Informed consent



# Study of Administrator password policy costs Survey 2

| Response ID            | Completion date         |  |
|------------------------|-------------------------|--|
| 633780-633771-66107168 | 8 Oct 2020, 09:31 (BST) |  |

| 1.1   | The purpose and nature of this study has been explained to me.  |               |
|-------|---|---------------|
| 1.1.a |   | Yes           |
| 1.2   | I am participating voluntarily.   |               |
| 1.2.a |   | Yes           |
| 1.3   | I understand that I can withdraw from the survey up until it is subpoint, as the survey is anonymous, it will not be possible to identify |               |
| 1.3.a |   | Yes           |
| 1.4   | I understand the limits of confidentiality as described in the infor  | mation sheet. |
| 1.4.a |   | Yes           |
| 1.5   | I understand that my anonymous responses may be used in futu-<br>from this study may be deposited in an archive if I give permissi        |               |
| 1.5.a |   | Yes           |
|       |   |               |
| 2 1   | consent to participate in this survey:  | Yes           |
| 3     | Stored passwords should be hashed and salted  |               |
| 3.1   | Increased help desk/user support time   |               |
| 3.1.a | Severity of Cost  | Doesn't apply |
| 3.1.b | Frequency Cost is Experienced   | N/A           |
| 3.2   | User education required   |               |
| 3.2.a | Severity of Cost  | Doesn't apply |
| 3.2.b | Frequency Cost is Experienced   | N/A           |
| 3.3   | Organization needs extra resources  |               |
| 3.3.a | Severity of Cost  | Doesn't apply |
| 3.3.b | Frequency Cost is Experienced   | N/A           |
|       |   |               |

| 3.4            | Takes organization time to implement                               |   |
|----------------|--|---|
| 3.4.a          | Severity of Cost   | Minor   |
| 3.4.b          | Frequency Cost is Experienced                                      | Once off  |
| 3.5            | Increases the organization's computing power needed                |   |
| 3.5.a          | Severity of Cost   | Doesn't apply                                   |
| 3.5.b          | Frequency Cost is Experienced                                      | N/A   |
| 3.a            | Do you approve of this advice?                                     | Yes   |
| 3.b            | Comments   | Less than minor. Default on most modern systems |
| 4              |  |   |
| 4              | Passwords should be requested over protected channels              |   |
| 4.1.a          | Increased help desk/user support time Severity of Cost             | Minor   |
| 4.1.a<br>4.1.b | Frequency Cost is Experienced                                      | Periodic  |
| 4.1.0          | User education required  | renouic   |
| 4.2.a          | Severity of Cost   | Minor   |
| 4.2.b          | Frequency Cost is Experienced                                      | Periodic  |
| 4.3            | Organization needs extra resources                                 | remodite  |
| 4.3.a          | Severity of Cost   | Minor   |
| 4.3.b          | Frequency Cost is Experienced                                      | Once off  |
| 4.4            | Takes organization time to implement                               |   |
| 4.4.a          | Severity of Cost   | Minor   |
| 4.4.b          | Frequency Cost is Experienced                                      | Once off  |
| 4.5            | Increases the organization's computing power needed                |   |
| 4.5.a          | Severity of Cost   | Minor   |
| 4.5.b          | Frequency Cost is Experienced                                      | Periodic  |
| 4.a            | Do you approve of this advice?                                     | Yes   |
| 4.b            | Comments   |   |
|                |  |   |
| 5              | When logging in there should be an option to view a password after | er it is typed                                  |
| 5.1            | Increased help desk/user support time                              |   |
| 5.1.a          | Severity of Cost   | Doesn't apply                                   |

N/A

Frequency Cost is Experienced

| 5.2   | User education required                             |               |
|-------|---|---------------|
| 5.2.a | Severity of Cost                                    | Minor         |
| 5.2.b | Frequency Cost is Experienced                       | Once off      |
| 5.3   | Organization needs extra resources                  |               |
| 5.3.a | Severity of Cost                                    | Doesn't apply |
| 5.3.b | Frequency Cost is Experienced                       | N/A           |
| 5.4   | Takes organization time to implement                |               |
| 5.4.a | Severity of Cost                                    | Minor         |
| 5.4.b | Frequency Cost is Experienced                       | Once off      |
| 5.5   | Increases the organization's computing power needed |               |
| 5.5.a | Severity of Cost                                    | Doesn't apply |
| 5.5.b | Frequency Cost is Experienced                       | N/A           |
| 5.a   | Do you approve of this advice?                      | Neutral       |
| 5.b   | Comments  |               |
|       |   |               |

| 6     | The administrator account must have its own password or authentication mechanism |               |
|-------|--|---------------|
| 6.1   | Increased help desk/user support time  |               |
| 6.1.a | Severity of Cost   | Minor         |
| 6.1.b | Frequency Cost is Experienced  | Periodic      |
| 6.2   | User education required  |               |
| 6.2.a | Severity of Cost   | Doesn't apply |
| 6.2.b | Frequency Cost is Experienced  | N/A           |
| 6.3   | Organization needs extra resources   |               |
| 6.3.a | Severity of Cost   | Doesn't apply |
| 6.3.b | Frequency Cost is Experienced  | N/A           |
| 6.4   | Takes organization time to implement   |               |
| 6.4.a | Severity of Cost   | Minor         |
| 6.4.b | Frequency Cost is Experienced  | Once off      |
| 6.5   | Increases the organization's computing power needed                              |               |
| 6.5.a | Severity of Cost   | Doesn't apply |
| 6.5.b | Frequency Cost is Experienced  | N/A           |
| 6.a   | Do you approve of this advice?   | Yes           |

| 6.b   | Comments  | Two factor for admin accounts, |
|-------|---|--------------------------------|
| 0.0   | Comments  | usually by a sudo type setup   |
|       |   |                                |
| 7     | SNMP community strings should not be left as their default values | 5                              |
| 7.1   | Increased help desk/user support time                             |                                |
| 7.1.a | Severity of Cost  | Doesn't apply                  |
| 7.1.b | Frequency Cost is Experienced                                     | N/A                            |
| 7.2   | User education required   |                                |
| 7.2.a | Severity of Cost  | Doesn't apply                  |
| 7.2.b | Frequency Cost is Experienced                                     | N/A                            |
| 7.3   | Organization needs extra resources                                |                                |
| 7.3.a | Severity of Cost  | Minor                          |
| 7.3.b | Frequency Cost is Experienced                                     | Periodic                       |
| 7.4   | Takes organization time to implement                              |                                |
| 7.4.a | Severity of Cost  | Minor                          |
| 7.4.b | Frequency Cost is Experienced                                     | Periodic                       |
| 7.5   | Increases the organization's computing power needed               |                                |
| 7.5.a | Severity of Cost  | Doesn't apply                  |
| 7.5.b | Frequency Cost is Experienced                                     | N/A                            |
| 7.a   | Do you approve of this advice?                                    | Yes                            |
| 7.b   | Comments  |                                |
|       |   |                                |
| 8     | Intrusions should be monitored and analysed                       |                                |
| 8.1   | Increased help desk/user support time                             |                                |
| 8.1.a | Severity of Cost  | Minor                          |
| 8.1.b | Frequency Cost is Experienced                                     | Periodic                       |
| 8.2   | User education required   |                                |
| 8.2.a | Severity of Cost  | Doesn't apply                  |
| 8.2.b | Frequency Cost is Experienced                                     | N/A                            |
| 8.3   | Organization needs extra resources                                |                                |
| 8.3.a | Severity of Cost  | Minor                          |
| 8.3.b | Frequency Cost is Experienced                                     | Periodic                       |

Takes organization time to implement

8.4

| 8.4.a | Severity of Cost   | Major                                 |
|-------|--|---------------------------------------|
| 8.4.b | Frequency Cost is Experienced  | Once off                              |
| 8.5   | Increases the organization's computing power needed                                |                                       |
| 8.5.a | Severity of Cost   | Minor                                 |
| 8.5.b | Frequency Cost is Experienced  | Periodic                              |
| 8.a   | Do you approve of this advice?   | Yes                                   |
| 8.b   | Comments   | Assuming you know the attack vector   |
| 9     | A blocklist should be used to prevent the selection of common pa                   | sswords (e.g. "123456", "password")   |
| 9.1   | Increased help desk/user support time  |                                       |
| 9.1.a | Severity of Cost   | Minor                                 |
| 9.1.b | Frequency Cost is Experienced  | Periodic                              |
| 9.2   | User education required  |                                       |
| 9.2.a | Severity of Cost   | Major                                 |
| 9.2.b | Frequency Cost is Experienced  | Periodic                              |
| 9.3   | Organization needs extra resources   |                                       |
| 9.3.a | Severity of Cost   | Doesn't apply                         |
| 9.3.b | Frequency Cost is Experienced  | N/A                                   |
| 9.4   | Takes organization time to implement   |                                       |
| 9.4.a | Severity of Cost   | Minor                                 |
| 9.4.b | Frequency Cost is Experienced  | Once off                              |
| 9.5   | Increases the organization's computing power needed                                |                                       |
| 9.5.a | Severity of Cost   | Minor                                 |
| 9.5.b | Frequency Cost is Experienced  | Once off                              |
| 9.a   | Do you approve of this advice?   | Yes                                   |
| 9.b   | Comments   |                                       |
|       |  |                                       |
| 10    | Passwords should not be truncated (e.g. "VeryLongPasswordInde" "VeryLongPassword") | eed" should not be stored as if it is |
| 10.1  | Increased help desk/user support time  |                                       |

10.1.a

10.1.b

Severity of Cost

Frequency Cost is Experienced

Doesn't apply

N/A

| 10.2   | User education required  |  |
|--|--|--|
| 10.2.a   | Severity of Cost   | Doesn't apply  |
| 10.2.b   | Frequency Cost is Experienced  | N/A  |
| 10.3   | Organization needs extra resources   |  |
| 10.3.a   | Severity of Cost   | Minor  |
| 10.3.b   | Frequency Cost is Experienced  | Periodic   |
| 10.4   | Takes organization time to implement   |  |
| 10.4.a   | Severity of Cost   | Minor  |
| 10.4.b   | Frequency Cost is Experienced  | Once off   |
| 10.5   | Increases the organization's computing power needed  |  |
| 10.5.a   | Severity of Cost   | Doesn't apply  |
| 10.5.b   | Frequency Cost is Experienced  | N/A  |
| 10.a   | Do you approve of this advice?   | Yes  |
| 10.b   | Comments   | Breaks compatibility with legacy systems (mainframes etc) but overall worthwhile |
|  |  |  |
| 11   | Users should be encouraged to make an alteration to their passw  | ord before reusing it at another   |
|  | site/system.   |  |
| 11.1   | Increased help desk/user support time  |  |
| 11.1<br>11.1.a   |  | Minor  |
|  | Increased help desk/user support time  | Minor<br>Periodic  |
| 11.1.a   | Increased help desk/user support time Severity of Cost   |  |
| 11.1.a<br>11.1.b   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced   |  |
| 11.1.a<br>11.1.b<br>11.2   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  | Periodic   |
| 11.1.a<br>11.1.b<br>11.2<br>11.2.a                                       | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  | Periodic<br>Major  |
| 11.1.a<br>11.1.b<br>11.2<br>11.2.a<br>11.2.b                             | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced   | Periodic<br>Major  |
| 11.1.a<br>11.1.b<br>11.2<br>11.2.a<br>11.2.b<br>11.3                     | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources   | Periodic  Major  Periodic  |
| 11.1.a<br>11.1.b<br>11.2<br>11.2.a<br>11.2.b<br>11.3<br>11.3.a           | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost   | Periodic  Major  Periodic  Minor   |
| 11.1.a<br>11.1.b<br>11.2<br>11.2.a<br>11.2.b<br>11.3<br>11.3.a<br>11.3.b | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  | Periodic  Major  Periodic  Minor   |
| 11.1.a 11.1.b 11.2 11.2.a 11.2.b 11.3 11.3.a 11.3.b 11.4                 | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  | Periodic  Major  Periodic  Minor  N/A  |
| 11.1.a 11.1.b 11.2 11.2.a 11.2.b 11.3 11.3.a 11.3.b 11.4 11.4.a          | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost                                | Periodic  Major  Periodic  Minor  N/A  Minor                                     |
| 11.1.a 11.1.b 11.2 11.2.a 11.2.b 11.3 11.3.a 11.3.b 11.4 11.4.a 11.4.b   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced | Periodic  Major  Periodic  Minor  N/A  Minor                                     |

| 11.a   | Do you approve of this advice?                                    | Yes           |
|--------|---|---------------|
| 11.b   | Comments  |               |
|        |   |               |
| 12     | After using a public computer, a user should explicitly log out   |               |
| 12.1   | Increased help desk/user support time                             |               |
| 12.1.a | Severity of Cost  | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced                                     | N/A           |
| 12.2   | User education required   |               |
| 12.2.a | Severity of Cost  | Major         |
| 12.2.b | Frequency Cost is Experienced                                     | Periodic      |
| 12.3   | Organization needs extra resources                                |               |
| 12.3.a | Severity of Cost  | Minor         |
| 12.3.b | Frequency Cost is Experienced                                     | Periodic      |
| 12.4   | Takes organization time to implement                              |               |
| 12.4.a | Severity of Cost  | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced                                     | N/A           |
| 12.5   | Increases the organization's computing power needed               |               |
| 12.5.a | Severity of Cost  | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced                                     | N/A           |
| 12.a   | Do you approve of this advice?                                    | Yes           |
| 12.b   | Comments  |               |
|        |   |               |
| 13     | Users should check web pages for TLS (e.g. looking for the padloc | k or "https") |
| 13.1   | Increased help desk/user support time                             |               |
| 13.1.a | Severity of Cost  | Doesn't apply |
| 13.1.b | Frequency Cost is Experienced                                     | N/A           |
| 13.2   | User education required   |               |
| 13.2.a | Severity of Cost  | Major         |
| 13.2.b | Frequency Cost is Experienced                                     | Periodic      |
| 13.3   | Organization needs extra resources                                |               |
| 13.3.a | Severity of Cost  | Doesn't apply |
|        |   |               |

