

Study of Administrator password policy costs Survey 1

Response ID	Completion date	
633683-633674-66253313	12 Oct 2020, 15:48 (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 submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Access to password files should be restricted	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Major
3.1.b	Frequency Cost is Experienced	Periodic
3.2	User education required	
3.2.a	Severity of Cost	Minor
3.2.b	Frequency Cost is Experienced	Periodic
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	Major
3.4.b	Frequency Cost is Experienced	At Login
3.5	Increases the organization's computing power needed	
3.5.a	Severity of Cost	Major
3.5.b	Frequency Cost is Experienced	Once off
3.a	Do you approve of this advice?	Yes
3.b	Comments	

4	Passwords should not be transmitted in clear text	
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	Major
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	Periodic
4.5	Increases the organization's computing power needed	
4.5.a	Severity of Cost	Minor
4.5.b	Frequency Cost is Experienced	Once off
4.a	Do you approve of this advice?	Yes
4.b	Comments	

5	A password should be changed if a compromise is suspected	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Major
5.1.b	Frequency Cost is Experienced	Periodic

5.2	User education required	
5.2.a	Severity of Cost	Major
5.2.b	Frequency Cost is Experienced	Periodic
5.3	Organization needs extra resources	
5.3.a	Severity of Cost	Major
5.3.b	Frequency Cost is Experienced	Periodic
5.4	Takes organization time to implement	
5.4.a	Severity of Cost	Major
5.4.b	Frequency Cost is Experienced	Periodic
5.5	Increases the organization's computing power needed	
5.5.a	Severity of Cost	Minor
5.5.b	Frequency Cost is Experienced	Periodic
5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	The administrator account should not be for everyday use	
6.1	Increased help desk/user support time	
6.1.a	Severity of Cost	Major
6.1.b	Frequency Cost is Experienced	Periodic
6.2	User education required	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	Periodic
6.3	Organization needs extra resources	
6.3.a	Severity of Cost	Major
6.3.b	Frequency Cost is Experienced	Periodic
6.4	Takes organization time to implement	
6.4.a	Severity of Cost	Major
6.4.b	Frequency Cost is Experienced	Periodic
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	
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7	Clear policies should be established (e.g what passwords will be accepted or security advice for use of IT systems)	
7.1	Increased help desk/user support time	
7.1.a	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	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	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	Passwords should be checked for account information (e.g. username in password or ID number in password)	
8.1	Increased help desk/user support time	
8.1.a	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	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Yes
8.b	Comments	

9	Composition rules should be enforced for usernames (e.g. a username must contain a minimum of 3 letters and 3 numbers)	
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	Major
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Organization needs extra resources	
9.3.a	Severity of Cost	Major
9.3.b	Frequency Cost is Experienced	Periodic
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	Major
9.4.b	Frequency Cost is Experienced	Periodic
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Major
9.5.b	Frequency Cost is Experienced	Once off
9.a	Do you approve of this advice?	Yes
9.b	Comments	

10	Users should never reuse passwords between multiple sites/systems	
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	Major
10.2.b	Frequency Cost is Experienced	Periodic
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	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	

11	A user should never reveal their password over the phone	
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	Major
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	Positive
11.4.b	Frequency Cost is Experienced	Periodic
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	Users should regularly apply security patches on personal devices	
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	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	A user's anti-virus software should be kept up to date	
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	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
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	Some form of 2-factor authentication should be available to users	
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	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	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	

15	Access controls should be applied to access to particular features or systems	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Major
15.1.b	Frequency Cost is Experienced	Periodic
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	Minor
15.3.b	Frequency Cost is Experienced	Once off
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	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 valid only on first login	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Major
16.1.b	Frequency Cost is Experienced	Periodic
16.2	User education required	
16.2.a	Severity of Cost	Minor
16.2.b	Frequency Cost is Experienced	Periodic
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	

Final Comments

17	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	No
17.a	Are there any cost categories that you think should be added or removed?	<p>Takes organization time to implement -- this is a given if the policy does not already exist. If the policy exists then the investment has already been made and maintenance of policy and enforcement is all that is left.</p> <p>Replace with enforcement costs. Users will never read policies or follow them. You must constantly train and make your users aware of the situation and take corrective action when they misuse their capabilities, that is invalidate policy.</p>
18	This is the end of the survey do you have any final comments?	<p>There is more than just training and help support in terms of cost. There is also engineering cost, audit cost, risk assessment cost, employee quality costs (not all employees can implement the policies discussed here in an enterprise environment). Technology cost. Enforcement cost. Incident response cost (for policy violations).</p> <p>These policies are connected to many other services that make the makeup of cyber security in a company.</p>

