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## Expert vs. Non-Expert Security Practices

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Based on I. Ion, R. Reeder, and S. Consalvo. "...no one can hack my mind":  
Comparing Expert and Non-Expert Security Practices. SOUPS 2015.

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## Expert Interview

- Interviews with 40 experts
  - In-person semi-structured interviews of 40 security experts at the 2013 BlackHat, DefCon, and USENIX Security conferences
  - Expert = attendee who reported having at least 5 years of experience working in or studying computer security
  - Question: "What are the top 3 pieces of advice you would give to a non-tech-savvy user to protect their security online?"

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## Expert Survey

- Survey of 231 experts via Mechanical Turk
  - Expert = survey participant who reported having at least 5 years of experience working in or studying computer security
  - Question: “What are the 3 most important things you do to protect your security online?”
  - Asked about 14 pieces of advice mentioned frequently in the interviews
    - ◆ E.g., “Do you use two-factor authentication (e.g., 2-step verification) for at least one of your online accounts?”

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## Expert Survey

- Survey of 231 experts via Mechanical Turk (cont.)
  - Asked to rate the “goodness” of 20 pieces of advice mentioned frequently in the interviews
    - ◆ Asked to consider both how effective the advice was at keeping the user secure and how realistic it was that users could follow it

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## Non-Expert Survey

- Survey of 294 non-experts via Mechanical Turk
  - Called for participation in a Google study about Internet use
  - Survey content was largely the same as in the expert survey

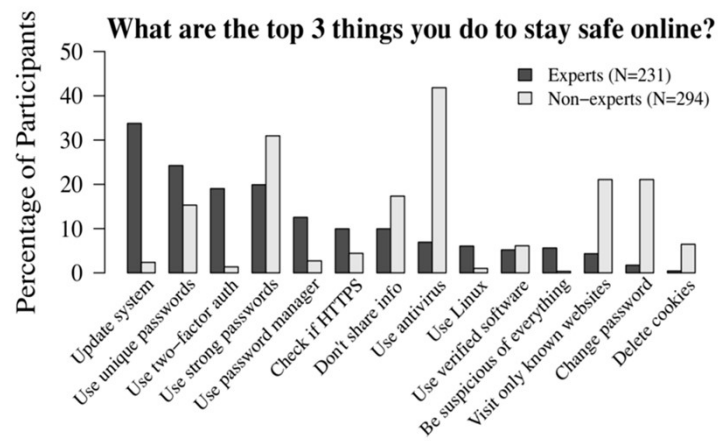
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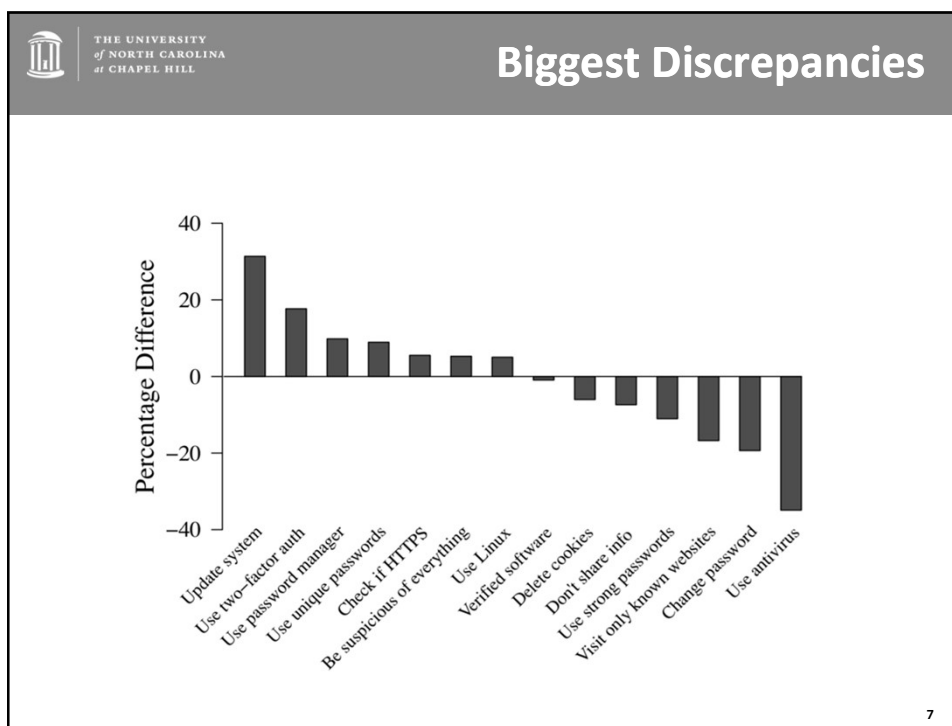
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## Summary of Results