N/A

13.3.b

Frequency Cost is Experienced

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

| 14     | Users' phones should be password protected          |                          |
|--------|---|--------------------------|
| 14.1   | Increased help desk/user support time               |                          |
| 14.1.a | Severity of Cost                                    | Doesn't apply            |
| 14.1.b | Frequency Cost is Experienced                       | N/A                      |
| 14.2   | User education required                             |                          |
| 14.2.a | Severity of Cost                                    | Minor                    |
| 14.2.b | Frequency Cost is Experienced                       | Periodic                 |
| 14.3   | Organization needs extra resources                  |                          |
| 14.3.a | Severity of Cost                                    | Doesn't apply            |
| 14.3.b | Frequency Cost is Experienced                       | N/A                      |
| 14.4   | Takes organization time to implement                |                          |
| 14.4.a | Severity of Cost                                    | Minor                    |
| 14.4.b | Frequency Cost is Experienced                       | Periodic                 |
| 14.5   | Increases the organization's computing power needed |                          |
| 14.5.a | Severity of Cost                                    | Doesn't apply            |
| 14.5.b | Frequency Cost is Experienced                       | N/A                      |
| 14.a   | Do you approve of this advice?                      | Yes                      |
| 14.b   | Comments  | Default on modern phones |

| 15     | 2-factor authentication via phone or SMS should be available to users |               |
|--------|---|---------------|
| 15.1   | Increased help desk/user support time                                 |               |
| 15.1.a | Severity of Cost  | Doesn't apply |
| 15.1.b | Frequency Cost is Experienced   | N/A           |

| 15.2   | User education required                                       |   |
|--------|---|---|
| 15.2.a | Severity of Cost  | Minor   |
| 15.2.b | Frequency Cost is Experienced                                 | Periodic  |
| 15.3   | Organization needs extra resources                            |   |
| 15.3.a | Severity of Cost  | Minor   |
| 15.3.b | Frequency Cost is Experienced                                 | Once off  |
| 15.4   | Takes organization time to implement                          |   |
| 15.4.a | Severity of Cost  | Minor   |
| 15.4.b | Frequency Cost is Experienced                                 | Once off  |
| 15.5   | Increases the organization's computing power needed           |   |
| 15.5.a | Severity of Cost  | Minor   |
| 15.5.b | Frequency Cost is Experienced                                 | Once off  |
| 15.a   | Do you approve of this advice?                                | Neutral   |
| 15.b   | Comments  | SMS 2FA is known to be weak, but requires a targeted attack |
| 16     | Generated passwords should be created using a random generate |   |

| 16     | Generated passwords should be created using a random generator |               |
|--------|--|---------------|
| 16.1   | Increased help desk/user support time                          |               |
| 16.1.a | Severity of Cost   | Doesn't apply |
| 16.1.b | Frequency Cost is Experienced                                  | N/A           |
| 16.2   | User education required  |               |
| 16.2.a | Severity of Cost   | Minor         |
| 16.2.b | Frequency Cost is Experienced                                  | N/A           |
| 16.3   | Organization needs extra resources                             |               |
| 16.3.a | Severity of Cost   | Minor         |
| 16.3.b | Frequency Cost is Experienced                                  | N/A           |
| 16.4   | Takes organization time to implement                           |               |
| 16.4.a | Severity of Cost   | Minor         |
| 16.4.b | Frequency Cost is Experienced                                  | N/A           |
| 16.5   | Increases the organization's computing power needed            |               |
| 16.5.a | Severity of Cost   | Minor         |
| 16.5.b | Frequency Cost is Experienced                                  | N/A           |
| 16.a   | Do you approve of this advice?                                 | Yes           |

| 16.b Comments |
|---------------|
|---------------|

| 17     | Every user in an organisation should have their own account |               |
|--------|---|---------------|
| 17.1   | Increased help desk/user support time                       |               |
| 17.1.a | Severity of Cost  | Minor         |
| 17.1.b | Frequency Cost is Experienced                               | N/A           |
| 17.2   | User education required                                     |               |
| 17.2.a | Severity of Cost  | Minor         |
| 17.2.b | Frequency Cost is Experienced                               | N/A           |
| 17.3   | Organization needs extra resources                          |               |
| 17.3.a | Severity of Cost  | Doesn't apply |
| 17.3.b | Frequency Cost is Experienced                               | N/A           |
| 17.4   | Takes organization time to implement                        |               |
| 17.4.a | Severity of Cost  | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced                               | N/A           |
| 17.5   | Increases the organization's computing power needed         |               |
| 17.5.a | Severity of Cost  | Doesn't apply |
| 17.5.b | Frequency Cost is Experienced                               | N/A           |
| 17.a   | Do you approve of this advice?                              | Yes           |
| 17.b   | Comments  |               |

## **Final Comments**

| 18   | Do you agree with the five cost categories that were used to denote organization/administration costs in this survey? | Somewhat  |
|------|---|---|
| 18.a | Are there any cost categories that you think should be added or removed?  | As well as periodic, there should be a "constant" option. User education costs not captured |

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

| Response ID            | Completion date          |  |
|------------------------|--------------------------|--|
| 633780-633771-66521919 | 19 Oct 2020, 18:26 (BST) |  |

| 1     | Informed consent   |                |
|-------|--|----------------|
| 1.1   | The purpose and nature of this study has been explained to me.   |                |
| 1.1.a |  | Yes            |
| 1.2   | l am participating voluntarily.  |                |
| 1.2.a |  | Yes            |
| 1.3   | I understand that I can withdraw from the survey up until it is su<br>point, as the survey is anonymous, it will not be possible to ider |                |
| 1.3.a |  | Yes            |
| 1.4   | I understand the limits of confidentiality as described in the info  | rmation sheet. |
| 1.4.a |  | Yes            |
| 1.5   | I understand that my anonymous responses may be used in futue from this study may be deposited in an archive if I give permiss           |                |
| 1.5.a |  | Yes            |
| 2     | consent to participate in this survey:   | Yes            |
| 3     | Stored passwords should be hashed and salted   |                |
| 3.1   | Increased help desk/user support time  |                |
| 3.1.a | Severity of Cost   | Doesn't apply  |
| 3.1.b | Frequency Cost is Experienced  | N/A            |
| 3.2   | User education required  |                |
| 3.2.a | Severity of Cost   | Doesn't apply  |
| 3.2.b | Frequency Cost is Experienced  | N/A            |
| 3.3   | Organization needs extra resources   |                |
| 3.3.a | Severity of Cost   | Minor          |
| 3.3.b | Frequency Cost is Experienced  | Once off       |
| 3.4   | Takes organization time to implement   |                |
|       |  |                |
| 3.4.a | Severity of Cost   | Minor          |

| 3.5   | Increases the organization's computing power needed              |                |
|-------|--|----------------|
| 3.5.a | Severity of Cost   | Minor          |
| 3.5.b | Frequency Cost is Experienced                                    | At Login       |
| 3.a   | Do you approve of this advice?                                   | Yes            |
| 3.b   | Comments   |                |
|       |  |                |
| 4     | Passwords should be requested over protected channels            |                |
| 4.1   | Increased help desk/user support time                            |                |
| 4.1.a | Severity of Cost   | Minor          |
| 4.1.b | Frequency Cost is Experienced                                    | Periodic       |
| 4.2   | User education required  |                |
| 4.2.a | Severity of Cost   | Minor          |
| 4.2.b | Frequency Cost is Experienced                                    | Periodic       |
| 4.3   | Organization needs extra resources                               |                |
| 4.3.a | Severity of Cost   | Minor          |
| 4.3.b | Frequency Cost is Experienced                                    | Periodic       |
| 4.4   | Takes organization time to implement                             |                |
| 4.4.a | Severity of Cost   | Minor          |
| 4.4.b | Frequency Cost is Experienced                                    | Once off       |
| 4.5   | Increases the organization's computing power needed              |                |
| 4.5.a | Severity of Cost   | Doesn't apply  |
| 4.5.b | Frequency Cost is Experienced                                    | N/A            |
| 4.a   | Do you approve of this advice?                                   | Yes            |
| 4.b   | Comments   |                |
|       |  |                |
| 5     | When logging in there should be an option to view a password aft | er it is typed |
| 5.1   | Increased help desk/user support time                            |                |
| 5.1.a | Severity of Cost   | Doesn't apply  |
| 5.1.b | Frequency Cost is Experienced                                    | N/A            |
| 5.2   | User education required  |                |
| 5.2.a | Severity of Cost   | Minor          |
| 5.2.b | Frequency Cost is Experienced                                    | Periodic       |
|       |  |                |

Organization needs extra resources

| Severity of Cost   | Minor   |
|--|---|
| Frequency Cost is Experienced  | Periodic  |
| Takes organization time to implement   |   |
| Severity of Cost   | Minor   |
| Frequency Cost is Experienced  | Once off  |
| Increases the organization's computing power needed  |   |
| Severity of Cost   | Doesn't apply   |
| Frequency Cost is Experienced  | N/A   |
| Do you approve of this advice?   | Yes   |
| Comments   |   |
|  |   |
| The administrator account must have its own password or authen   | tication mechanism  |
| Increased help desk/user support time  |   |
| Severity of Cost   | Minor   |
| Frequency Cost is Experienced  | Periodic  |
| User education required  |   |
| Severity of Cost   | Minor   |
| Frequency Cost is Experienced  | Periodic  |
| Organization needs extra resources   |   |
|  |   |
| Severity of Cost   | Major   |
| Severity of Cost Frequency Cost is Experienced   | Major Once off  |
| •  | -   |
| Frequency Cost is Experienced  | -   |
| Frequency Cost is Experienced  Takes organization time to implement  | Once off  |
| Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  | Once off Minor  |
| Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced   | Once off Minor  |
| Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed  | Once off  Minor  Once off   |
| Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed  Severity of Cost  | Once off  Minor Once off  Minor   |
| Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed  Severity of Cost  Frequency Cost is Experienced                                 | Once off  Minor Once off  Minor Once off  |
| Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed  Severity of Cost  Frequency Cost is Experienced  Do you approve of this advice? | Once off  Minor Once off  Minor Once off  |
| Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed  Severity of Cost  Frequency Cost is Experienced  Do you approve of this advice? | Once off  Minor Once off  Minor Once off  Yes   |
|  | Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed  Severity of Cost  Frequency Cost is Experienced  Do you approve of this advice?  Comments  The administrator account must have its own password or authen Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced |

Minor

7.1.a

Severity of Cost

| 7.1.b   | Frequency Cost is Experienced   | Once off  |
|---|---|---|
| 7.2   | User education required   |   |
| 7.2.a   | Severity of Cost  | Minor   |
| 7.2.b   | Frequency Cost is Experienced   | Once off  |
| 7.3   | Organization needs extra resources  |   |
| 7.3.a   | Severity of Cost  | Minor   |
| 7.3.b   | Frequency Cost is Experienced   | Once off  |
| 7.4   | Takes organization time to implement  |   |
| 7.4.a   | Severity of Cost  | Minor   |
| 7.4.b   | Frequency Cost is Experienced   | Once off  |
| 7.5   | Increases the organization's computing power needed   |   |
| 7.5.a   | Severity of Cost  | Doesn't apply   |
| 7.5.b   | Frequency Cost is Experienced   | N/A   |
| 7.a   | Do you approve of this advice?  | Yes   |
| 7.b   | Comments  |   |
|   |   |   |
|   |   |   |
| 8   | Intrusions should be monitored and analysed   |   |
| 8.1   | Increased help desk/user support time   |   |
| 8.1.a   | Increased help desk/user support time  Severity of Cost   | Major   |
| 8.1.a<br>8.1.b  | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  | Major<br>Periodic   |
| 8.1.a<br>8.1.b<br>8.2   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required   | Periodic  |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a  | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost   | Periodic  Major   |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  | Periodic  |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3  | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  | Periodic  Major  Periodic                                   |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a  | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  | Periodic  Major  Periodic  Major                            |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.b                                       | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced   | Periodic  Major  Periodic                                   |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.b<br>8.4                                | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement   | Periodic  Major  Periodic  Major  Periodic                  |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.b<br>8.4.a                              | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost   | Periodic  Major  Periodic  Major  Periodic  Major  Periodic |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.a<br>8.3.b<br>8.4.a<br>8.4.a            | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  | Periodic  Major  Periodic  Major  Periodic                  |
| 8.1.a<br>8.1.b<br>8.2.a<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.a<br>8.3.b<br>8.4.a<br>8.4.a<br>8.4.b | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed | Periodic  Major  Periodic  Major  Periodic  Major  Periodic |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.a<br>8.3.b<br>8.4.a<br>8.4.a            | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  | Periodic  Major  Periodic  Major  Periodic  Major  Periodic |

Yes

8.a

Do you approve of this advice?

| 8.b    | Comments  |                                      |
|--------|---|--------------------------------------|
|        |   |                                      |
| 9      | A blocklist should be used to prevent the selection of common pa                  | sswords (e.g. "123456", "password")  |
| 9.1    | Increased help desk/user support time   |                                      |
| 9.1.a  | Severity of Cost  | Doesn't apply                        |
| 9.1.b  | Frequency Cost is Experienced   | N/A                                  |
| 9.2    | User education required   |                                      |
| 9.2.a  | Severity of Cost  | Minor                                |
| 9.2.b  | Frequency Cost is Experienced   | Once off                             |
| 9.3    | Organization needs extra resources  |                                      |
| 9.3.a  | Severity of Cost  | Doesn't apply                        |
| 9.3.b  | Frequency Cost is Experienced   | N/A                                  |
| 9.4    | Takes organization time to implement  |                                      |
| 9.4.a  | Severity of Cost  | Minor                                |
| 9.4.b  | Frequency Cost is Experienced   | Once off                             |
| 9.5    | Increases the organization's computing power needed                               |                                      |
| 9.5.a  | Severity of Cost  | Doesn't apply                        |
| 9.5.b  | Frequency Cost is Experienced   | N/A                                  |
| 9.a    | Do you approve of this advice?  | Yes                                  |
| 9.b    | Comments  |                                      |
|        |   |                                      |
| 10     | Passwords should not be truncated (e.g. "VeryLongPasswordInde "VeryLongPassword") | ed" should not be stored as if it is |
| 10.1   | Increased help desk/user support time   |                                      |
| 10.1.a | Severity of Cost  | Doesn't apply                        |
| 10.1.b | Frequency Cost is Experienced   | N/A                                  |
| 10.2   | User education required   |                                      |
| 10.2.a | Severity of Cost  | Doesn't apply                        |
| 10.2.b | Frequency Cost is Experienced   | N/A                                  |
| 10.3   | Organization needs extra resources  |                                      |
| 10.3.a | Severity of Cost  | Minor                                |
| 10.3.b | Frequency Cost is Experienced   | Once off                             |
| 10.4   | Takes organization time to implement  |                                      |

