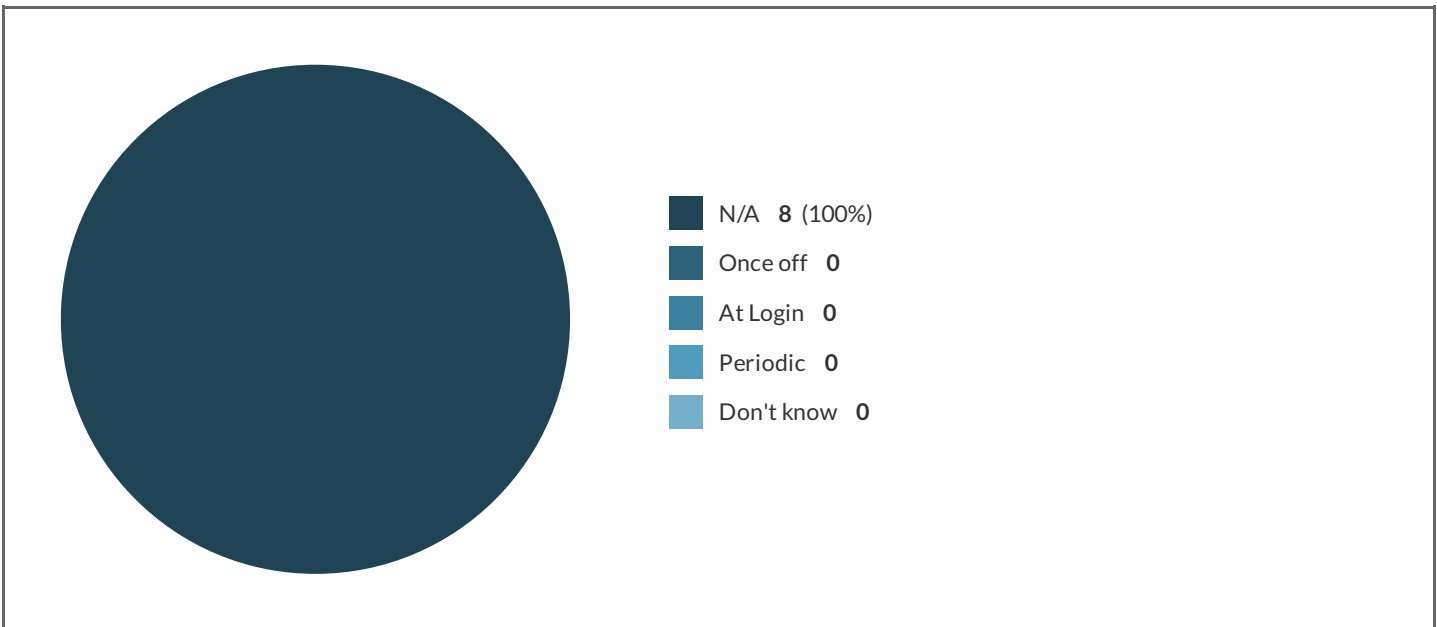


#### 16.5 Increases the organization's computing power needed

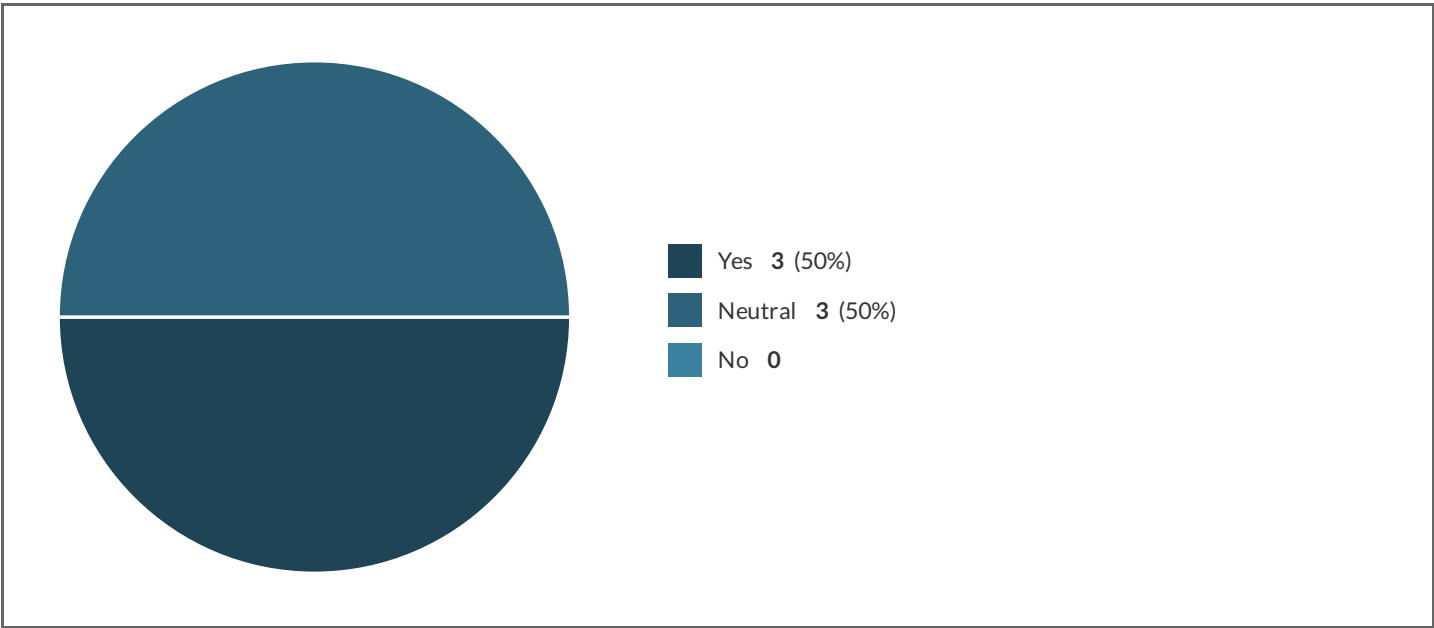
#### 16.5.a Increases the organization's computing power needed - Severity of Cost