Response ID	Completion date	
633683-633674-66285572	13 Oct 2020, 12:08 (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 submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Access to password files should be restricted	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Minor
3.1.b	Frequency Cost is Experienced	Periodic
3.2	User education required	
3.2.a	Severity of Cost	Major
3.2.b	Frequency Cost is Experienced	Periodic
3.3	Organization needs extra resources	
3.3.a	Severity of Cost	Don't know
3.3.b	Frequency Cost is Experienced	Don't know
3.4	Takes organization time to implement	
3.4.a	Severity of Cost	Major
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?	Neutral
3.b	Comments	It is dependent on the type of organisation

4	Passwords should not be transmitted in clear text	
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	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	At Login
4.4	Takes organization time to implement	
4.4.a	Severity of Cost	Major
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	At Login
4.a	Do you approve of this advice?	Yes
4.b	Comments	It can take time and user education to switch from protocols using clear text to encryption in an organisation; e.g. moving from Telnet to SSH for logins.

5	A password should be changed if a compromise is suspected	
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	Major
5.2.b	Frequency Cost is Experienced	Periodic
5.3	Organization needs extra resources	
5.3.a	Severity of Cost	Major
5.3.b	Frequency Cost is Experienced	Once off
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?	Yes
5.b	Comments	Can become a major piece of work if a compromise is suspected for many accounts.

6	The administrator account should not be for everyday use	
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	Periodic
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	
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7	Clear policies should be established (e.g what passwords will be accepted or security advice for use of IT systems)	
7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	Periodic
7.2	User education required	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	Periodic
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	Major
7.4.b	Frequency Cost is Experienced	Once off
7.5	Increases the organization's computing power needed	
7.5.a	Severity of Cost	Don't know
7.5.b	Frequency Cost is Experienced	Don't know
7.a	Do you approve of this advice?	Yes
7.b	Comments	

8	Passwords should be checked for account information (e.g. username in password or ID number in password)	
8.1	Increased help desk/user support time	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	User education required	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	Periodic
8.3	Organization needs extra resources	
8.3.a	Severity of Cost	Major
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	Once off
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Major
8.5.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	I say periodic frequency because new users are likely so constant cycles of education and reinforcement must happen.

9	Composition rules should be enforced for usernames (e.g. a username must contain a minimum of 3 letters and 3 numbers)	
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	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	Don't know
9.4	Takes organization time to implement	
9.4.a	Severity of Cost	Don't know
9.4.b	Frequency Cost is Experienced	Don't know
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	

10	Users should never reuse passwords between multiple sites/systems	
10.1	Increased help desk/user support time	
10.1.a	Severity of Cost	Positive

10.1.b	Frequency Cost is Experienced	At Login
10.2	User education required	
10.2.a	Severity of Cost	Major
10.2.b	Frequency Cost is Experienced	Periodic
10.3	Organization needs extra resources	
10.3.a	Severity of Cost	Minor
10.3.b	Frequency Cost is Experienced	At Login
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?	Yes
10.b	Comments	

11	A user should never reveal their password over the phone	
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	Minor
11.4.b	Frequency Cost is Experienced	Periodic
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	But with the caveat that they might reveal their password to the helpdesk only.
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12	Users should regularly apply security patches on personal devices	
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	Positive
12.4.b	Frequency Cost is Experienced	Periodic
12.5	Increases the organization's computing power needed	
12.5.a	Severity of Cost	Don't know
12.5.b	Frequency Cost is Experienced	Don't know
12.a	Do you approve of this advice?	Yes
12.b	Comments	

13	A user's anti-virus software should be kept up to date	
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	Major
13.3.b	Frequency Cost is Experienced	Periodic
13.4	Takes organization time to implement	

13.4.a	Severity of Cost	Positive
13.4.b	Frequency Cost is Experienced	Periodic
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Major
13.5.b	Frequency Cost is Experienced	Periodic
13.a	Do you approve of this advice?	Yes
13.b	Comments	

14	Some form of 2-factor authentication should be available to users	
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	Major
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	At Login
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	Major
14.5.b	Frequency Cost is Experienced	At Login
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	Access controls should be applied to access to particular features or systems	
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
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Minor
15.3.b	Frequency Cost is Experienced	Periodic
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Positive
15.4.b	Frequency Cost is Experienced	Periodic
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	Don't know
15.a	Do you approve of this advice?	Yes
15.b	Comments	

16	Generated passwords should be valid only on first login	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	At Login
16.2	User education required	
16.2.a	Severity of Cost	Minor
16.2.b	Frequency Cost is Experienced	At Login
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	At Login
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	Don't know
16.a	Do you approve of this advice?	Neutral
16.b	Comments	It depends on the quality of the passwords being generated.