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

| 11     | Users should be encouraged to make an alteration to their password before reusing it at another site/system. |               |
|--------|--|---------------|
| 11.1   | Increased help desk/user support time  |               |
| 11.1.a | Severity of Cost   | Doesn't apply |
| 11.1.b | Frequency Cost is Experienced  | N/A           |
| 11.2   | User education required  |               |
| 11.2.a | Severity of Cost   | Minor         |
| 11.2.b | Frequency Cost is Experienced  | Once off      |
| 11.3   | Organization needs extra resources   |               |
| 11.3.a | Severity of Cost   | Minor         |
| 11.3.b | Frequency Cost is Experienced  | Once off      |
| 11.4   | Takes organization time to implement   |               |
| 11.4.a | Severity of Cost   | Minor         |
| 11.4.b | Frequency Cost is Experienced  | Once off      |
| 11.5   | Increases the organization's computing power needed  |               |
| 11.5.a | Severity of Cost   | Doesn't apply |
| 11.5.b | Frequency Cost is Experienced  | N/A           |
| 11.a   | Do you approve of this advice?   | Yes           |
| 11.b   | Comments   |               |

| 12     | After using a public computer, a user should explicitly log out |               |
|--------|---|---------------|
| 12.1   | Increased help desk/user support time                           |               |
| 12.1.a | Severity of Cost  | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced                                   | N/A           |
| 12.2   | User education required   |               |

| 12.2.a | Severity of Cost                                    | Minor         |
|--------|---|---------------|
| 12.2.b | Frequency Cost is Experienced                       | Once off      |
| 12.3   | Organization needs extra resources                  |               |
| 12.3.a | Severity of Cost                                    | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced                       | N/A           |
| 12.4   | Takes organization time to implement                |               |
| 12.4.a | Severity of Cost                                    | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced                       | N/A           |
| 12.5   | Increases the organization's computing power needed |               |
| 12.5.a | Severity of Cost                                    | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced                       | N/A           |
| 12.a   | Do you approve of this advice?                      | Yes           |
| 12.b   | Comments  |               |

| 13     | Users should check web pages for TLS (e.g. looking for the padlock or "https") |               |
|--------|--|---------------|
| 13.1   | Increased help desk/user support time  |               |
| 13.1.a | Severity of Cost   | Minor         |
| 13.1.b | Frequency Cost is Experienced  | Periodic      |
| 13.2   | User education required  |               |
| 13.2.a | Severity of Cost   | Minor         |
| 13.2.b | Frequency Cost is Experienced  | Periodic      |
| 13.3   | Organization needs extra resources   |               |
| 13.3.a | Severity of Cost   | Minor         |
| 13.3.b | Frequency Cost is Experienced  | Periodic      |
| 13.4   | Takes organization time to implement   |               |
| 13.4.a | Severity of Cost   | Minor         |
| 13.4.b | Frequency Cost is Experienced  | Once off      |
| 13.5   | Increases the organization's computing power needed                            |               |
| 13.5.a | Severity of Cost   | Doesn't apply |
| 13.5.b | Frequency Cost is Experienced  | N/A           |
| 13.a   | Do you approve of this advice?   | Yes           |
| 13.b   | Comments   |               |

| 14     | Users' phones should be password protected                         |               |
|--------|--|---------------|
| 14.1   | Increased help desk/user support time                              |               |
| 14.1.a | Severity of Cost   | Minor         |
| 14.1.b | Frequency Cost is Experienced                                      | Periodic      |
| 14.2   | User education required  |               |
| 14.2.a | Severity of Cost   | Minor         |
| 14.2.b | Frequency Cost is Experienced                                      | Periodic      |
| 14.3   | Organization needs extra resources                                 |               |
| 14.3.a | Severity of Cost   | Minor         |
| 14.3.b | Frequency Cost is Experienced                                      | Periodic      |
| 14.4   | Takes organization time to implement                               |               |
| 14.4.a | Severity of Cost   | Minor         |
| 14.4.b | Frequency Cost is Experienced                                      | Once off      |
| 14.5   | Increases the organization's computing power needed                |               |
| 14.5.a | Severity of Cost   | Doesn't apply |
| 14.5.b | Frequency Cost is Experienced                                      | N/A           |
| 14.a   | Do you approve of this advice?                                     | Yes           |
| 14.b   | Comments   |               |
|        |  |               |
| 15     | 2-factor authentication via phone or SMS should be available to us | sers          |
| 15.1   | Increased help desk/user support time                              |               |
| 15.1.a | Severity of Cost   | Minor         |
| 15.1.b | Frequency Cost is Experienced                                      | Periodic      |
| 15.2   | User education required  |               |
| 15.2.a | Severity of Cost   | Minor         |
| 15.2.b | Frequency Cost is Experienced                                      | Periodic      |

Minor

Major

Periodic

Periodic

15.3

15.3.a

15.3.b

15.4

15.4.a

15.4.b

Organization needs extra resources

Takes organization time to implement

Frequency Cost is Experienced

Frequency Cost is Experienced

Severity of Cost

Severity of Cost

| 15.5   | Increases the organization's computing power needed           |               |
|--------|---|---------------|
| 15.5.a | Severity of Cost  | Minor         |
| 15.5.b | Frequency Cost is Experienced                                 | At Login      |
| 15.a   | Do you approve of this advice?                                | Yes           |
| 15.b   | Comments  |               |
|        |   |               |
| 16     | Generated passwords should be created using a random generate | or            |
| 16.1   | Increased help desk/user support time                         |               |
| 16.1.a | Severity of Cost  | Doesn't apply |
| 16.1.b | Frequency Cost is Experienced                                 | N/A           |
| 16.2   | User education required                                       |               |
| 16.2.a | Severity of Cost  | Doesn't apply |
| 16.2.b | Frequency Cost is Experienced                                 | N/A           |
| 16.3   | Organization needs extra resources                            |               |
| 16.3.a | Severity of Cost  | Minor         |
| 16.3.b | Frequency Cost is Experienced                                 | Once off      |
| 16.4   | Takes organization time to implement                          |               |
| 16.4.a | Severity of Cost  | Minor         |
| 16.4.b | Frequency Cost is Experienced                                 | Once off      |
| 16.5   | Increases the organization's computing power needed           |               |
| 16.5.a | Severity of Cost  | Minor         |
| 16.5.b | Frequency Cost is Experienced                                 | Periodic      |
| 16.a   | Do you approve of this advice?                                | Yes           |
| 16.b   | Comments  |               |
|        |   |               |
| 17     | Every user in an organisation should have their own account   |               |
| 17.1   | Increased help desk/user support time                         |               |
| 17.1.a | Severity of Cost  | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced                                 | N/A           |
| 17.2   | User education required                                       |               |
| 17.2.a | Severity of Cost  | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced                                 | N/A           |

Organization needs extra resources

| 17.3.a         | Severity of Cost   | Doesn't apply     |
|----------------|--|-------------------|
| 17.3.b         | Frequency Cost is Experienced  | N/A               |
| 17.4           | Takes organization time to implement                                 |                   |
| 17.4.a         | Severity of Cost   | Minor             |
| 17.4.b         | Frequency Cost is Experienced  | Once off          |
|                |  |                   |
| 17.5           | Increases the organization's computing power needed                  |                   |
| 17.5<br>17.5.a | Increases the organization's computing power needed Severity of Cost | Minor             |
|                |  | Minor<br>Periodic |
| 17.5.a         | Severity of Cost   | -                 |

## **Final Comments**

| 18   | Do you agree with the five cost categories that were used to denote organization/administration costs in this survey? | Yes |
|------|---|-----|
| 18.a | Are there any cost categories that you think should be added or removed?  |     |

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

| Response ID            | Completion date          |  |
|------------------------|--------------------------|--|
| 633780-633771-66633850 | 21 Oct 2020, 17:25 (BST) |  |

| 1     | Informed consent   |                |
|-------|--|----------------|
| 1.1   | The purpose and nature of this study has been explained to me.   |                |
| 1.1.a |  | Yes            |
| 1.2   | I am participating voluntarily.  |                |
| 1.2.a |  | Yes            |
| 1.3   | I understand that I can withdraw from the survey up until it is su<br>point, as the survey is anonymous, it will not be possible to ider |                |
| 1.3.a |  | Yes            |
| 1.4   | I understand the limits of confidentiality as described in the info  | rmation sheet. |
| 1.4.a |  | Yes            |
| 1.5   | I understand that my anonymous responses may be used in futue from this study may be deposited in an archive if I give permiss           |                |
| 1.5.a |  | Yes            |
| 2     | consent to participate in this survey:   | Yes            |
| 3     | Stored passwords should be hashed and salted   |                |
| 3.1   | Increased help desk/user support time  |                |
| 3.1.a | Severity of Cost   | Doesn't apply  |
| 3.1.b | Frequency Cost is Experienced  | N/A            |
| 3.2   | User education required  |                |
| 3.2.a | Severity of Cost   | Doesn't apply  |
| 3.2.b | Frequency Cost is Experienced  | N/A            |
| 3.3   | Organization needs extra resources   |                |
| 3.3.a | Severity of Cost   | Doesn't apply  |
| 3.3.b | Frequency Cost is Experienced  | N/A            |
| 3.4   | Takes organization time to implement   |                |
| 3.4.a | Severity of Cost   | Minor          |
| 3.4.b | Frequency Cost is Experienced  | Once off       |

| 3.5   | Increases the organization's computing power needed              |               |
|-------|--|---------------|
| 3.5.a | Severity of Cost   | Doesn't apply |
| 3.5.b | Frequency Cost is Experienced                                    | N/A           |
| 3.a   | Do you approve of this advice?                                   | Yes           |
| 3.b   | Comments   |               |
|       |  |               |
| 4     | Passwords should be requested over protected channels            |               |
| 4.1   | Increased help desk/user support time                            |               |
| 4.1.a | Severity of Cost   | Doesn't apply |
| 4.1.b | Frequency Cost is Experienced                                    | N/A           |
| 4.2   | User education required  |               |
| 4.2.a | Severity of Cost   | Doesn't apply |
| 4.2.b | Frequency Cost is Experienced                                    | N/A           |
| 4.3   | Organization needs extra resources                               |               |
| 4.3.a | Severity of Cost   | Doesn't apply |
| 4.3.b | Frequency Cost is Experienced                                    | N/A           |
| 4.4   | Takes organization time to implement                             |               |
| 4.4.a | Severity of Cost   | Minor         |
| 4.4.b | Frequency Cost is Experienced                                    | Periodic      |
| 4.5   | Increases the organization's computing power needed              |               |
| 4.5.a | Severity of Cost   | Doesn't apply |
| 4.5.b | Frequency Cost is Experienced                                    | N/A           |
| 4.a   | Do you approve of this advice?                                   | Yes           |
| 4.b   | Comments   |               |
| 5     | When logging in there should be an option to view a password aft | eritis typed  |
| 5.1   | Increased help desk/user support time                            |               |
| 5.1.a | Severity of Cost   | Doesn't apply |
| F 1 h | For any one Contain Formanian and                                | NI/A          |

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

| 5.3   | Organization needs extra resources                              |   |
|-------|---|---|
| 5.3.a | Severity of Cost  | Doesn't apply                           |
| 5.3.b | Frequency Cost is Experienced                                   | N/A                                     |
| 5.4   | Takes organization time to implement                            |   |
| 5.4.a | Severity of Cost  | Doesn't apply                           |
| 5.4.b | Frequency Cost is Experienced                                   | N/A                                     |
| 5.5   | Increases the organization's computing power needed             |   |
| 5.5.a | Severity of Cost  | Doesn't apply                           |
| 5.5.b | Frequency Cost is Experienced                                   | N/A                                     |
| 5.a   | Do you approve of this advice?                                  | Neutral                                 |
| 5.b   | Comments  | Haven't gone out of my way to implement |
|       |   |   |
| 6     | The administrator account must have its own password or authent | tication mechanism                      |
| 6.1   | Increased help desk/user support time                           |   |
| 6.1.a | Severity of Cost  | Doesn't apply                           |
| 6.1.b | Frequency Cost is Experienced                                   | N/A                                     |

| 6     | The administrator account must have its own password or authentication mechanism |               |
|-------|--|---------------|
| 6.1   | Increased help desk/user support time  |               |
| 6.1.a | Severity of Cost   | Doesn't apply |
| 6.1.b | Frequency Cost is Experienced  | N/A           |
| 6.2   | User education required  |               |
| 6.2.a | Severity of Cost   | Doesn't apply |
| 6.2.b | Frequency Cost is Experienced  | N/A           |
| 6.3   | Organization needs extra resources   |               |
| 6.3.a | Severity of Cost   | Doesn't apply |
| 6.3.b | Frequency Cost is Experienced  | N/A           |
| 6.4   | Takes organization time to implement   |               |
| 6.4.a | Severity of Cost   | Doesn't apply |
| 6.4.b | Frequency Cost is Experienced  | N/A           |
| 6.5   | Increases the organization's computing power needed                              |               |
| 6.5.a | Severity of Cost   | Doesn't apply |
| 6.5.b | Frequency Cost is Experienced  | N/A           |
| 6.a   | Do you approve of this advice?   | Yes           |
| 6.b   | Comments   |               |