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



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



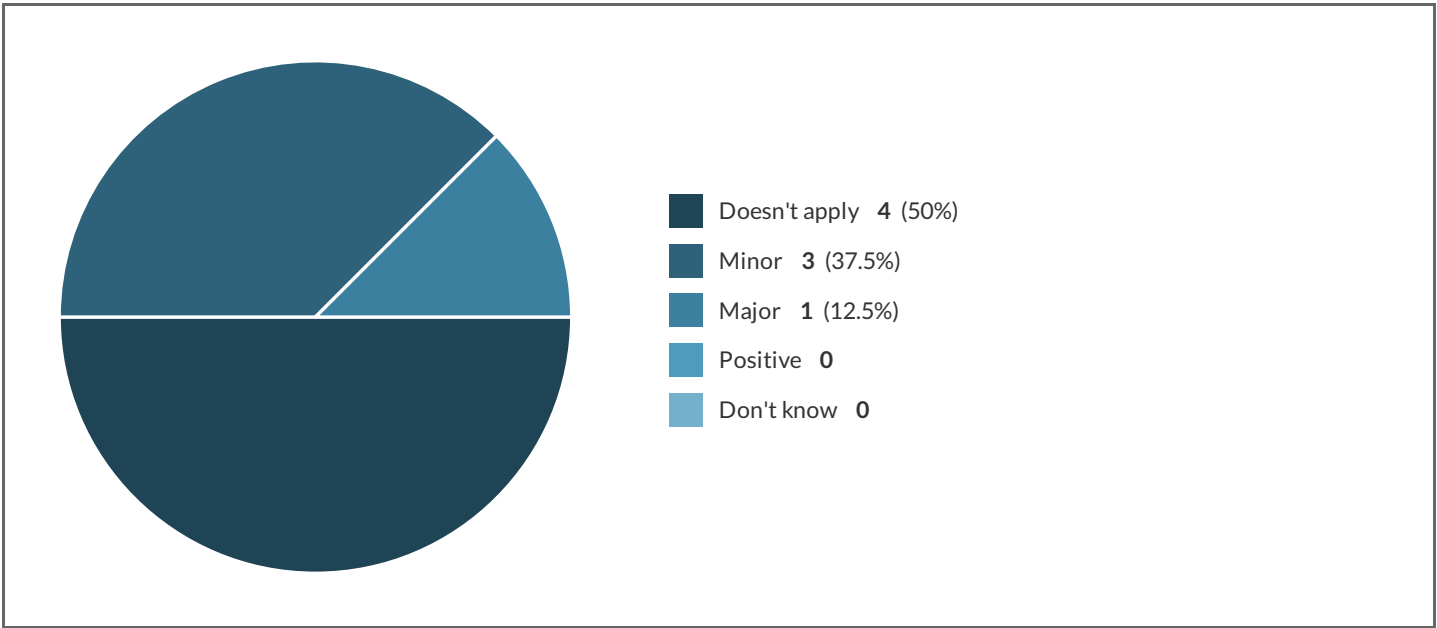
16.b Comments

Showing all 4 responses	
If you are going to generate passwords, they may as well be something users can remember	633877-633868-66096960
Don't really understand the question. Generated by the org, or by a password manager? And how could they said memory retention?	633877-633868-66148906
Depends on the user strategy on how they manage passwords	633877-633868-66864365
Question is ambiguous. Are complex passwords a memory training aid, or is password generation policy biased towards memorable outputs?	633877-633868-66869746

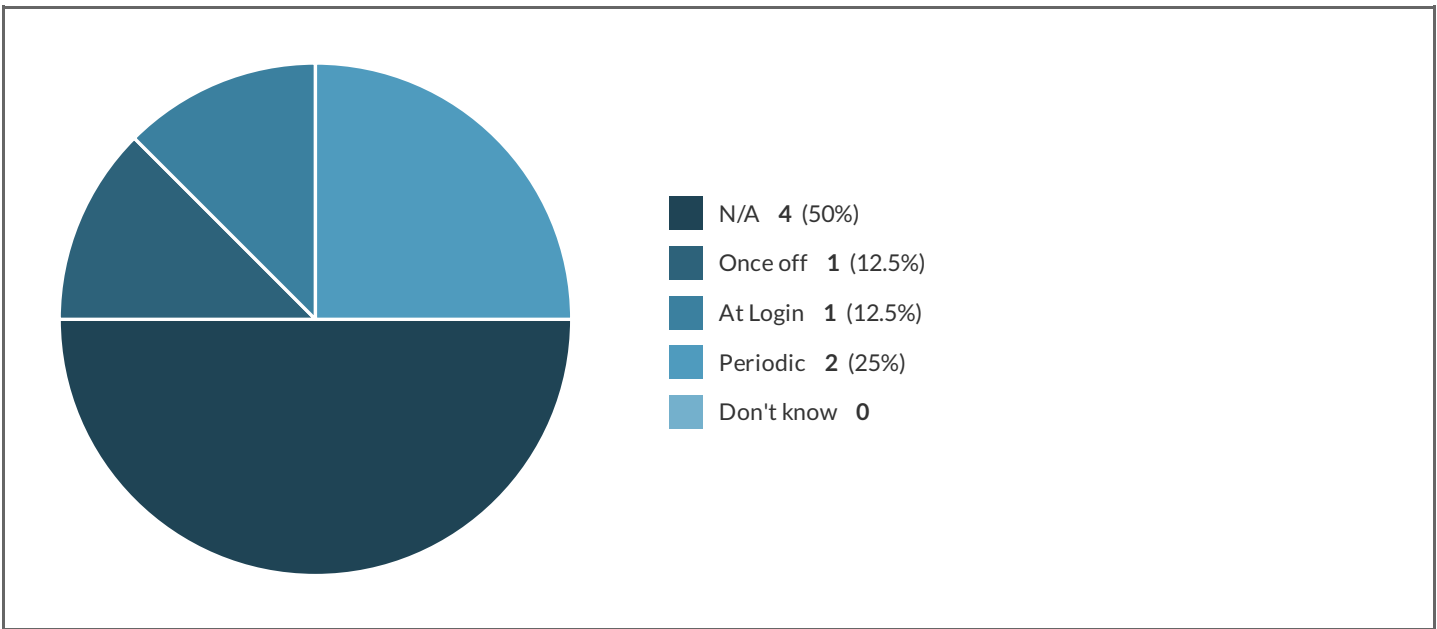
17 Each user account should be password protected