Final Comments

17	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Yes
17.a	Are there any cost categories that you think should be added or removed?	
18	This is the end of the survey do you have any final comments?	I use a password manager and have previously used a hardware/software token for 2-factor authentication.

Response ID	Completion date	
633683-633674-66513232	19 Oct 2020, 15:59 (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 submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Access to password files should be restricted	
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	Periodic

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 not be transmitted in clear text	
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	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	A password should be changed if a compromise is suspected	
5.1	Increased help desk/user support time	
5.1.a	Severity of Cost	Major
5.1.b	Frequency Cost is Experienced	Periodic
5.2	User education required	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	Periodic

5.3	Organization needs extra resources	
5.3.a	Severity of Cost	Minor
5.3.b	Frequency Cost is Experienced	Periodic
5.4	Takes organization time to implement	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Periodic
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 should not be for everyday use	
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?	No
6.b	Comments	Often had websites with admin back ends where admin could see analytics/stats

7	Clear policies should be established (e.g what passwords will be accepted or security advice for use of IT systems)	
7.1	Increased help desk/user support time	
7.1.a	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	Minor
7.2.b	Frequency Cost is Experienced	Once off
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?	Neutral
7.b	Comments	

8	Passwords should be checked for account information (e.g. username in password or ID number in password)	
8.1	Increased help desk/user support time	
8.1.a	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	Minor

8.4.b	Frequency Cost is Experienced	Once off
8.5	Increases the organization's computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Neutral
8.b	Comments	

9	Composition rules should be enforced for usernames (e.g. a username must contain a minimum of 3 letters and 3 numbers)	
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	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?	Neutral
9.b	Comments	

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

10.2.b	Frequency Cost is Experienced	Periodic
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	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	A user should never reveal their password over the phone	
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	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
11.a	Do you approve of this advice?	Yes
11.b	Comments	

12	Users should regularly apply security patches on personal devices	
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	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?	Neutral
12.b	Comments	Apply a patch when you are happy there are no issues with it (read forumns,etc.)

13	A user's anti-virus software should be kept up to date	
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	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	Some form of 2-factor authentication should be available to users	
14.1	Increased help desk/user support time	
14.1.a	Severity of Cost	Minor
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	N/A
14.3	Organization needs extra resources	
14.3.a	Severity of Cost	Minor
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	N/A
14.5	Increases the organization's computing power needed	
14.5.a	Severity of Cost	Minor
14.5.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	Access controls should be applied to access to particular features or systems	
15.1	Increased help desk/user support time	
15.1.a	Severity of Cost	Major
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

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	Major
15.5.b	Frequency Cost is Experienced	Periodic
15.a	Do you approve of this advice?	Neutral
15.b	Comments	

16	Generated passwords should be valid only on first login	
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	Periodic
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	

Final Comments

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

18	This is the end of the survey do you have any final comments?	This was from the perspective of a developer.
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Response ID	Completion date	
633683-633674-66760146	24 Oct 2020, 17:58 (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 submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Access to password files should be restricted	
3.1	Increased help desk/user support time	
3.1.a	Severity of Cost	Minor
3.1.b	Frequency Cost is Experienced	Periodic
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	Periodic

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 not be transmitted in clear text	
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	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	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	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	A password should be changed if a compromise is suspected	
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	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?	Yes
5.b	Comments	

6	The administrator account should not be for everyday use	
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	Periodic
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	

7	Clear policies should be established (e.g what passwords will be accepted or security advice for use of IT systems)	
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7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Minor
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	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?	Yes
7.b	Comments	

8	Passwords should be checked for account information (e.g. username in password or ID number in password)	
8.1	Increased help desk/user support time	
8.1.a	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	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	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Yes
8.b	Comments	

9	Composition rules should be enforced for usernames (e.g. a username must contain a minimum of 3 letters and 3 numbers)	
9.1	Increased help desk/user support time	
9.1.a	Severity of Cost	Minor
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	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?	Yes
9.b	Comments	

10	Users should never reuse passwords between multiple sites/systems	
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	Minor
10.2.b	Frequency Cost is Experienced	Periodic
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	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?	Yes
10.b	Comments	