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

| 7.1   | Increased help desk/user support time               |               |
|-------|---|---------------|
| 7.1.a | Severity of Cost                                    | Doesn't apply |
| 7.1.b | Frequency Cost is Experienced                       | N/A           |
| 7.2   | User education required                             |               |
| 7.2.a | Severity of Cost                                    | Doesn't apply |
| 7.2.b | Frequency Cost is Experienced                       | N/A           |
| 7.3   | Organization needs extra resources                  |               |
| 7.3.a | Severity of Cost                                    | Doesn't apply |
| 7.3.b | Frequency Cost is Experienced                       | N/A           |
| 7.4   | Takes organization time to implement                |               |
| 7.4.a | Severity of Cost                                    | Don't know    |
| 7.4.b | Frequency Cost is Experienced                       | N/A           |
| 7.5   | Increases the organization's computing power needed |               |
| 7.5.a | Severity of Cost                                    | Doesn't apply |
| 7.5.b | Frequency Cost is Experienced                       | N/A           |
| 7.a   | Do you approve of this advice?                      | Neutral       |
| 7.b   | Comments  |               |
|       |   |               |
| 8     | Intrusions should be monitored and analysed         |               |
| 8.1   | Increased help desk/user support time               |               |
| 8.1.a | Severity of Cost                                    | Doesn't apply |
| 8.1.b | Frequency Cost is Experienced                       | N/A           |
| 8.2   | User education required                             |               |
| 8.2.a | Severity of Cost                                    | Doesn't apply |
| 8.2.b | Frequency Cost is Experienced                       | N/A           |
| 8.3   | Organization needs extra resources                  |               |
| 8.3.a | Severity of Cost                                    | Doesn't apply |
| 8.3.b | Frequency Cost is Experienced                       | N/A           |
| 8.4   | Takes organization time to implement                |               |
| 8.4.a | Severity of Cost                                    | Doesn't apply |
| 8.4.b | Frequency Cost is Experienced                       | N/A           |
| 8.5   | Increases the organization's computing power needed |               |
| 8.5.a | Severity of Cost                                    | Minor         |

| 8.5.b  | Frequency Cost is Experienced                                    | N/A   |
|--------|--|---|
| 8.a    | Do you approve of this advice?                                   | Neutral   |
| 8.b    | Comments   |   |
|        |  |   |
| 9      | A blocklist should be used to prevent the selection of common pa | sswords (e.g. "123456", "password")<br>———————————————————————————————————— |
| 9.1    | Increased help desk/user support time                            |   |
| 9.1.a  | Severity of Cost   | Doesn't apply   |
| 9.1.b  | Frequency Cost is Experienced                                    | N/A   |
| 9.2    | User education required  |   |
| 9.2.a  | Severity of Cost   | Doesn't apply   |
| 9.2.b  | Frequency Cost is Experienced                                    | N/A   |
| 9.3    | Organization needs extra resources                               |   |
| 9.3.a  | Severity of Cost   | Doesn't apply   |
| 9.3.b  | Frequency Cost is Experienced                                    | N/A   |
| 9.4    | Takes organization time to implement                             |   |
| 9.4.a  | Severity of Cost   | Doesn't apply   |
| 9.4.b  | Frequency Cost is Experienced                                    | N/A   |
| 9.5    | Increases the organization's computing power needed              |   |
| 9.5.a  | Severity of Cost   | Doesn't apply   |
| 9.5.b  | Frequency Cost is Experienced                                    | N/A   |
| 9.a    | Do you approve of this advice?                                   | No  |
| 9.b    | Comments   | Force the password complexity, then this is not needed                      |
| 10     | Passwords should not be truncated (e.g. "VeryLongPasswordInde")  | ed" should not be stored as if it is  |
| 10.1   | Increased help desk/user support time                            |   |
| 10.1.a | Severity of Cost   | Doesn't apply   |
| 10.1.b | <u> </u>   | N/A   |
| 10.2   | User education required  |   |
| 10.2.a | `  | Doesn't apply   |
| 10.2.0 | Severity of cost   |   |
| 10.2.b | · · · · · · · · · · · · · · · · · · ·                            | N/A   |
|        | · · · · · · · · · · · · · · · · · · ·                            |   |

| 10.3.a | Severity of Cost                                    | Doesn't apply |
|--------|---|---------------|
| 10.3.b | Frequency Cost is Experienced                       | N/A           |
| 10.4   | Takes organization time to implement                |               |
| 10.4.a | Severity of Cost                                    | Doesn't apply |
| 10.4.b | Frequency Cost is Experienced                       | N/A           |
| 10.5   | Increases the organization's computing power needed |               |
| 10.5.a | Severity of Cost                                    | Doesn't apply |
| 10.5.b | Frequency Cost is Experienced                       | N/A           |
| 10.a   | Do you approve of this advice?                      | Neutral       |
| 10.b   | Comments  |               |

| 11     | Users should be encouraged to make an alteration to their password before reusing it at another site/system. |               |
|--------|--|---------------|
| 11.1   | Increased help desk/user support time  |               |
| 11.1.a | Severity of Cost   | Doesn't apply |
| 11.1.b | Frequency Cost is Experienced  | N/A           |
| 11.2   | User education required  |               |
| 11.2.a | Severity of Cost   | Doesn't apply |
| 11.2.b | Frequency Cost is Experienced  | N/A           |
| 11.3   | Organization needs extra resources   |               |
| 11.3.a | Severity of Cost   | Doesn't apply |
| 11.3.b | Frequency Cost is Experienced  | N/A           |
| 11.4   | Takes organization time to implement   |               |
| 11.4.a | Severity of Cost   | Doesn't apply |
| 11.4.b | Frequency Cost is Experienced  | N/A           |
| 11.5   | Increases the organization's computing power needed  |               |
| 11.5.a | Severity of Cost   | Doesn't apply |
| 11.5.b | Frequency Cost is Experienced  | N/A           |
| 11.a   | Do you approve of this advice?   | Yes           |
| 11.b   | Comments   |               |

| 12   | After using a public computer, a user should explicitly log out |
|------|---|
| 12.1 | Increased help desk/user support time                           |

| 12.1.a   | Severity of Cost  | Doesn't apply  |
|--|---|--|
| 12.1.b   | Frequency Cost is Experienced   | N/A  |
| 12.2   | User education required   |  |
| 12.2.a   | Severity of Cost  | Doesn't apply  |
| 12.2.b   | Frequency Cost is Experienced   | N/A  |
| 12.3   | Organization needs extra resources  |  |
| 12.3.a   | Severity of Cost  | Doesn't apply  |
| 12.3.b   | Frequency Cost is Experienced   | N/A  |
| 12.4   | Takes organization time to implement  |  |
| 12.4.a   | Severity of Cost  | Don't know   |
| 12.4.b   | Frequency Cost is Experienced   | N/A  |
| 12.5   | Increases the organization's computing power needed   |  |
| 12.5.a   | Severity of Cost  | Doesn't apply  |
| 12.5.b   | Frequency Cost is Experienced   | N/A  |
| 12.a   | Do you approve of this advice?  | Yes  |
| 12.b   | Comments  |  |
|  |   |  |
| 12   |   | J. au Wakko all  |
| 13   | Users should check web pages for TLS (e.g. looking for the padloc   | k or "https")  |
| 13.1   | Increased help desk/user support time   |  |
| 13.1<br>13.1.a   | Increased help desk/user support time Severity of Cost  | Doesn't apply  |
| 13.1.a<br>13.1.b   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  |  |
| 13.1.a<br>13.1.b<br>13.2   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required   | Doesn't apply<br>N/A   |
| 13.1.a<br>13.1.b<br>13.2<br>13.2.a   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost   | Doesn't apply  N/A  Doesn't apply  |
| 13.1.a<br>13.1.b<br>13.2<br>13.2.a<br>13.2.b   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  | Doesn't apply<br>N/A   |
| 13.1.a<br>13.1.b<br>13.2<br>13.2.a<br>13.2.b<br>13.3   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  | Doesn't apply N/A  Doesn't apply N/A   |
| 13.1.a 13.1.b 13.2 13.2.a 13.2.b 13.3.   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  | Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply                          |
| 13.1<br>13.1.a<br>13.1.b<br>13.2<br>13.2.a<br>13.2.b<br>13.3<br>13.3.a   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced   | Doesn't apply N/A  Doesn't apply N/A   |
| 13.1<br>13.1.a<br>13.1.b<br>13.2<br>13.2.a<br>13.2.b<br>13.3<br>13.3.a<br>13.3.b                               | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement   | Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply  N/A                     |
| 13.1<br>13.1.a<br>13.1.b<br>13.2<br>13.2.a<br>13.2.b<br>13.3<br>13.3.a   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced   | Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply                          |
| 13.1<br>13.1.a<br>13.1.b<br>13.2<br>13.2.a<br>13.2.b<br>13.3<br>13.3.a<br>13.3.b<br>13.4<br>13.4.a             | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost   | Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply      |
| 13.1<br>13.1.a<br>13.1.b<br>13.2<br>13.2.a<br>13.2.b<br>13.3<br>13.3.a<br>13.3.b<br>13.4<br>13.4.a<br>13.4.b   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  | Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply      |
| 13.1<br>13.1.a<br>13.1.b<br>13.2<br>13.2.a<br>13.2.b<br>13.3<br>13.3.a<br>13.3.a<br>13.4.a<br>13.4.a<br>13.4.b | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed | Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply  N/A  Doesn't apply  N/A |

| 13.a   | Do you approve of this advice?                                     | Yes   |
|--------|--|---|
| 13.b   | Comments   | Not sure how to implement this,             |
| 13.0   | Comments   | users often ignore instructions             |
|        |  |   |
| 14     | Users' phones should be password protected                         |   |
| 14.1   | Increased help desk/user support time                              |   |
| 14.1.a | Severity of Cost   | Doesn't apply                               |
| 14.1.b | Frequency Cost is Experienced                                      | N/A   |
| 14.2   | User education required  |   |
| 14.2.a | Severity of Cost   | Doesn't apply                               |
| 14.2.b | Frequency Cost is Experienced                                      | N/A   |
| 14.3   | Organization needs extra resources                                 |   |
| 14.3.a | Severity of Cost   | Doesn't apply                               |
| 14.3.b | Frequency Cost is Experienced                                      | N/A   |
| 14.4   | Takes organization time to implement                               |   |
| 14.4.a | Severity of Cost   | Doesn't apply                               |
| 14.4.b | Frequency Cost is Experienced                                      | N/A   |
| 14.5   | Increases the organization's computing power needed                |   |
| 14.5.a | Severity of Cost   | Doesn't apply                               |
| 14.5.b | Frequency Cost is Experienced                                      | N/A   |
| 14.a   | Do you approve of this advice?                                     | Yes   |
| 14.b   | Comments   |   |
|        |  |   |
| 15     | 2-factor authentication via phone or SMS should be available to us | sers<br>——————————————————————————————————— |
| 15.1   | Increased help desk/user support time                              |   |
| 15.1.a | Severity of Cost   | Major                                       |
| 15.1.b | Frequency Cost is Experienced                                      | N/A   |
| 15.2   | User education required  |   |
| 15.2.a | Severity of Cost   | Major                                       |
| 15.2.b | Frequency Cost is Experienced                                      | N/A   |
| 15.3   | Organization needs extra resources                                 |   |
| 15.3.a | Severity of Cost   | Positive                                    |
| 15.3.b | Frequency Cost is Experienced                                      | N/A   |
|        |  |   |

| 15.4   | Takes organization time to implement                          |   |
|--------|---|---|
| 15.4.a | Severity of Cost  | Major   |
| 15.4.b | Frequency Cost is Experienced                                 | N/A   |
| 15.5   | Increases the organization's computing power needed           |   |
| 15.5.a | Severity of Cost  | Don't know  |
| 15.5.b | Frequency Cost is Experienced                                 | N/A   |
| 15.a   | Do you approve of this advice?                                | Neutral   |
| 15.b   | Comments  |   |
|        |   |   |
| 16     | Generated passwords should be created using a random generate | or<br>  |
| 16.1   | Increased help desk/user support time                         |   |
| 16.1.a | Severity of Cost  | Major   |
| 16.1.b | Frequency Cost is Experienced                                 | N/A   |
| 16.2   | User education required                                       |   |
| 16.2.a | Severity of Cost  | Major   |
| 16.2.b | Frequency Cost is Experienced                                 | N/A   |
| 16.3   | Organization needs extra resources                            |   |
| 16.3.a | Severity of Cost  | Major   |
| 16.3.b | Frequency Cost is Experienced                                 | N/A   |
| 16.4   | Takes organization time to implement                          |   |
| 16.4.a | Severity of Cost  | Major   |
| 16.4.b | Frequency Cost is Experienced                                 | N/A   |
| 16.5   | Increases the organization's computing power needed           |   |
| 16.5.a | Severity of Cost  | Don't know  |
| 16.5.b | Frequency Cost is Experienced                                 | N/A   |
| 16.a   | Do you approve of this advice?                                | Yes   |
| 16.b   | Comments  | Good advice, hard to implement for large numbers, how do you communicate the passwords to |

| 17     | Every user in an organisation should have their own account |       |
|--------|---|-------|
| 17.1   | Increased help desk/user support time                       |       |
| 17.1.a | Severity of Cost  | Major |

users when off-site?

| 17.1.b | Frequency Cost is Experienced                       | Periodic   |
|--------|---|------------|
| 17.2   | User education required                             |            |
| 17.2.a | Severity of Cost                                    | Major      |
| 17.2.b | Frequency Cost is Experienced                       | Periodic   |
| 17.3   | Organization needs extra resources                  |            |
| 17.3.a | Severity of Cost                                    | Major      |
| 17.3.b | Frequency Cost is Experienced                       | Don't know |
| 17.4   | Takes organization time to implement                |            |
| 17.4.a | Severity of Cost                                    | Major      |
| 17.4.b | Frequency Cost is Experienced                       | Don't know |
| 17.5   | Increases the organization's computing power needed |            |
| 17.5.a | Severity of Cost                                    | Major      |
| 17.5.b | Frequency Cost is Experienced                       | N/A        |
| 17.a   | Do you approve of this advice?                      | Yes        |
| 17.b   | Comments  |            |