17.1 Increased help desk/user support time

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



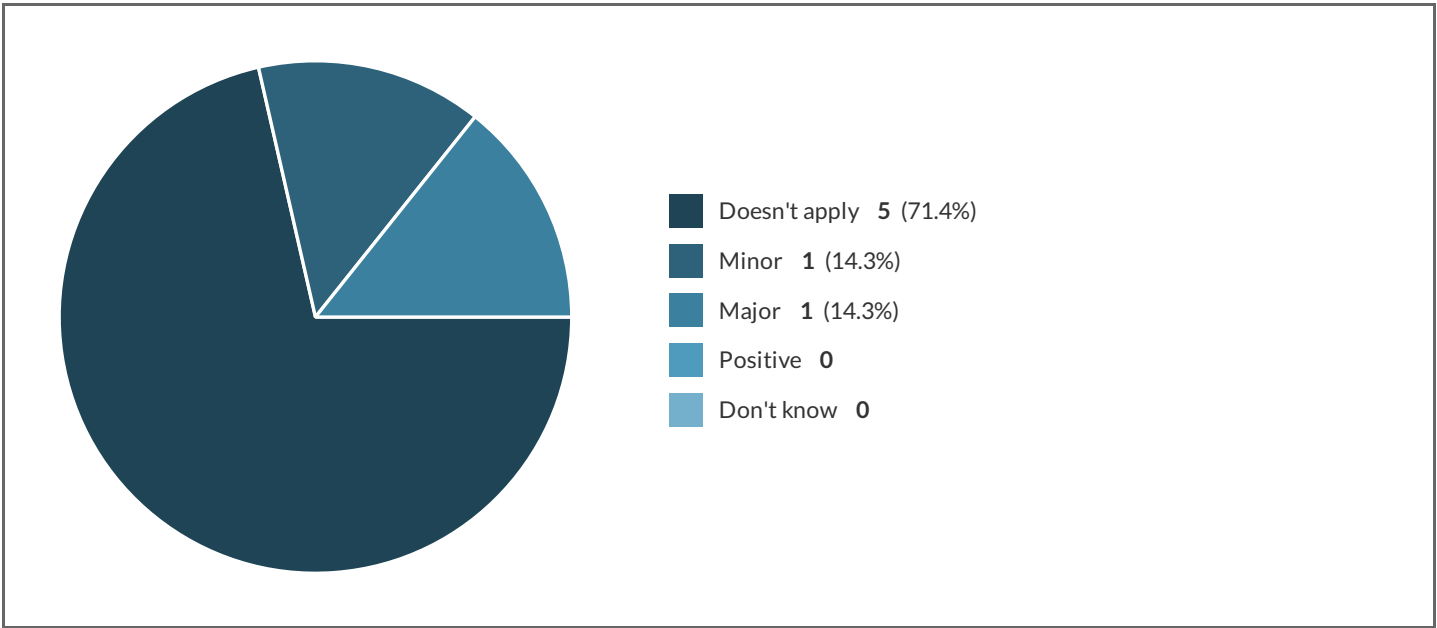
**17.1.b** Increased help desk/user support time - Frequency Cost is Experienced