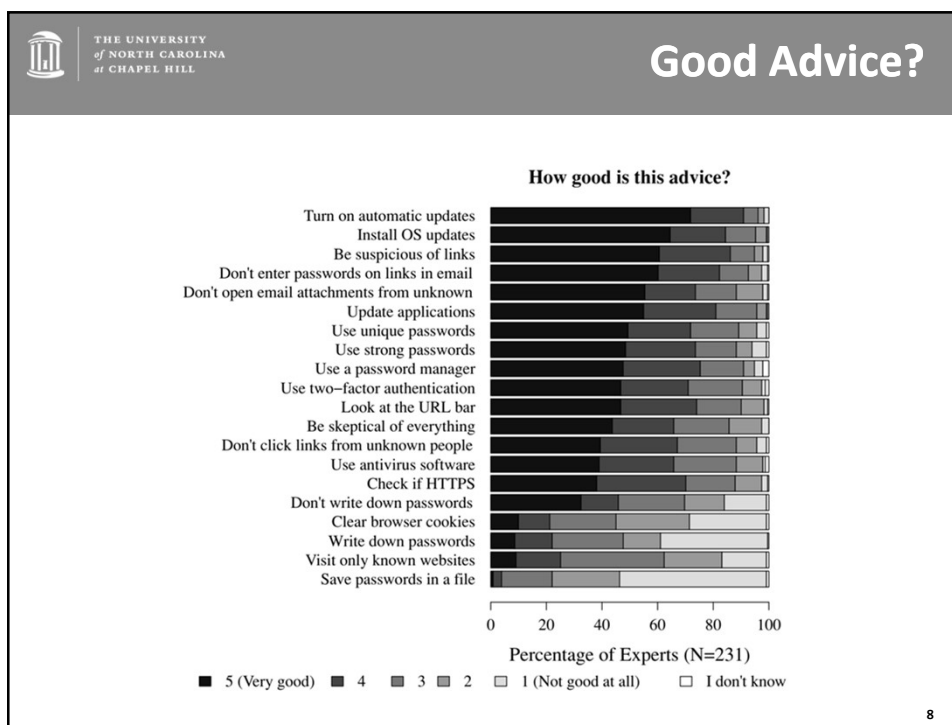


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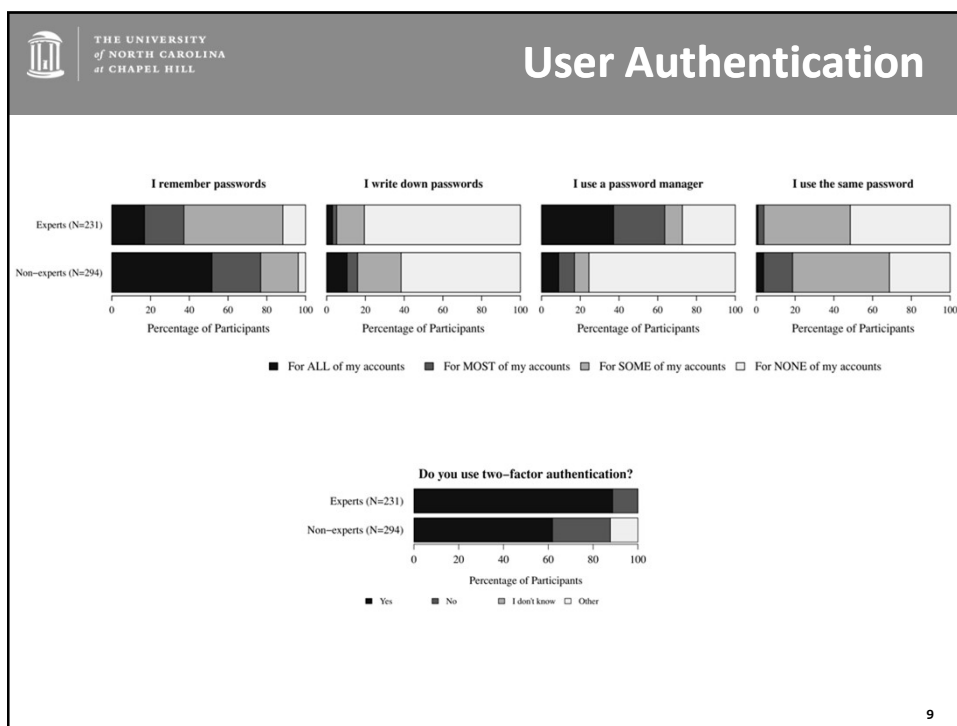
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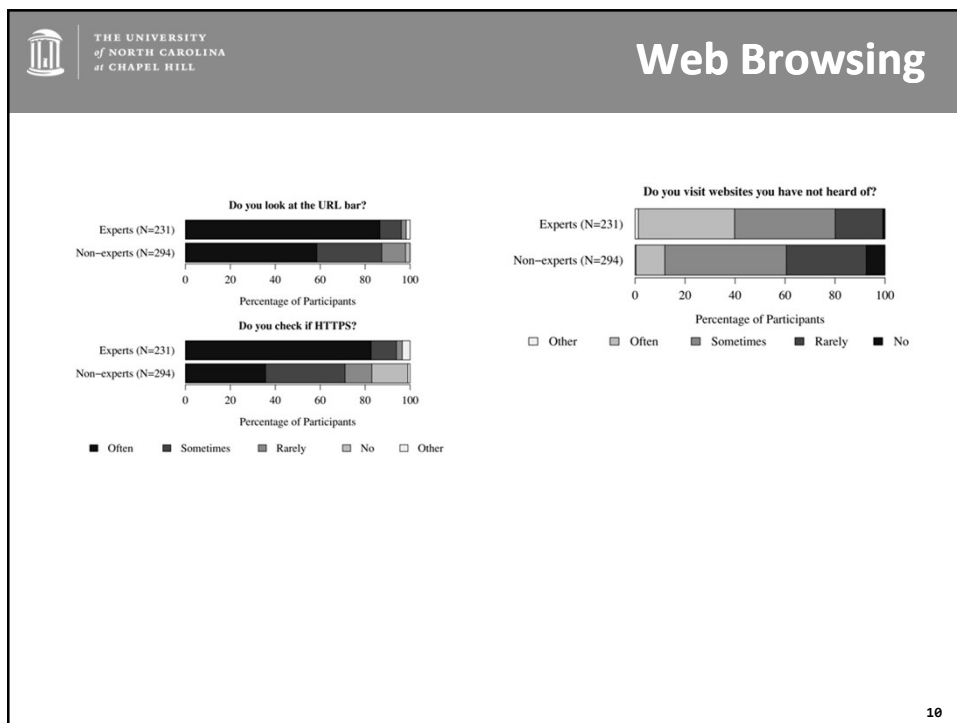
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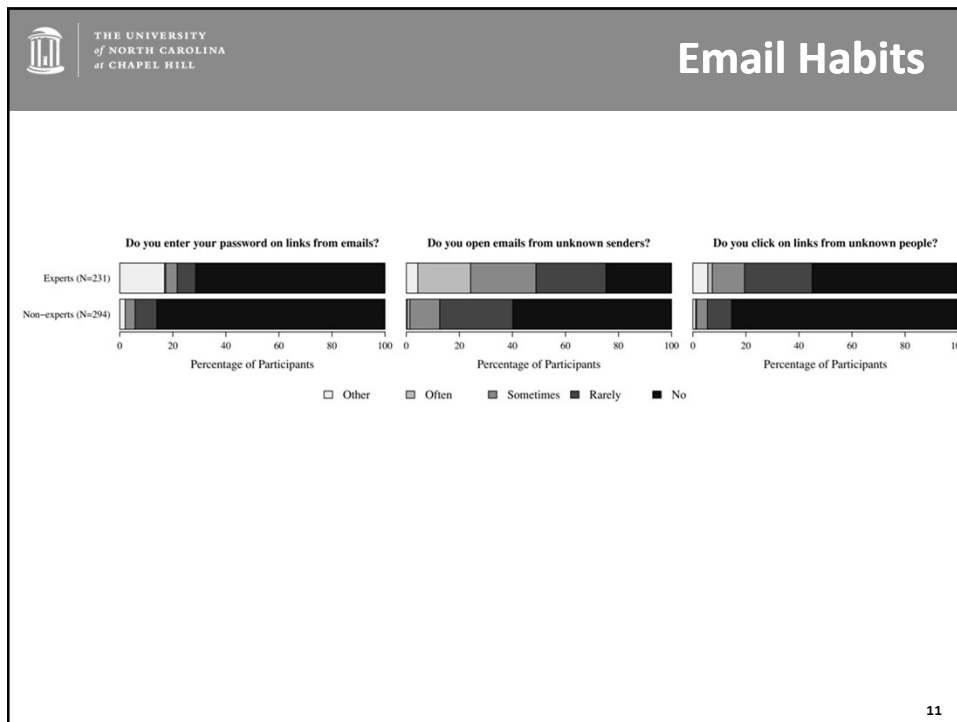
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## Summary

- The three things that experts do that many non-experts do not
  - Install updates
  - Use a password manager
  - Use two-factor authentication

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