## **Final Comments**

| 18   | Do you agree with the five cost categories that were used to denote organization/administration costs in this survey? | Somewhat |
|------|---|----------|
| 18.a | Are there any cost categories that you think should be added or removed?  |          |

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

| Response ID            | Completion date          |  |
|------------------------|--------------------------|--|
| 633780-633771-66741708 | 23 Oct 2020, 21:01 (BST) |  |

| 1            | Informed consent   |                 |
|--------------|--|-----------------|
| 1.1          | The purpose and nature of this study has been explained to me  |                 |
| 1.1.a        |  | Yes             |
| 1.2          | I am participating voluntarily.  |                 |
| 1.2.a        |  | Yes             |
| 1.3          | I understand that I can withdraw from the survey up until it is spoint, as the survey is anonymous, it will not be possible to ide |                 |
| 1.3.a        |  | Yes             |
| 1.4          | I understand the limits of confidentiality as described in the inf   | ormation sheet. |
| 1.4.a        |  | Yes             |
| 1.5          | I understand that my anonymous responses may be used in fut<br>from this study may be deposited in an archive if I give permis     |                 |
| 1.5.a        |  | Yes             |
|              |  |                 |
| 2 1          | consent to participate in this survey:   | Yes             |
| 3            | Stored passwords should be hashed and salted   |                 |
| 3.1          | Increased help desk/user support time  |                 |
| 3.1.a        | Severity of Cost   | Doesn't apply   |
| 3.1.b        | Frequency Cost is Experienced  | N/A             |
| 3.2          | User education required  |                 |
| 3.2.a        | Severity of Cost   | Doesn't apply   |
| 3.2.b        | Frequency Cost is Experienced  | N/A             |
| 3.3          | Organization needs extra resources   |                 |
| 3.3.a        | Severity of Cost   | Minor           |
| 3.3.b        | Frequency Cost is Experienced  | Once off        |
| 3.4          | Takes organization time to implement   |                 |
| 3.4.a        | Severity of Cost   | Minor           |
| 3.4.b        | Frequency Cost is Experienced  | Once off        |
| <del>-</del> |  |                 |

| 3.5   | Increases the organization's computing power needed              |   |
|-------|--|---|
| 3.5.a | Severity of Cost   | Minor   |
| 3.5.b | Frequency Cost is Experienced                                    | At Login  |
| 3.a   | Do you approve of this advice?                                   | Yes   |
| 3.b   | Comments   | this is a must, no password should<br>be stored un-hashed                       |
| 4     | Passwords should be requested over protected channels            |   |
| 4.1   | Increased help desk/user support time                            |   |
| 4.1.a | Severity of Cost   | Major   |
| 4.1.b | Frequency Cost is Experienced                                    | Periodic  |
| 4.2   | User education required  |   |
| 4.2.a | Severity of Cost   | Major   |
| 4.2.b | Frequency Cost is Experienced                                    | Periodic  |
| 4.3   | Organization needs extra resources                               |   |
| 4.3.a | Severity of Cost   | Minor   |
| 4.3.b | Frequency Cost is Experienced                                    | Periodic  |
| 4.4   | Takes organization time to implement                             |   |
| 4.4.a | Severity of Cost   | Minor   |
| 4.4.b | Frequency Cost is Experienced                                    | Once off  |
| 4.5   | Increases the organization's computing power needed              |   |
| 4.5.a | Severity of Cost   | Doesn't apply   |
| 4.5.b | Frequency Cost is Experienced                                    | N/A   |
| 4.a   | Do you approve of this advice?                                   | Neutral   |
| 4.b   | Comments   | Good in theory, in practise my experience is that users start to work around it |
|       |  |   |
| 5     | When logging in there should be an option to view a password aft | er it is typed  |
| 5.1   | Increased help desk/user support time                            |   |
| 5.1.a | Severity of Cost   | Positive  |
| 5.1.b | Frequency Cost is Experienced                                    | At Login  |

User education required

| 5.2.a | Severity of Cost                                    | Doesn't apply |
|-------|---|---------------|
| 5.2.b | Frequency Cost is Experienced                       | N/A           |
| 5.3   | Organization needs extra resources                  |               |
| 5.3.a | Severity of Cost                                    | Positive      |
| 5.3.b | Frequency Cost is Experienced                       | N/A           |
| 5.4   | Takes organization time to implement                |               |
| 5.4.a | Severity of Cost                                    | Minor         |
| 5.4.b | Frequency Cost is Experienced                       | Once off      |
| 5.5   | Increases the organization's computing power needed |               |
| 5.5.a | Severity of Cost                                    | Doesn't apply |
| 5.5.b | Frequency Cost is Experienced                       | N/A           |
| 5.a   | Do you approve of this advice?                      | Yes           |
| 5.b   | Comments  |               |

| 6     | The administrator account must have its own password or authentication mechanism |               |
|-------|--|---------------|
| 6.1   | Increased help desk/user support time  |               |
| 6.1.a | Severity of Cost   | Minor         |
| 6.1.b | Frequency Cost is Experienced  | Periodic      |
| 6.2   | User education required  |               |
| 6.2.a | Severity of Cost   | Minor         |
| 6.2.b | Frequency Cost is Experienced  | Periodic      |
| 6.3   | Organization needs extra resources   |               |
| 6.3.a | Severity of Cost   | Minor         |
| 6.3.b | Frequency Cost is Experienced  | Periodic      |
| 6.4   | Takes organization time to implement   |               |
| 6.4.a | Severity of Cost   | Minor         |
| 6.4.b | Frequency Cost is Experienced  | Once off      |
| 6.5   | Increases the organization's computing power needed                              |               |
| 6.5.a | Severity of Cost   | Doesn't apply |
| 6.5.b | Frequency Cost is Experienced  | N/A           |
| 6.a   | Do you approve of this advice?   | No            |
| 6.b   | Comments   |               |

| 7     | SNMP community strings should not be left as their default values |               |
|-------|---|---------------|
| 7.1   | Increased help desk/user support time                             |               |
| 7.1.a | Severity of Cost  | Minor         |
| 7.1.b | Frequency Cost is Experienced                                     | Periodic      |
| 7.2   | User education required   |               |
| 7.2.a | Severity of Cost  | Minor         |
| 7.2.b | Frequency Cost is Experienced                                     | Periodic      |
| 7.3   | Organization needs extra resources                                |               |
| 7.3.a | Severity of Cost  | Doesn't apply |
| 7.3.b | Frequency Cost is Experienced                                     | N/A           |
| 7.4   | Takes organization time to implement                              |               |
| 7.4.a | Severity of Cost  | Doesn't apply |
| 7.4.b | Frequency Cost is Experienced                                     | N/A           |
| 7.5   | Increases the organization's computing power needed               |               |
| 7.5.a | Severity of Cost  | Doesn't apply |
| 7.5.b | Frequency Cost is Experienced                                     | N/A           |
| 7.a   | Do you approve of this advice?                                    | Neutral       |
| 7.b   | Comments  |               |
|       |   |               |
| 8     | Intrusions should be monitored and analysed                       |               |
| 8.1   | Increased help desk/user support time                             |               |
| 8.1.a | Severity of Cost  | Doesn't apply |
| 8.1.b | Frequency Cost is Experienced                                     | N/A           |
| 8.2   | User education required   |               |
| 8.2.a | Severity of Cost  | Minor         |
| 8.2.b | Frequency Cost is Experienced                                     | Periodic      |
| 8.3   | Organization needs extra resources                                |               |
| 8.3.a | Severity of Cost  | Minor         |
| 8.3.b | Frequency Cost is Experienced                                     | Periodic      |
| 8.4   | Takes organization time to implement                              |               |
| 8.4.a | Severity of Cost  | Major         |
| 8.4.b | Frequency Cost is Experienced                                     | Periodic      |
| 8.5   | Increases the organization's computing power needed               |               |

| 8.5.a | Severity of Cost   | Minor                              |
|-------|--|------------------------------------|
| 8.5.b | Frequency Cost is Experienced                                    | Periodic                           |
| 8.a   | Do you approve of this advice?                                   | Yes                                |
| 8.b   | Comments   |                                    |
|       |  |                                    |
| 0     | A blacklist should be used to provent the selection of semmen no | sewords (o.g. "122456" "password") |

| 9     | A blocklist should be used to prevent the selection of common passwords (e.g. "123456", "password") |  |
|-------|---|--|
| 9.1   | Increased help desk/user support time   |  |
| 9.1.a | Severity of Cost  | Major  |
| 9.1.b | Frequency Cost is Experienced   | Periodic   |
| 9.2   | User education required   |  |
| 9.2.a | Severity of Cost  | Minor  |
| 9.2.b | Frequency Cost is Experienced   | Periodic   |
| 9.3   | Organization needs extra resources  |  |
| 9.3.a | Severity of Cost  | Minor  |
| 9.3.b | Frequency Cost is Experienced   | Periodic   |
| 9.4   | Takes organization time to implement  |  |
| 9.4.a | Severity of Cost  | Minor  |
| 9.4.b | Frequency Cost is Experienced   | Once off   |
| 9.5   | Increases the organization's computing power needed   |  |
| 9.5.a | Severity of Cost  | Doesn't apply  |
| 9.5.b | Frequency Cost is Experienced   | N/A  |
| 9.a   | Do you approve of this advice?  | Yes  |
| 9.b   | Comments  | intransparent blocklists lead to a load of user support. |

| 10     | Passwords should not be truncated (e.g. "VeryLongPasswordIndeed" should not be stored as if it is "VeryLongPassword") |               |
|--------|---|---------------|
| 10.1   | Increased help desk/user support time   |               |
| 10.1.a | Severity of Cost  | Minor         |
| 10.1.b | Frequency Cost is Experienced   | Periodic      |
| 10.2   | User education required   |               |
| 10.2.a | Severity of Cost  | Doesn't apply |
| 10.2.b | Frequency Cost is Experienced   | N/A           |

| 10.3   | Organization needs extra resources  |  |
|--------|---|--|
| 10.3.a | Severity of Cost  | Minor  |
| 10.3.b | Frequency Cost is Experienced   | Once off                                     |
| 10.4   | Takes organization time to implement  |  |
| 10.4.a | Severity of Cost  | Minor  |
| 10.4.b | Frequency Cost is Experienced   | Once off                                     |
| 10.5   | Increases the organization's computing power needed                           |  |
| 10.5.a | Severity of Cost  | Doesn't apply                                |
| 10.5.b | Frequency Cost is Experienced   | N/A  |
| 10.a   | Do you approve of this advice?  | Yes  |
| 10.b   | Comments  | Passwords shall not be altered or truncated. |
|        |   |  |
| 11     | Users should be encouraged to make an alteration to their passwersite/system. | ord before reusing it at another             |
| 11.1   | Increased help desk/user support time   |  |
| 11.1.a | Severity of Cost  | Minor  |
| 11.1.b | Frequency Cost is Experienced   | Periodic                                     |
| 11.2   | User education required   |  |
| 11.2.a | Severity of Cost  | Minor  |
| 11.2.b | Frequency Cost is Experienced   | Periodic                                     |
| 11.3   | Organization needs extra resources  |  |
| 11.3.a | Severity of Cost  | Don't know                                   |
| 11.3.b | Frequency Cost is Experienced   | N/A  |
| 11.4   | Takes organization time to implement  |  |
| 11.4.a | Severity of Cost  | Don't know                                   |
| 11.4.b | Frequency Cost is Experienced   | N/A  |
| 11.5   | Increases the organization's computing power needed                           |  |
| 11.5.a | Severity of Cost  | Doesn't apply                                |
| 11.5.b | Frequency Cost is Experienced   | N/A  |
| 11.a   | Do you approve of this advice?  | No   |
|        |   |  |

11.b

Comments

| 12.1   | Increased help desk/user support time                             |  |
|--------|---|--|
| 12.1.a | Severity of Cost  | Minor  |
| 12.1.b | Frequency Cost is Experienced                                     | Periodic   |
| 12.2   | User education required   |  |
| 12.2.a | Severity of Cost  | Major  |
| 12.2.b | Frequency Cost is Experienced                                     | Periodic   |
| 12.3   | Organization needs extra resources                                |  |
| 12.3.a | Severity of Cost  | Minor  |
| 12.3.b | Frequency Cost is Experienced                                     | Periodic   |
| 12.4   | Takes organization time to implement                              |  |
| 12.4.a | Severity of Cost  | Doesn't apply  |
| 12.4.b | Frequency Cost is Experienced                                     | N/A  |
| 12.5   | Increases the organization's computing power needed               |  |
| 12.5.a | Severity of Cost  | Doesn't apply  |
| 12.5.b | Frequency Cost is Experienced                                     | N/A  |
| 12.a   | Do you approve of this advice?                                    | Yes  |
| 12.b   | Comments  | should be a strict policy, hence<br>the major, frequent user<br>education required |
|        |   |  |
| 13     | Users should check web pages for TLS (e.g. looking for the padloc | k or "https")<br>————————————————————————————————————                              |
| 13.1   | Increased help desk/user support time                             |  |
| 13.1.a | Severity of Cost  | Minor  |
| 13.1.b | Frequency Cost is Experienced                                     | Periodic   |
| 13.2   | User education required   |  |
| 13.2.a | Severity of Cost  | Minor  |
| 13.2.b | Frequency Cost is Experienced                                     | Periodic   |
| 13.3   | Organization needs extra resources                                |  |
| 13.3.a | Severity of Cost  | Doesn't apply  |
| 13.3.b | Frequency Cost is Experienced                                     | N/A  |
| 13.4   | Takes organization time to implement                              |  |
| 13.4.a | Severity of Cost  | Doesn't apply  |