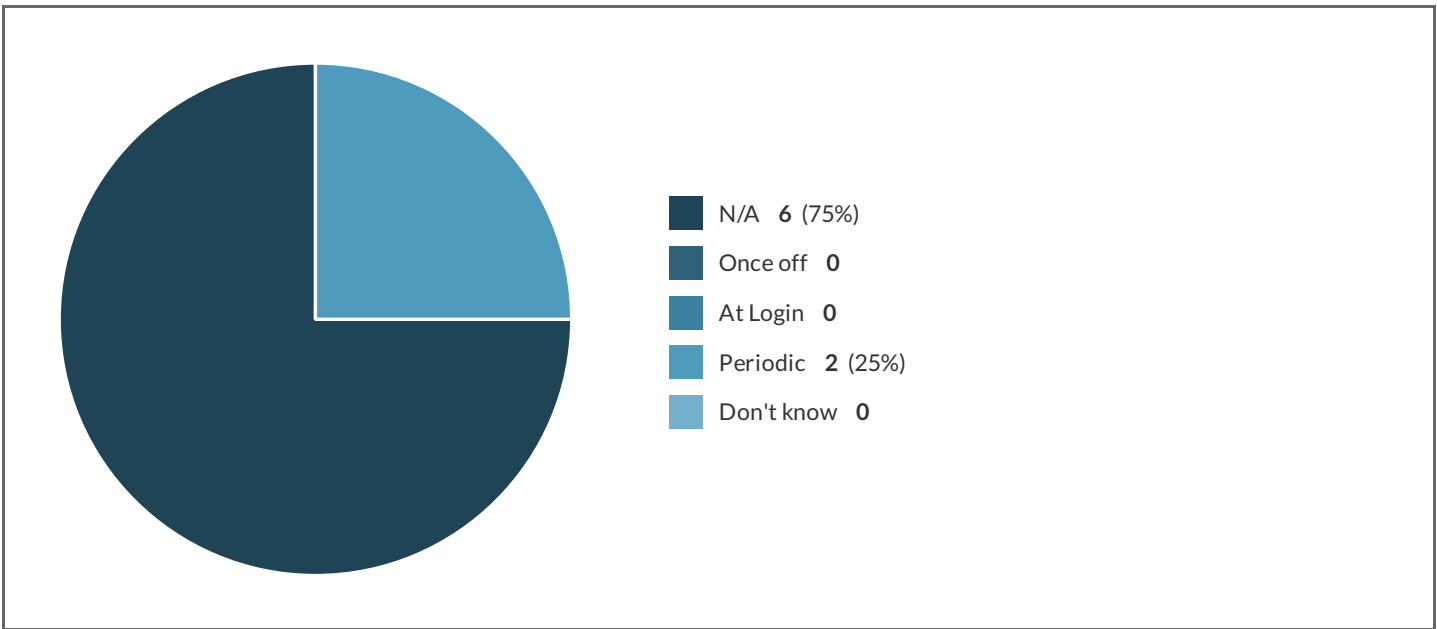
**17.2** User education required

**17.2.a** User education required - Severity of Cost



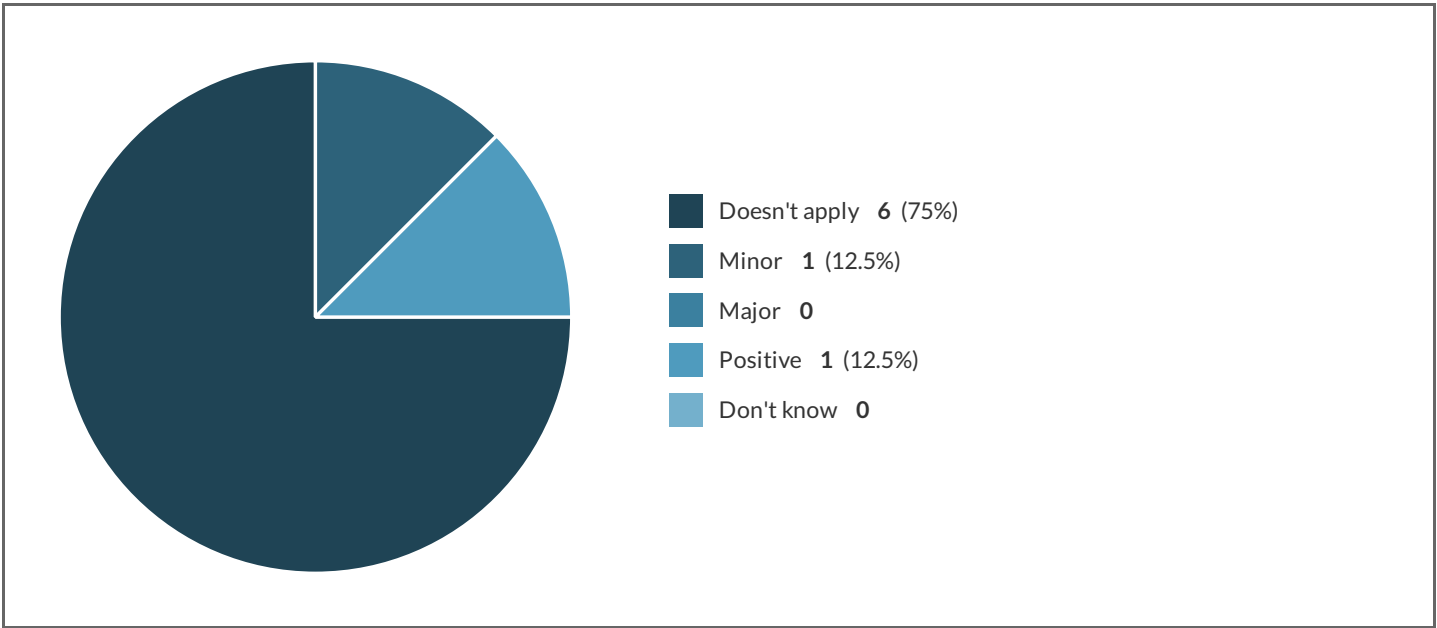


17.2.b User education required - Frequency Cost is Experienced