11	A user should never reveal their password over the phone	
11.1	Increased help desk/user support time	
11.1.a	Severity of Cost	Minor
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	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	Users should regularly apply security patches on personal devices	
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	Minor
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	Minor
12.4.b	Frequency Cost is Experienced	Periodic
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	A user's anti-virus software should be kept up to date	
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	Minor
13.4.b	Frequency Cost is Experienced	Periodic
13.5	Increases the organization's computing power needed	
13.5.a	Severity of Cost	Minor
13.5.b	Frequency Cost is Experienced	Once off
13.a	Do you approve of this advice?	Yes

13.b	Comments	
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14	Some form of 2-factor authentication should be available to users	
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?	Neutral
14.b	Comments	

15	Access controls should be applied to access to particular features or systems	
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	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
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	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
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?	Neutral
15.b	Comments	

16	Generated passwords should be valid only on first login	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Positive
16.1.b	Frequency Cost is Experienced	Periodic
16.2	User education required	
16.2.a	Severity of Cost	Minor
16.2.b	Frequency Cost is Experienced	Periodic
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	Don't know
16.4.b	Frequency Cost is Experienced	Don't know
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	Don't know
16.a	Do you approve of this advice?	Yes
16.b	Comments	

Final Comments

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

Response ID	Completion date	
633683-633674-66950296	29 Oct 2020, 10:33 (GMT)	

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 submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes
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3	Access to password files should be restricted	
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	Minor
3.5.b	Frequency Cost is Experienced	Once off
3.a	Do you approve of this advice?	Yes
3.b	Comments	

4	Passwords should not be transmitted in clear text	
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	Minor
4.2.b	Frequency Cost is Experienced	Once off
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	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	A password should be changed if a compromise is suspected	
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	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?	Yes
5.b	Comments	

6	The administrator account should not be for everyday use	
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	Major
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	Once off
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?	Neutral
6.b	Comments	Additional security can be used to avoid requirement of double account upkeep

7	Clear policies should be established (e.g what passwords will be accepted or security advice for use of IT systems)	
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7.1	Increased help desk/user support time	
7.1.a	Severity of Cost	Positive
7.1.b	Frequency Cost is Experienced	Periodic
7.2	User education required	
7.2.a	Severity of Cost	Positive
7.2.b	Frequency Cost is Experienced	Periodic
7.3	Organization needs extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	Don't know
7.4	Takes organization time to implement	
7.4.a	Severity of Cost	Minor
7.4.b	Frequency Cost is Experienced	Don't know
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	Passwords should be checked for account information (e.g. username in password or ID number in password)	
8.1	Increased help desk/user support time	
8.1.a	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	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	Minor
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?	Neutral
8.b	Comments	Can be useful, but restricts variability of passwords as restricting options.

9	Composition rules should be enforced for usernames (e.g. a username must contain a minimum of 3 letters and 3 numbers)	
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	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	Periodic
9.5	Increases the organization's computing power needed	
9.5.a	Severity of Cost	Minor
9.5.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	No
9.b	Comments	Good for passwords, over complicates usernames as password should be secure, usernames are often generated based on firstname.lastname etc

10	Users should never reuse passwords between multiple sites/systems	
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	Major
10.2.b	Frequency Cost is Experienced	Periodic
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	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?	Yes
10.b	Comments	very difficult if you want to try and enforce this

11	A user should never reveal their password over the phone	
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	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
11.a	Do you approve of this advice?	Yes

11.b	Comments	
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12	Users should regularly apply security patches on personal devices	
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	Minor
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	Hard to enforce as is personal devices, however security patches are often released and should be applied asap

13	A user's anti-virus software should be kept up to date	
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	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
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	Some form of 2-factor authentication should be available to users	
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	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	Access controls should be applied to access to particular features or systems	
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
15.3	Organization needs extra resources	
15.3.a	Severity of Cost	Minor
15.3.b	Frequency Cost is Experienced	Periodic
15.4	Takes organization time to implement	
15.4.a	Severity of Cost	Minor
15.4.b	Frequency Cost is Experienced	Periodic
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 valid only on first login	
16.1	Increased help desk/user support time	
16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	Once off
16.2	User education required	
16.2.a	Severity of Cost	Minor
16.2.b	Frequency Cost is Experienced	Once off
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	Periodic
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

Final Comments

17	Do you agree with the five cost categories that were used to denote organization/administration costs in this survey?	Yes
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17.a	Are there any cost categories that you think should be added or removed?	
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18	This is the end of the survey do you have any final comments?	
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