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

12

| 13.4.b | Frequency Cost is Experienced   | N/A           |
|--------|---|---------------|
| 13.5   | Increases the organization's computing power needed   |               |
| 13.5.a | Severity of Cost  | Doesn't apply |
| 13.5.b | Frequency Cost is Experienced   | N/A           |
| 13.a   | Do you approve of this advice?  | Yes           |
| 13.b   | Comments  |               |
|        |   |               |
| 14     | Users' phones should be password protected  |               |
| 14.1   | Increased help desk/user support time   |               |
| 14.1.a | Severity of Cost  | Minor         |
| 14.1.b | Frequency Cost is Experienced   | Periodic      |
| 14.2   | User education required   |               |
| 14.2.a | Severity of Cost  | Minor         |
| 14.2.b | Frequency Cost is Experienced   | Periodic      |
| 14.3   | Organization needs extra resources  |               |
| 14.3.a | Severity of Cost  | Doesn't apply |
| 14.3.b | Frequency Cost is Experienced   | N/A           |
| 14.4   | Takes organization time to implement  |               |
| 14.4.a | Severity of Cost  | Minor         |
| 14.4.b | Frequency Cost is Experienced   | Once off      |
| 14.5   | Increases the organization's computing power needed   |               |
| 14.5.a | Severity of Cost  | Doesn't apply |
| 14.5.b | Frequency Cost is Experienced   | N/A           |
| 14.a   | Do you approve of this advice?  | Yes           |
| 14.b   | Comments  |               |
|        |   |               |
| 4 -    |   |               |
| 15     | 2-factor authentication via phone or SMS should be available to us  | sers          |
| 15.1   | 2-factor authentication via phone or SMS should be available to use Increased help desk/user support time | sers          |
|        |   | Minor         |
| 15.1   | Increased help desk/user support time   |               |

Major

15.2.a

Severity of Cost

| 15.2.b | Frequency Cost is Experienced                       | Periodic        |
|--------|---|-----------------|
| 15.3   | Organization needs extra resources                  |                 |
| 15.3.a | Severity of Cost                                    | Major           |
| 15.3.b | Frequency Cost is Experienced                       | Periodic        |
| 15.4   | Takes organization time to implement                |                 |
| 15.4.a | Severity of Cost                                    | Major           |
| 15.4.b | Frequency Cost is Experienced                       | Periodic        |
| 15.5   | Increases the organization's computing power needed |                 |
| 15.5.a | Severity of Cost                                    | Minor           |
| 15.5.b | Frequency Cost is Experienced                       | Once off        |
| 15.a   | Do you approve of this advice?                      | Yes             |
| 15.b   | Comments  | Very important! |

| 16           | Generated passwords should be created using a random generate | r             |
|--------------|---|---------------|
| 16.1         | Increased help desk/user support time                         |               |
| 16.1.a       | Severity of Cost  | Minor         |
| 16.1.b       | Frequency Cost is Experienced                                 | Periodic      |
| 16.2         | User education required                                       |               |
| 16.2.a       | Severity of Cost  | Doesn't apply |
| 16.2.b       | Frequency Cost is Experienced                                 | N/A           |
| 16.3         | Organization needs extra resources                            |               |
| 16.3.a       | Severity of Cost  | Doesn't apply |
| 16.3.b       | Frequency Cost is Experienced                                 | N/A           |
| 16.4         | Takes organization time to implement                          |               |
| 16.4.a       | Severity of Cost  | Minor         |
| 16.4.b       | Frequency Cost is Experienced                                 | Once off      |
| 16.5         | Increases the organization's computing power needed           |               |
| 16.5.a       | Severity of Cost  | Minor         |
| 16.5.b       | Frequency Cost is Experienced                                 | Once off      |
| <b>1</b> 6.a | Do you approve of this advice?                                | Neutral       |
| 16.b         | Comments  |               |

| 17     | Every user in an organisation should have their own account |          |
|--------|---|----------|
| 17.1   | Increased help desk/user support time                       |          |
| 17.1.a | Severity of Cost  | Minor    |
| 17.1.b | Frequency Cost is Experienced                               | Periodic |
| 17.2   | User education required                                     |          |
| 17.2.a | Severity of Cost  | Minor    |
| 17.2.b | Frequency Cost is Experienced                               | Periodic |
| 17.3   | Organization needs extra resources                          |          |
| 17.3.a | Severity of Cost  | Minor    |
| 17.3.b | Frequency Cost is Experienced                               | Periodic |
| 17.4   | Takes organization time to implement                        |          |
| 17.4.a | Severity of Cost  | Minor    |
| 17.4.b | Frequency Cost is Experienced                               | Periodic |
| 17.5   | Increases the organization's computing power needed         |          |
| 17.5.a | Severity of Cost  | Minor    |
| 17.5.b | Frequency Cost is Experienced                               | At Login |
| 17.a   | Do you approve of this advice?                              | Yes      |
| 17.b   | Comments  |          |

## **Final Comments**

| 18   | Do you agree with the five cost categories that were used to denote organization/administration costs in this survey? | Yes   |
|------|---|---|
| 18.8 | Are there any cost categories that you think should be added or removed?  | Maybe cost for preventing "workarounds"?  |
| 19   | This is the end of the survey do you have any final comments?   | Security practises that get in the way of the users tend to result in "workarounds" or ignorance toward the policy/practise security must be user friendly! |

| Response ID            | Completion date          |  |
|------------------------|--------------------------|--|
| 633780-633771-66749663 | 24 Oct 2020, 09:27 (BST) |  |

Informed consent

| 1.1   | The purpose and nature of this study has been explained to me  |                 |
|-------|--|-----------------|
| 1.1.a |  | Yes             |
| 1.2   | I am participating voluntarily.  |                 |
| 1.2.a |  | Yes             |
| 1.3   | I understand that I can withdraw from the survey up until it is spoint, as the survey is anonymous, it will not be possible to ide |                 |
| 1.3.a |  | Yes             |
| 1.4   | I understand the limits of confidentiality as described in the inf   | ormation sheet. |
| 1.4.a |  |                 |
| 1.5   | I understand that my anonymous responses may be used in fut<br>from this study may be deposited in an archive if I give permis     |                 |
| 1.5.a |  | Yes             |
|       |  |                 |
| 2 1   | consent to participate in this survey:   | Yes             |
| 3     | Stored passwords should be hashed and salted   |                 |
| 3.1   | Increased help desk/user support time  |                 |
| 3.1.a | Severity of Cost   | Positive        |
| 3.1.b | Frequency Cost is Experienced  | Periodic        |
| 3.2   | User education required  |                 |
| 3.2.a | Severity of Cost   | Positive        |
| 3.2.b | Frequency Cost is Experienced  | Periodic        |
| 3.3   | Organization needs extra resources   |                 |
| 3.3.a | Severity of Cost   | Major           |
| 3.3.b | Frequency Cost is Experienced  | Once off        |
| 3.4   | Takes organization time to implement   |                 |
| 3.4.a | Severity of Cost   | Major           |
| 3.4.b | Frequency Cost is Experienced  | N/A             |
|       |  |                 |

| 3.5        | Increases the organization's computing power needed                |                |
|------------|--|----------------|
| 3.5.a      | Severity of Cost   | Major          |
| 3.5.b      | Frequency Cost is Experienced                                      | N/A            |
| 3.a        | Do you approve of this advice?                                     | Neutral        |
| 3.b        | Comments   |                |
|            |  |                |
| 4          | Passwords should be requested over protected channels              |                |
| 4.1        | Increased help desk/user support time                              |                |
| 4.1.a      | Severity of Cost   | Minor          |
| 4.1.b      | Frequency Cost is Experienced                                      | Periodic       |
| 4.2        | User education required  |                |
| 4.2.a      | Severity of Cost   | Positive       |
| 4.2.b      | Frequency Cost is Experienced                                      | Periodic       |
| 4.3        | Organization needs extra resources                                 |                |
| 4.3.a      | Severity of Cost   | Minor          |
| 4.3.b      | Frequency Cost is Experienced                                      | Once off       |
| 4.4        | Takes organization time to implement                               |                |
| 4.4.a      | Severity of Cost   | Major          |
| 4.4.b      | Frequency Cost is Experienced                                      | N/A            |
| 4.5        | Increases the organization's computing power needed                |                |
| 4.5.a      | Severity of Cost   | Doesn't apply  |
| 4.5.b      | Frequency Cost is Experienced                                      | N/A            |
| 4.a        | Do you approve of this advice?                                     | Neutral        |
| 4.b        | Comments   |                |
|            |  |                |
| 5          | When logging in there should be an option to view a password after | er it is typed |
| 5.1        | Increased help desk/user support time                              |                |
| 5.1.a      | Severity of Cost   | Doesn't apply  |
| 5.1.b      | Frequency Cost is Experienced                                      | N/A            |
| 5.2        | User education required  |                |
| 5.2.a      | Severity of Cost   | Doesn't apply  |
| 5.2.b      | Frequency Cost is Experienced                                      | N/A            |
| <b>-</b> - |  |                |

5.3

Organization needs extra resources

| 5.3.a                 | Severity of Cost   | Doesn't apply         |
|-----------------------|--|-----------------------|
| 5.3.b                 | Frequency Cost is Experienced  | N/A                   |
| 5.4                   | Takes organization time to implement   |                       |
| 5.4.a                 | Severity of Cost   | Minor                 |
| 5.4.b                 | Frequency Cost is Experienced  | Once off              |
| 5.5                   | Increases the organization's computing power needed  |                       |
| 5.5.a                 | Severity of Cost   | Doesn't apply         |
| 5.5.b                 | Frequency Cost is Experienced  | N/A                   |
| 5.a                   | Do you approve of this advice?   | Neutral               |
| 5.b                   | Comments   |                       |
|                       |  |                       |
| 6                     | The administrator account must have its own password or authen   | tication mechanism    |
| 6.1                   | Increased help desk/user support time  |                       |
| 6.1.a                 | Severity of Cost   | Doesn't apply         |
| 6.1.b                 | Frequency Cost is Experienced  | N/A                   |
| 6.2                   | User education required  |                       |
| 6.2.a                 | Severity of Cost   | Minor                 |
| 6.2.b                 | Frequency Cost is Experienced  | Once off              |
| 6.3                   | Organization needs extra resources   |                       |
| 6.3.a                 | Severity of Cost   | Positive              |
| 6.3.b                 | Frequency Cost is Experienced  | N/A                   |
| 6.4                   | Takes organization time to implement   |                       |
| 6.4.a                 | Severity of Cost   | Minor                 |
|                       |  |                       |
| 6.4.b                 | Frequency Cost is Experienced  | N/A                   |
| 6.4.b<br>6.5          | Frequency Cost is Experienced  Increases the organization's computing power needed   | N/A                   |
|                       | • •  | N/A Doesn't apply     |
| 6.5                   | Increases the organization's computing power needed  |                       |
| 6.5<br>6.5.a          | Increases the organization's computing power needed  Severity of Cost  | Doesn't apply         |
| 6.5.a<br>6.5.b        | Increases the organization's computing power needed  Severity of Cost  Frequency Cost is Experienced                                 | Doesn't apply<br>N/A  |
| 6.5.a<br>6.5.b<br>6.a | Increases the organization's computing power needed  Severity of Cost  Frequency Cost is Experienced  Do you approve of this advice? | Doesn't apply N/A Yes |

Minor

Increased help desk/user support time

Severity of Cost

7.1

7.1.a

| 7.1.b   | Frequency Cost is Experienced   | Once off  |
|---|---|---|
| 7.2   | User education required   |   |
| 7.2.a   | Severity of Cost  | Minor   |
| 7.2.b   | Frequency Cost is Experienced   | Once off  |
| 7.3   | Organization needs extra resources  |   |
| 7.3.a   | Severity of Cost  | Positive  |
| 7.3.b   | Frequency Cost is Experienced   | Once off  |
| 7.4   | Takes organization time to implement  |   |
| 7.4.a   | Severity of Cost  | Minor   |
| 7.4.b   | Frequency Cost is Experienced   | N/A   |
| 7.5   | Increases the organization's computing power needed   |   |
| 7.5.a   | Severity of Cost  | Doesn't apply   |
| 7.5.b   | Frequency Cost is Experienced   | N/A   |
| 7.a   | Do you approve of this advice?  | Neutral   |
| 7.b   | Comments  |   |
|   |   |   |
|   |   |   |
| 8   | Intrusions should be monitored and analysed   |   |
| 8.1   | Increased help desk/user support time   |   |
| 8.1.a   | Increased help desk/user support time Severity of Cost  | Major   |
| 8.1.a<br>8.1.b  | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  | Major<br>Periodic   |
| 8.1.a<br>8.1.b<br>8.2   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required   | Periodic  |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a  | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost   | Periodic  Major   |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b   | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  | Periodic  |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3  | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  | Periodic  Major  Periodic                                   |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a  | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  | Periodic  Major  Periodic  Major                            |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.b                                       | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced   | Periodic  Major  Periodic                                   |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.b<br>8.4                                | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement   | Periodic  Major  Periodic  Major  Once off                  |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.a<br>8.3.b<br>8.4.a                     | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost   | Periodic  Major  Periodic  Major  Once off  Major           |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.a<br>8.3.b<br>8.4.a<br>8.4.a            | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  | Periodic  Major  Periodic  Major  Once off                  |
| 8.1.a<br>8.1.b<br>8.2.a<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.a<br>8.3.b<br>8.4.a<br>8.4.a<br>8.4.b | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  Increases the organization's computing power needed | Periodic  Major  Periodic  Major  Once off  Major  Once off |
| 8.1.a<br>8.1.b<br>8.2<br>8.2.a<br>8.2.b<br>8.3.a<br>8.3.a<br>8.3.b<br>8.4.a<br>8.4.a            | Increased help desk/user support time  Severity of Cost  Frequency Cost is Experienced  User education required  Severity of Cost  Frequency Cost is Experienced  Organization needs extra resources  Severity of Cost  Frequency Cost is Experienced  Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced  | Periodic  Major  Periodic  Major  Once off  Major           |

Neutral

8.a

Do you approve of this advice?