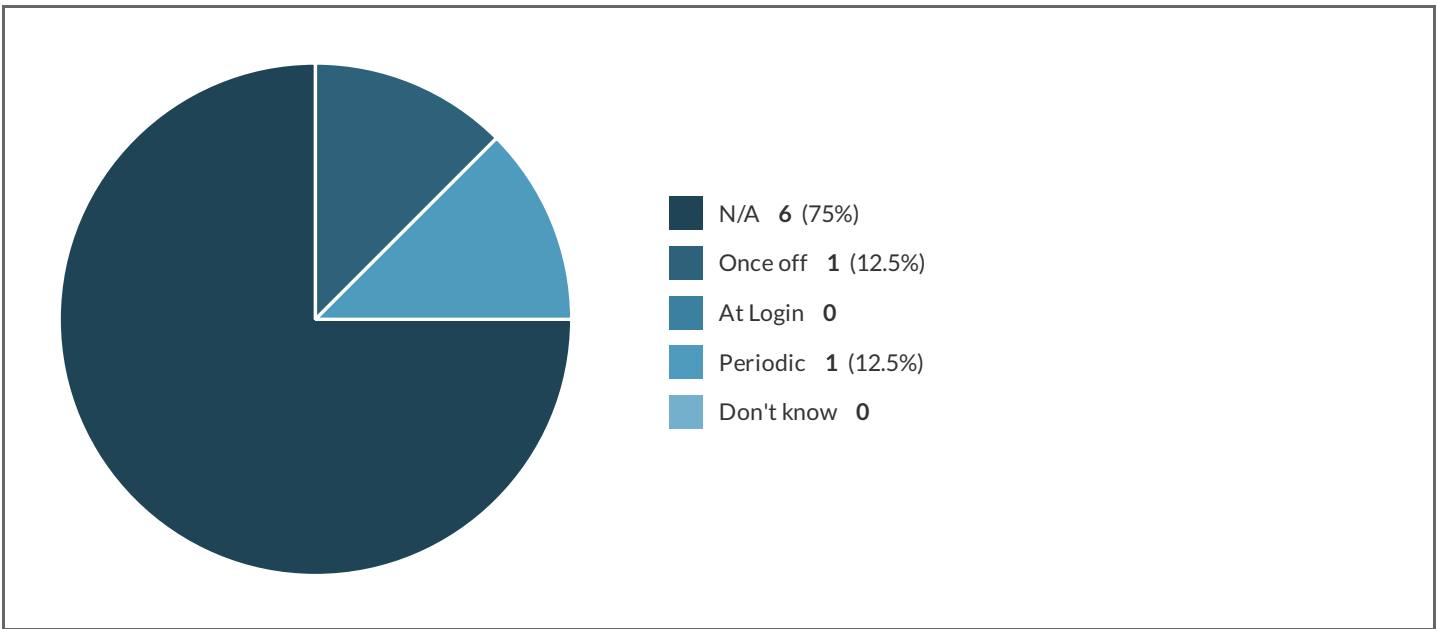


17.3 Organization needs extra resources

17.3.a Organization needs extra resources - Severity of Cost

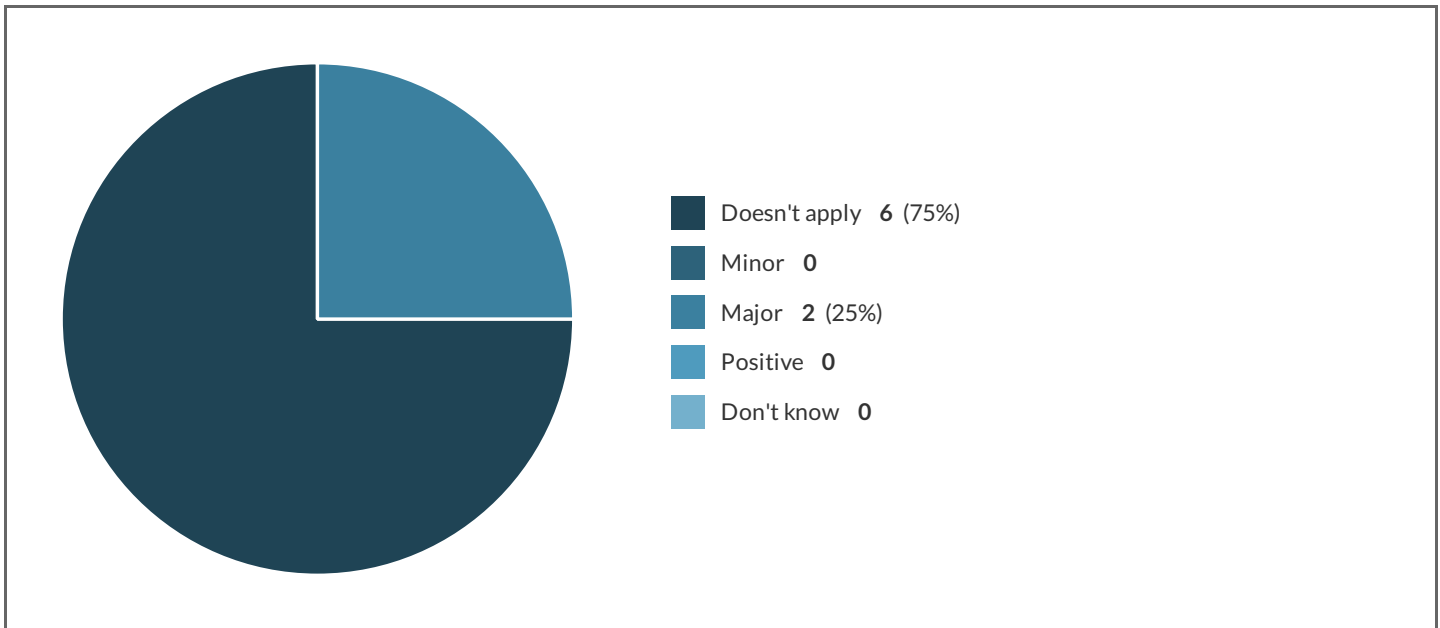


**17.3.b** Organization needs extra resources - Frequency Cost is Experienced

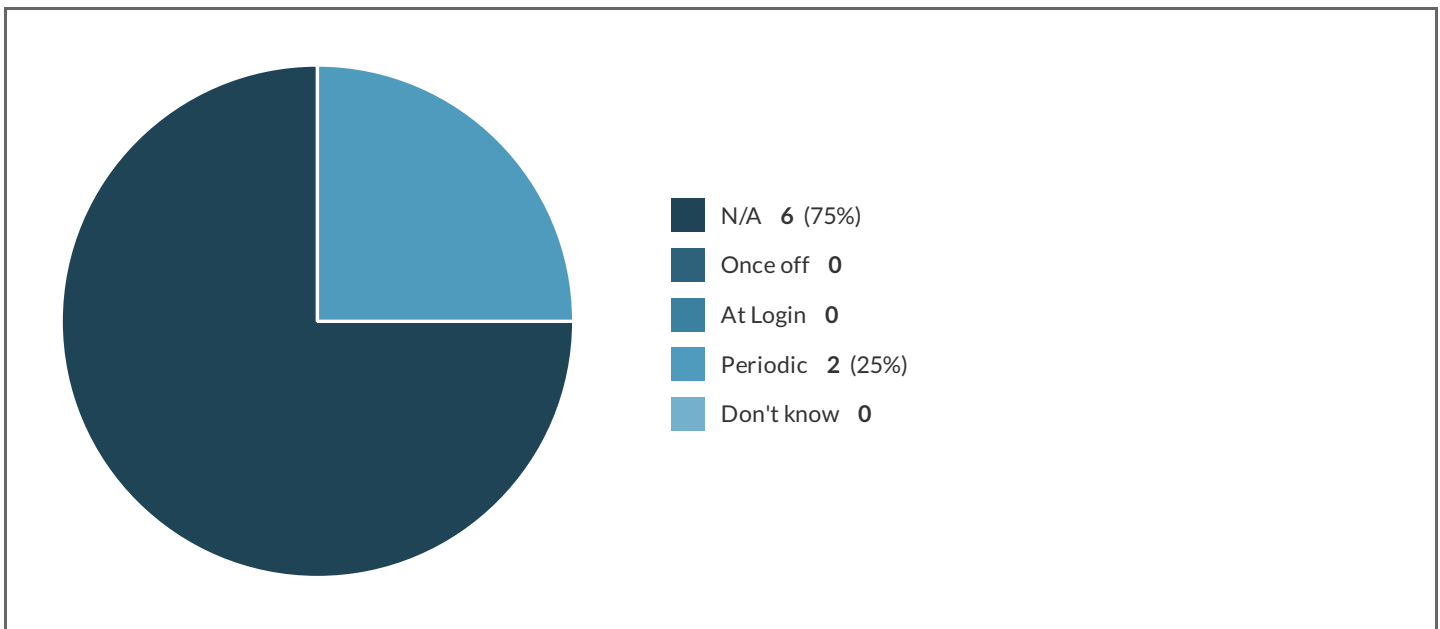


**17.4** Takes organization time to implement

**17.4.a** Takes organization time to implement - Severity of Cost

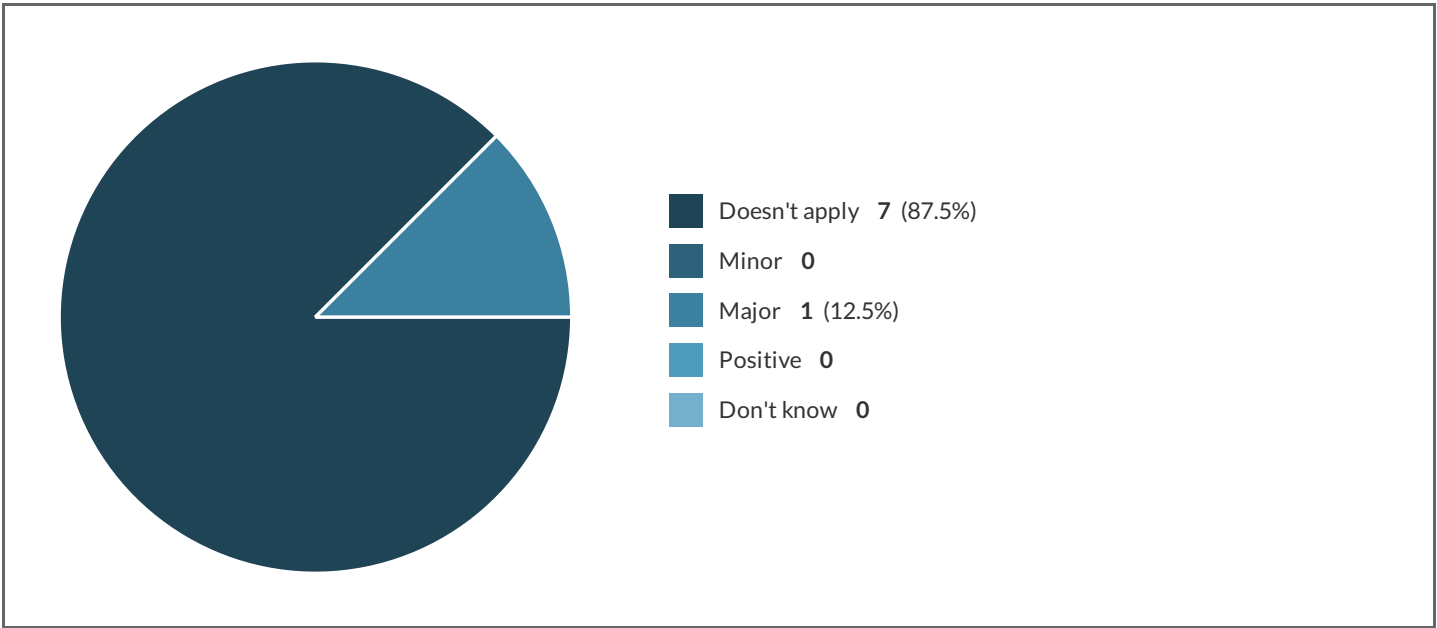


**17.4.b** Takes organization time to implement - Frequency