| 8.b    | Comments  |                                      |
|--------|---|--------------------------------------|
|        |   |                                      |
| 9      | A blocklist should be used to prevent the selection of common pa                  | sswords (e.g. "123456", "password")  |
| 9.1    | Increased help desk/user support time   |                                      |
| 9.1.a  | Severity of Cost  | Positive                             |
| 9.1.b  | Frequency Cost is Experienced   | Once off                             |
| 9.2    | User education required   |                                      |
| 9.2.a  | Severity of Cost  | Positive                             |
| 9.2.b  | Frequency Cost is Experienced   | Once off                             |
| 9.3    | Organization needs extra resources  |                                      |
| 9.3.a  | Severity of Cost  | Doesn't apply                        |
| 9.3.b  | Frequency Cost is Experienced   | N/A                                  |
| 9.4    | Takes organization time to implement  |                                      |
| 9.4.a  | Severity of Cost  | Positive                             |
| 9.4.b  | Frequency Cost is Experienced   | N/A                                  |
| 9.5    | Increases the organization's computing power needed                               |                                      |
| 9.5.a  | Severity of Cost  | Doesn't apply                        |
| 9.5.b  | Frequency Cost is Experienced   | N/A                                  |
| 9.a    | Do you approve of this advice?  | Neutral                              |
| 9.b    | Comments  |                                      |
|        |   |                                      |
| 10     | Passwords should not be truncated (e.g. "VeryLongPasswordInde "VeryLongPassword") | ed" should not be stored as if it is |
| 10.1   | Increased help desk/user support time   |                                      |
| 10.1.a | Severity of Cost  | Minor                                |
| 10.1.b | Frequency Cost is Experienced   | N/A                                  |
| 10.2   | User education required   |                                      |
| 10.2.a | Severity of Cost  | Doesn't apply                        |
| 10.2.b | Frequency Cost is Experienced   | N/A                                  |
| 10.3   | Organization needs extra resources  |                                      |
| 10.3.a | Severity of Cost  | Doesn't apply                        |
| 10.3.b | Frequency Cost is Experienced   | N/A                                  |
| 10.4   | Takes organization time to implement  |                                      |

| 10.4.a | Severity of Cost   | Positive      |
|--------|--|---------------|
| 10.4.b | Frequency Cost is Experienced  | N/A           |
| 10.5   | Increases the organization's computing power needed  |               |
| 10.5.a | Severity of Cost   | Doesn't apply |
| 10.5.b | Frequency Cost is Experienced  | N/A           |
| 10.a   | Do you approve of this advice?   | Neutral       |
| 10.b   | Comments   |               |
|        |  |               |
| 11     | Users should be encouraged to make an alteration to their password before reusing it at another site/system. |               |
| 11.1   | Increased help desk/user support time  |               |
| 11.1.a | Severity of Cost   | Positive      |
| 11.1.b | Frequency Cost is Experienced  | Once off      |

| 11     | Users should be encouraged to make an alteration to their password before reusing it at another site/system. |               |
|--------|--|---------------|
| 11.1   | Increased help desk/user support time  |               |
| 11.1.a | Severity of Cost   | Positive      |
| 11.1.b | Frequency Cost is Experienced  | Once off      |
| 11.2   | User education required  |               |
| 11.2.a | Severity of Cost   | Positive      |
| 11.2.b | Frequency Cost is Experienced  | Once off      |
| 11.3   | Organization needs extra resources   |               |
| 11.3.a | Severity of Cost   | Positive      |
| 11.3.b | Frequency Cost is Experienced  | Once off      |
| 11.4   | Takes organization time to implement   |               |
| 11.4.a | Severity of Cost   | Positive      |
| 11.4.b | Frequency Cost is Experienced  | Once off      |
| 11.5   | Increases the organization's computing power needed  |               |
| 11.5.a | Severity of Cost   | Doesn't apply |
| 11.5.b | Frequency Cost is Experienced  | N/A           |
| 11.a   | Do you approve of this advice?   | Neutral       |
| 11.b   | Comments   |               |

| 12     | After using a public computer, a user should explicitly log out |          |
|--------|---|----------|
| 12.1   | Increased help desk/user support time                           |          |
| 12.1.a | Severity of Cost  | Minor    |
| 12.1.b | Frequency Cost is Experienced                                   | Periodic |
| 12.2   | User education required   |          |

| 12.2.a | Severity of Cost                                    | Positive      |
|--------|---|---------------|
| 12.2.b | Frequency Cost is Experienced                       | Periodic      |
| 12.3   | Organization needs extra resources                  |               |
| 12.3.a | Severity of Cost                                    | Don't know    |
| 12.3.b | Frequency Cost is Experienced                       | N/A           |
| 12.4   | Takes organization time to implement                |               |
| 12.4.a | Severity of Cost                                    | Minor         |
| 12.4.b | Frequency Cost is Experienced                       | N/A           |
| 12.5   | Increases the organization's computing power needed |               |
| 12.5.a | Severity of Cost                                    | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced                       | N/A           |
| 12.a   | Do you approve of this advice?                      | Neutral       |
| 12.b   | Comments  |               |

| 13     | Users should check web pages for TLS (e.g. looking for the padloc | k or "https") |
|--------|---|---------------|
| 13.1   | Increased help desk/user support time                             |               |
| 13.1.a | Severity of Cost  | Doesn't apply |
| 13.1.b | Frequency Cost is Experienced                                     | N/A           |
| 13.2   | User education required   |               |
| 13.2.a | Severity of Cost  | Positive      |
| 13.2.b | Frequency Cost is Experienced                                     | N/A           |
| 13.3   | Organization needs extra resources                                |               |
| 13.3.a | Severity of Cost  | Doesn't apply |
| 13.3.b | Frequency Cost is Experienced                                     | N/A           |
| 13.4   | Takes organization time to implement                              |               |
| 13.4.a | Severity of Cost  | Doesn't apply |
| 13.4.b | Frequency Cost is Experienced                                     | N/A           |
| 13.5   | Increases the organization's computing power needed               |               |
| 13.5.a | Severity of Cost  | Doesn't apply |
| 13.5.b | Frequency Cost is Experienced                                     | N/A           |
| 13.a   | Do you approve of this advice?                                    | Neutral       |
| 13.b   | Comments  |               |

| 14     | Users' phones should be password protected                         |               |
|--------|--|---------------|
| 14.1   | Increased help desk/user support time                              |               |
| 14.1.a | Severity of Cost   | Major         |
| 14.1.b | Frequency Cost is Experienced                                      | Periodic      |
| 14.2   | User education required  |               |
| 14.2.a | Severity of Cost   | Positive      |
| 14.2.b | Frequency Cost is Experienced                                      | Periodic      |
| 14.3   | Organization needs extra resources                                 |               |
| 14.3.a | Severity of Cost   | Major         |
| 14.3.b | Frequency Cost is Experienced                                      | Once off      |
| 14.4   | Takes organization time to implement                               |               |
| 14.4.a | Severity of Cost   | Major         |
| 14.4.b | Frequency Cost is Experienced                                      | Once off      |
| 14.5   | Increases the organization's computing power needed                |               |
| 14.5.a | Severity of Cost   | Doesn't apply |
| 14.5.b | Frequency Cost is Experienced                                      | N/A           |
| 14.a   | Do you approve of this advice?                                     | Neutral       |
| 14.b   | Comments   |               |
|        |  |               |
| 15     | 2-factor authentication via phone or SMS should be available to us | sers          |
| 15.1   | Increased help desk/user support time                              |               |
| 15.1.a | Severity of Cost   | Major         |
| 15.1.b | Frequency Cost is Experienced                                      | Once off      |
| 15.2   | User education required  |               |
| 15.2.a | Severity of Cost   | Major         |
| 15.2.b | Frequency Cost is Experienced                                      | Periodic      |

Major

Once off

Positive

Once off

15.3

15.3.a

15.3.b

15.4

15.4.a

15.4.b

Organization needs extra resources

Takes organization time to implement

Frequency Cost is Experienced

Frequency Cost is Experienced

Severity of Cost

Severity of Cost

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

| 16     | Generated passwords should be created using a random generate | r             |
|--------|---|---------------|
| 16.1   | Increased help desk/user support time                         |               |
| 16.1.a | Severity of Cost  | Minor         |
| 16.1.b | Frequency Cost is Experienced                                 | N/A           |
| 16.2   | User education required                                       |               |
| 16.2.a | Severity of Cost  | Doesn't apply |
| 16.2.b | Frequency Cost is Experienced                                 | N/A           |
| 16.3   | Organization needs extra resources                            |               |
| 16.3.a | Severity of Cost  | Doesn't apply |
| 16.3.b | Frequency Cost is Experienced                                 | N/A           |
| 16.4   | Takes organization time to implement                          |               |
| 16.4.a | Severity of Cost  | Positive      |
| 16.4.b | Frequency Cost is Experienced                                 | N/A           |
| 16.5   | Increases the organization's computing power needed           |               |
| 16.5.a | Severity of Cost  | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced                                 | N/A           |
| 16.a   | Do you approve of this advice?                                | Neutral       |
| 16.b   | Comments  |               |

| 17     | Every user in an organisation should have their own account |          |
|--------|---|----------|
| 17.1   | Increased help desk/user support time                       |          |
| 17.1.a | Severity of Cost  | Minor    |
| 17.1.b | Frequency Cost is Experienced                               | Once off |
| 17.2   | User education required                                     |          |
| 17.2.a | Severity of Cost  | Minor    |
| 17.2.b | Frequency Cost is Experienced                               | Once off |

| 17.3   | Organization needs extra resources                  |          |
|--------|---|----------|
| 17.3.a | Severity of Cost                                    | Positive |
| 17.3.b | Frequency Cost is Experienced                       | Once off |
| 17.4   | Takes organization time to implement                |          |
| 17.4.a | Severity of Cost                                    | Positive |
| 17.4.b | Frequency Cost is Experienced                       | Once off |
| 17.5   | Increases the organization's computing power needed |          |
| 17.5.a | Severity of Cost                                    | Minor    |
| 17.5.b | Frequency Cost is Experienced                       | Once off |
| 17.a   | Do you approve of this advice?                      | Neutral  |
| 17.b   | Comments  |          |

## **Final Comments**

| 18   | Do you agree with the five cost categories that were used to denote organization/administration costs in this survey? | Somewhat |
|------|---|----------|
| 18.a | Are there any cost categories that you think should be added or removed?  |          |

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

| Response ID            | Completion date          |  |
|------------------------|--------------------------|--|
| 633780-633771-66768280 | 25 Oct 2020, 09:08 (GMT) |  |

| 1     | Informed consent  |                 |
|-------|---|-----------------|
| 1.1   | 1.1 The purpose and nature of this study has been explained to me.  |                 |
| 1.1.a |   | Yes             |
| 1.2   | I am participating voluntarily.   |                 |
| 1.2.a |   | Yes             |
| 1.3   | I understand that I can withdraw from the survey up until it is suppoint, as the survey is anonymous, it will not be possible to idea |                 |
| 1.3.a |   | Yes             |
| 1.4   | I understand the limits of confidentiality as described in the info   | ormation sheet. |
| 1.4.a |   | Yes             |
| 1.5   | I understand that my anonymous responses may be used in fut<br>from this study may be deposited in an archive if I give permiss       |                 |
| 1.5.a |   | Yes             |
| 2     | consent to participate in this survey:  | Yes             |
| 3     | Stored passwords should be hashed and salted  |                 |
| 3.1   | Increased help desk/user support time   |                 |
| 3.1.a | Severity of Cost  | Doesn't apply   |
| 3.1.b | Frequency Cost is Experienced   | Once off        |
| 3.2   | User education required   |                 |
| 3.2.a | Severity of Cost  | Doesn't apply   |
| 3.2.b | Frequency Cost is Experienced   | N/A             |
| 3.3   | Organization needs extra resources  |                 |
| 3.3.a | Severity of Cost  | Doesn't apply   |
| 3.3.b | Frequency Cost is Experienced   | At Login        |
| 3.4   | Takes organization time to implement  |                 |
| 3.4.a | Severity of Cost  | Doesn't apply   |
| 3.4.b | Frequency Cost is Experienced   | N/A             |

| 3.5   | Increases the organization's computing power needed                |                |
|-------|--|----------------|
| 3.5.a | Severity of Cost   | Minor          |
| 3.5.b | Frequency Cost is Experienced                                      | Once off       |
| 3.a   | Do you approve of this advice?                                     | Neutral        |
| 3.b   | Comments   |                |
|       |  |                |
| 4     | Passwords should be requested over protected channels              |                |
| 4.1   | Increased help desk/user support time                              |                |
| 4.1.a | Severity of Cost   | Minor          |
| 4.1.b | Frequency Cost is Experienced                                      | Periodic       |
| 4.2   | User education required  |                |
| 4.2.a | Severity of Cost   | Minor          |
| 4.2.b | Frequency Cost is Experienced                                      | Periodic       |
| 4.3   | Organization needs extra resources                                 |                |
| 4.3.a | Severity of Cost   | Minor          |
| 4.3.b | Frequency Cost is Experienced                                      | Once off       |
| 4.4   | Takes organization time to implement                               |                |
| 4.4.a | Severity of Cost   | Doesn't apply  |
| 4.4.b | Frequency Cost is Experienced                                      | N/A            |
| 4.5   | Increases the organization's computing power needed                |                |
| 4.5.a | Severity of Cost   | Minor          |
| 4.5.b | Frequency Cost is Experienced                                      | Periodic       |
| 4.a   | Do you approve of this advice?                                     | Neutral        |
| 4.b   | Comments   |                |
|       |  |                |
| 5     | When logging in there should be an option to view a password after | er it is typed |
| 5.1   | Increased help desk/user support time                              |                |
| 5.1.a | Severity of Cost   | Minor          |
| 5.1.b | Frequency Cost is Experienced                                      | Periodic       |
| 5.2   | User education required  |                |
| 5.2.a | Severity of Cost   | Minor          |
| 5.2.b | Francisco Cost is Europianos                                       | Periodic       |
| 3.2.0 | Frequency Cost is Experienced                                      | Periodic       |