Cost is Experienced

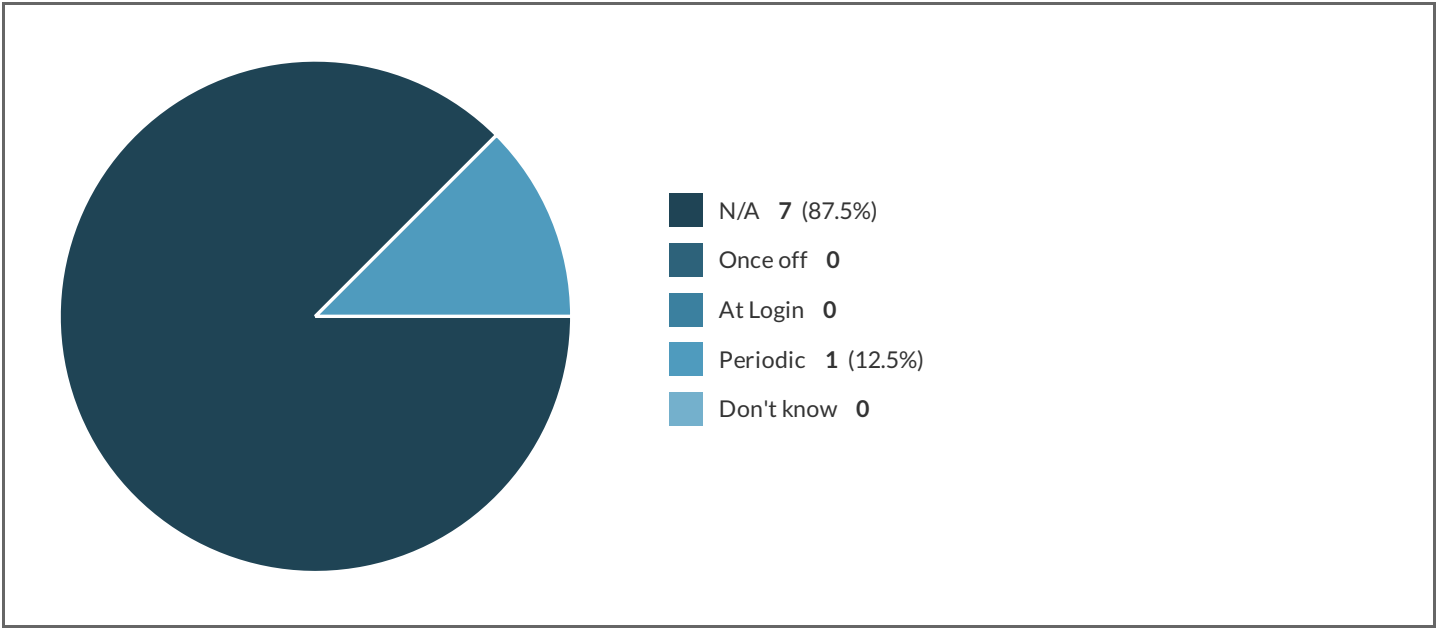


**17.5** Increases the organization's computing power needed

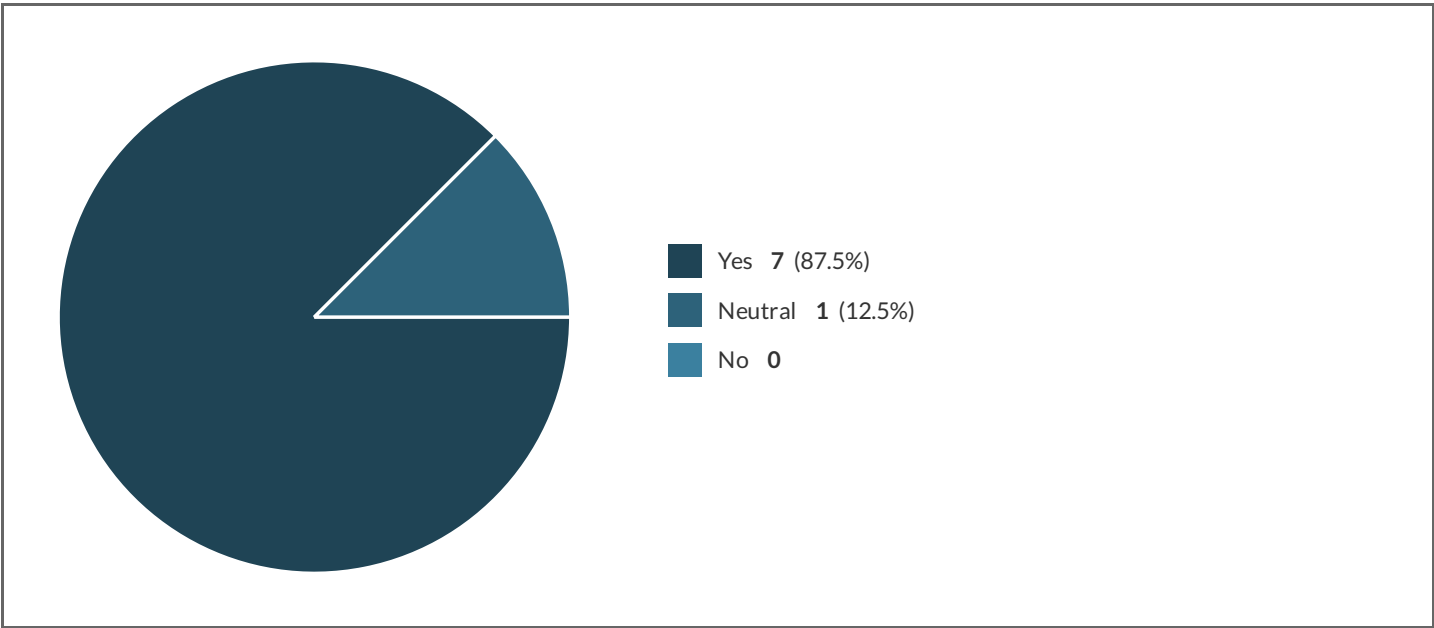
**17.5.a** Increases the organization's computing power needed - Severity of Cost



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



17.a Do you approve of this advice?

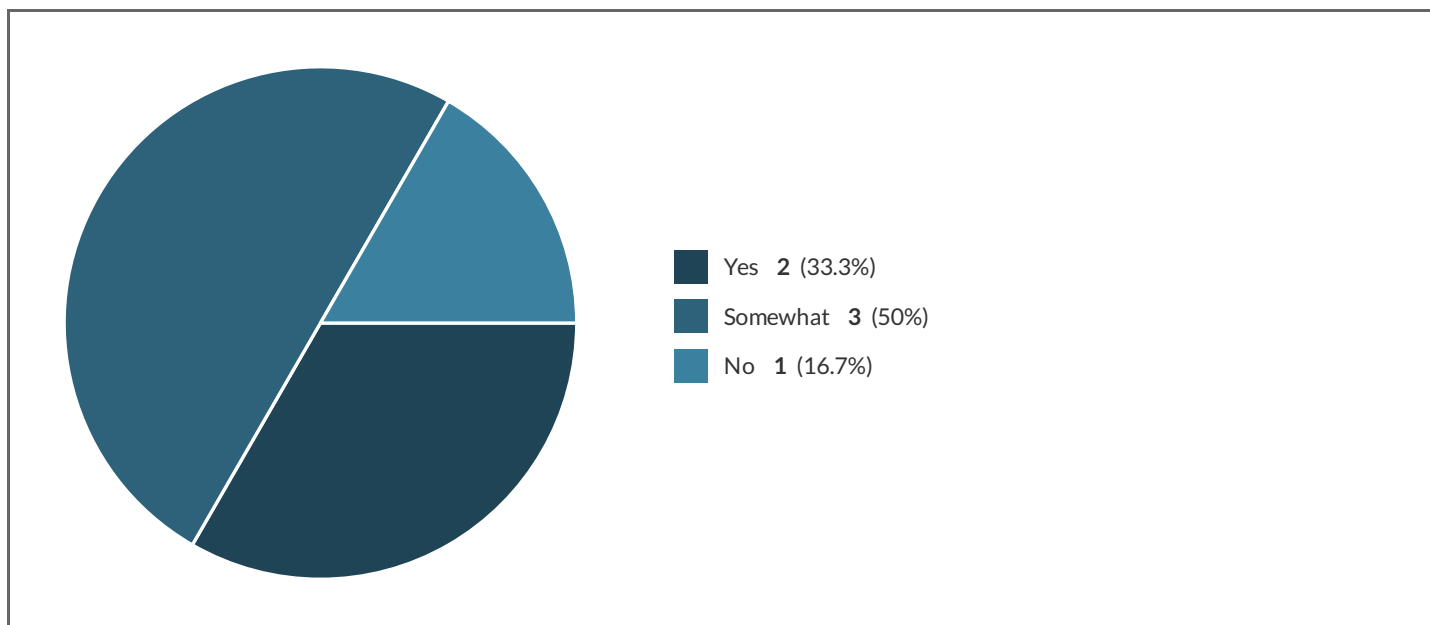


17.b Comments

Showing all 4 responses	
Except in rare cases... I marked costs as low because many systems will already do this.	633877-633868-66096960
Essential, but comes with costs	633877-633868-66148906
Depends how the user account is being protected, a password is just a single factor, there are other factors you could use instead of a password.... a token, a biometric...	633877-633868-66864365
I haven't awarded severity/frequency costs because this should be mandatory and the cost is unimportant	633877-633868-66869746

Final Comments

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



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

Showing first 5 of 6 responses	
No	<a href="#">633877-633868-66096960</a>
Some things need more than just help desk resources - development time, administration, auditing. Maybe it's covered by extra resources.	<a href="#">633877-633868-66148906</a>
I struggled to related answers to this category - Increases the organization's computing power needed	<a href="#">633877-633868-66278383</a>
I found the cost categories hard to use, because as with many things its a case of "it depends" - and you need many other inputs on the actual cost. Having a business leadership team that fully supports IT Security and is prepared to champion it will for example make the initial an ongoing "cost" in terms of resource much easier. Many of the things here will depend not just on technology but the culture and maturity of the organisation.	<a href="#">633877-633868-66864365</a>
I didn't use Positive (only just noticed it while answering this question) and I'm not sure what that really means in the same context as Minor and Major.	<a href="#">633877-633868-66869746</a>

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

Showing all 3 responses	
It was hard to answer objectively.	633877-633868-66864365
I'm not sure if this is trying to be a psychometric test, or is just designed in an odd way. Security questionnaire should just have security questions in it, and questions need to be unambiguous for the results to be valuable.	633877-633868-66869746
This was a confusing survey	633877-633868-66903197