5.3

Organization needs extra resources

| 5.3.a | Severity of Cost                                    | Doesn't apply |
|-------|---|---------------|
| 5.3.b | Frequency Cost is Experienced                       | N/A           |
| 5.4   | Takes organization time to implement                |               |
| 5.4.a | Severity of Cost                                    | Doesn't apply |
| 5.4.b | Frequency Cost is Experienced                       | N/A           |
| 5.5   | Increases the organization's computing power needed |               |
| 5.5.a | Severity of Cost                                    | Doesn't apply |
| 5.5.b | Frequency Cost is Experienced                       | N/A           |
| 5.a   | Do you approve of this advice?                      | Neutral       |
| 5.b   | Comments  |               |

| 6     | The administrator account must have its own password or authentication mechanism |               |
|-------|--|---------------|
| 6.1   | Increased help desk/user support time  |               |
| 6.1.a | Severity of Cost   | Doesn't apply |
| 6.1.b | Frequency Cost is Experienced  | N/A           |
| 6.2   | User education required  |               |
| 6.2.a | Severity of Cost   | Doesn't apply |
| 6.2.b | Frequency Cost is Experienced  | N/A           |
| 6.3   | Organization needs extra resources   |               |
| 6.3.a | Severity of Cost   | Doesn't apply |
| 6.3.b | Frequency Cost is Experienced  | N/A           |
| 6.4   | Takes organization time to implement   |               |
| 6.4.a | Severity of Cost   | Minor         |
| 6.4.b | Frequency Cost is Experienced  | Once off      |
| 6.5   | Increases the organization's computing power needed                              |               |
| 6.5.a | Severity of Cost   | Doesn't apply |
| 6.5.b | Frequency Cost is Experienced  | N/A           |
| 6.a   | Do you approve of this advice?   | Yes           |
| 6.b   | Comments   |               |

| 7   | SNMP community strings should not be left as their default values |
|-----|---|
| 7.1 | Increased help desk/user support time                             |

| 7.1.a          | Severity of Cost  | Doesn't apply |
|----------------|---|---------------|
| 7.1.b          | Frequency Cost is Experienced   | N/A           |
| 7.2            | User education required   |               |
| 7.2.a          | Severity of Cost  | Doesn't apply |
| 7.2.b          | Frequency Cost is Experienced   | N/A           |
| 7.3            | Organization needs extra resources  |               |
| 7.3.a          | Severity of Cost  | Doesn't apply |
| 7.3.b          | Frequency Cost is Experienced   | N/A           |
| 7.4            | Takes organization time to implement  |               |
| 7.4.a          | Severity of Cost  | Minor         |
| 7.4.b          | Frequency Cost is Experienced   | Once off      |
| 7.5            | Increases the organization's computing power needed                                   |               |
| 7.5.a          | Severity of Cost  | Doesn't apply |
| 7.5.b          | Frequency Cost is Experienced   | N/A           |
| 7.a            | Do you approve of this advice?  | Yes           |
| 7.b            | Comments  |               |
|                |   |               |
| 8              | Intrusions should be monitored and analysed   |               |
| 8.1            | Increased help desk/user support time   |               |
| 8.1.a          | Severity of Cost  | Doesn't apply |
| 8.1.b          | Frequency Cost is Experienced   | N/A           |
| 8.2            | User education required   |               |
| 8.2.a          | Severity of Cost  | Doesn't apply |
| 8.2.b          | Frequency Cost is Experienced   | N/A           |
| 8.3            | Organization needs extra resources  |               |
| 8.3.a          | Severity of Cost  | Major         |
| 8.3.b          | Fraguency Cost is Experienced   | Once off      |
| 8.4            | Frequency Cost is Experienced   | Once off      |
| 0.4            | Takes organization time to implement  | Once on       |
| 8.4.a          |   | Major         |
|                | Takes organization time to implement  |               |
| 8.4.a          | Takes organization time to implement  Severity of Cost                                | Major         |
| 8.4.a<br>8.4.b | Takes organization time to implement  Severity of Cost  Frequency Cost is Experienced | Major         |

Once off

8.5.b

Frequency Cost is Experienced

| 8.a    | Do you approve of this advice?   | Yes                                  |
|--------|--|--------------------------------------|
| 8.b    | Comments   |                                      |
|        |  |                                      |
| 9      | A blocklist should be used to prevent the selection of common pa                   | sswords (e.g. "123456", "password")  |
| 9.1    | Increased help desk/user support time  |                                      |
| 9.1.a  | Severity of Cost   | Doesn't apply                        |
| 9.1.b  | Frequency Cost is Experienced  | N/A                                  |
| 9.2    | User education required  |                                      |
| 9.2.a  | Severity of Cost   | Minor                                |
| 9.2.b  | Frequency Cost is Experienced  | Periodic                             |
| 9.3    | Organization needs extra resources   |                                      |
| 9.3.a  | Severity of Cost   | Doesn't apply                        |
| 9.3.b  | Frequency Cost is Experienced  | N/A                                  |
| 9.4    | Takes organization time to implement   |                                      |
| 9.4.a  | Severity of Cost   | Minor                                |
| 9.4.b  | Frequency Cost is Experienced  | Once off                             |
| 9.5    | Increases the organization's computing power needed                                |                                      |
| 9.5.a  | Severity of Cost   | Doesn't apply                        |
| 9.5.b  | Frequency Cost is Experienced  | N/A                                  |
| 9.a    | Do you approve of this advice?   | Yes                                  |
| 9.b    | Comments   |                                      |
| 10     | Passwords should not be truncated (e.g. "VeryLongPasswordInde" "VeryLongPassword") | ed" should not be stored as if it is |
| 10.1   | Increased help desk/user support time  |                                      |
| 10.1.a | Severity of Cost   | Doesn't apply                        |
| 10.1.b | Frequency Cost is Experienced  | N/A                                  |
| 10.2   | User education required  |                                      |
| 10.2.a | Severity of Cost   | Doesn't apply                        |
| 10.2.b | Frequency Cost is Experienced  | N/A                                  |
| 10.3   | Organization needs extra resources   |                                      |
| 10.3.a | Severity of Cost   | Doesn't apply                        |
|        |  |                                      |

N/A

10.3.b

Frequency Cost is Experienced

| 10.4   | Takes organization time to implement   |                                  |
|--------|--|----------------------------------|
| 10.4.a | Severity of Cost   | Doesn't apply                    |
| 10.4.b | Frequency Cost is Experienced  | N/A                              |
| 10.5   | Increases the organization's computing power needed                          |                                  |
| 10.5.a | Severity of Cost   | Doesn't apply                    |
| 10.5.b | Frequency Cost is Experienced  | N/A                              |
| 10.a   | Do you approve of this advice?   | Neutral                          |
| 10.b   | Comments   |                                  |
|        |  |                                  |
| 11     | Users should be encouraged to make an alteration to their passw site/system. | ord before reusing it at another |
| 11.1   | Increased help desk/user support time  |                                  |
| 11.1.a | Severity of Cost   | Minor                            |
| 11.1.b | Frequency Cost is Experienced  | Periodic                         |
| 11.2   | User education required  |                                  |
| 11.2.a | Severity of Cost   | Minor                            |
| 11.2.b | Frequency Cost is Experienced  | Periodic                         |
| 11.3   | Organization needs extra resources   |                                  |
| 11.3.a | Severity of Cost   | Doesn't apply                    |
| 11.3.b | Frequency Cost is Experienced  | N/A                              |
| 11.4   | Takes organization time to implement   |                                  |
| 11.4.a | Severity of Cost   | Doesn't apply                    |
| 11.4.b | Frequency Cost is Experienced  | N/A                              |
| 11.5   | Increases the organization's computing power needed                          |                                  |
| 11.5.a | Severity of Cost   | Doesn't apply                    |
| 11.5.b | Frequency Cost is Experienced  | N/A                              |

| 12     | After using a public computer, a user should explicitly log out |               |
|--------|---|---------------|
| 12.1   | Increased help desk/user support time                           |               |
| 12.1.a | Severity of Cost  | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced                                   | N/A           |

Yes

Do you approve of this advice?

Comments

11.a

11.b

| 12.2   | User education required   |               |
|--------|---|---------------|
| 12.2.a | Severity of Cost  | Major         |
| 12.2.b | Frequency Cost is Experienced                                     | Periodic      |
| 12.3   | Organization needs extra resources                                |               |
| 12.3.a | Severity of Cost  | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced                                     | N/A           |
| 12.4   | Takes organization time to implement                              |               |
| 12.4.a | Severity of Cost  | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced                                     | N/A           |
| 12.5   | Increases the organization's computing power needed               |               |
| 12.5.a | Severity of Cost  | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced                                     | N/A           |
| 12.a   | Do you approve of this advice?                                    | Yes           |
| 12.b   | Comments  |               |
|        |   |               |
| 13     | Users should check web pages for TLS (e.g. looking for the padloc | k or "https") |
| 13.1   | Increased help desk/user support time                             |               |

| 13     | Users should check web pages for TLS (e.g. looking for the padlock or "https") |               |
|--------|--|---------------|
| 13.1   | Increased help desk/user support time  |               |
| 13.1.a | Severity of Cost   | Minor         |
| 13.1.b | Frequency Cost is Experienced  | Periodic      |
| 13.2   | User education required  |               |
| 13.2.a | Severity of Cost   | Major         |
| 13.2.b | Frequency Cost is Experienced  | Periodic      |
| 13.3   | Organization needs extra resources   |               |
| 13.3.a | Severity of Cost   | Doesn't apply |
| 13.3.b | Frequency Cost is Experienced  | N/A           |
| 13.4   | Takes organization time to implement   |               |
| 13.4.a | Severity of Cost   | Doesn't apply |
| 13.4.b | Frequency Cost is Experienced  | N/A           |
| 13.5   | Increases the organization's computing power needed                            |               |
| 13.5.a | Severity of Cost   | Doesn't apply |
| 13.5.b | Frequency Cost is Experienced  | N/A           |
| 13.a   | Do you approve of this advice?   | Yes           |

| 14     | Users' phones should be password protected          |               |
|--------|---|---------------|
| 14.1   | Increased help desk/user support time               |               |
| 14.1.a | Severity of Cost                                    | Doesn't apply |
| 14.1.b | Frequency Cost is Experienced                       | N/A           |
| 14.2   | User education required                             |               |
| 14.2.a | Severity of Cost                                    | Major         |
| 14.2.b | Frequency Cost is Experienced                       | Periodic      |
| 14.3   | Organization needs extra resources                  |               |
| 14.3.a | Severity of Cost                                    | Doesn't apply |
| 14.3.b | Frequency Cost is Experienced                       | N/A           |
| 14.4   | Takes organization time to implement                |               |
| 14.4.a | Severity of Cost                                    | Doesn't apply |
| 14.4.b | Frequency Cost is Experienced                       | N/A           |
| 14.5   | Increases the organization's computing power needed |               |
| 14.5.a | Severity of Cost                                    | Doesn't apply |
| 14.5.b | Frequency Cost is Experienced                       | N/A           |
| 14.a   | Do you approve of this advice?                      | Yes           |
| 14.b   | Comments  |               |

| 15     | 2-factor authentication via phone or SMS should be available to users |               |
|--------|---|---------------|
| 15.1   | Increased help desk/user support time                                 |               |
| 15.1.a | Severity of Cost  | Doesn't apply |
| 15.1.b | Frequency Cost is Experienced   | N/A           |
| 15.2   | User education required   |               |
| 15.2.a | Severity of Cost  | Major         |
| 15.2.b | Frequency Cost is Experienced   | Periodic      |
| 15.3   | Organization needs extra resources                                    |               |
| 15.3.a | Severity of Cost  | Doesn't apply |
| 15.3.b | Frequency Cost is Experienced   | N/A           |
| 15.4   | Takes organization time to implement                                  |               |
| 15.4.a | Severity of Cost  | Major         |

| 15.4.b | Frequency Cost is Experienced                                 | Once off      |
|--------|---|---------------|
| 15.5   | Increases the organization's computing power needed           |               |
| 15.5.a | Severity of Cost  | Doesn't apply |
| 15.5.b | Frequency Cost is Experienced                                 | N/A           |
| 15.a   | Do you approve of this advice?                                | Yes           |
| 15.b   | Comments  |               |
|        |   |               |
| 16     | Generated passwords should be created using a random generato | r             |
| 16.1   | Increased help desk/user support time                         |               |
| 16.1.a | Severity of Cost  | Doesn't apply |
| 16.1.b | Frequency Cost is Experienced                                 | N/A           |
| 16.2   | User education required                                       |               |
| 16.2.a | Severity of Cost  | Doesn't apply |
| 16.2.b | Frequency Cost is Experienced                                 | N/A           |
| 16.3   | Organization needs extra resources                            |               |
| 16.3.a | Severity of Cost  | Doesn't apply |
| 16.3.b | Frequency Cost is Experienced                                 | N/A           |
| 16.4   | Takes organization time to implement                          |               |
| 16.4.a | Severity of Cost  | Minor         |
| 16.4.b | Frequency Cost is Experienced                                 | Once off      |
| 16.5   | Increases the organization's computing power needed           |               |
| 16.5.a | Severity of Cost  | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced                                 | N/A           |
| 16.a   | Do you approve of this advice?                                | Yes           |
| 16.b   | Comments  |               |
|        |   |               |
| 17     | Every user in an organisation should have their own account   |               |
| 17.1   | Increased help desk/user support time                         |               |
| 17.1.a | Severity of Cost  | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced                                 | N/A           |
| 17.2   | User education required                                       |               |
| 17.2.a | Severity of Cost  | Doesn't apply |

N/A

17.2.b

Frequency Cost is Experienced

| 17.3   | Organization needs extra resources                  |               |
|--------|---|---------------|
| 17.3.a | Severity of Cost                                    | Doesn't apply |
| 17.3.b | Frequency Cost is Experienced                       | N/A           |
| 17.4   | Takes organization time to implement                |               |
| 17.4.a | Severity of Cost                                    | Minor         |
| 17.4.b | Frequency Cost is Experienced                       | Periodic      |
| 17.5   | Increases the organization's computing power needed |               |
| 17.5.a | Severity of Cost                                    | Doesn't apply |
| 17.5.b | Frequency Cost is Experienced                       | N/A           |
| 17.a   | Do you approve of this advice?                      | Yes           |
| 17.b   | Comments  |               |

## **Final Comments**

| 18   | Do you agree with the five cost categories that were used to denote organization/administration costs in this survey? | Somewhat |
|------|---|----------|
| 18.a | Are there any cost categories that you think should be added or removed?  |          |

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