**Chapter 8**

**Economics**

**The great fortunes of the information age lie in the hands of**

**companies that have established proprietary**

**architectures that are used by a**

**large installed base of**

**locked-in customers.**

– CARL SHAPIRO AND HAL VARIAN

**There are two things I am sure of after all these years: there is**

**a growing societal need for high assurance software, and**

**market forces are never going to provide it.**

– EARL BOEBERT

**The law locks up the man or woman**

**Who steals the goose from o↵ the common**

**But leaves the greater villain loose**

**Who steals the common from the goose.**

– TRADITIONAL, 17th CENTURY

**8.1** **Introduction**

Round about 2000, we started to realise that many security failures weren’t due  
 to technical errors so much as to wrong incentives: if the people who guard a  
 system are not the people who su↵er when it fails, then you can expect trouble.  
 In fact, security mechanisms are often designed deliberately to shift liability,  
 which can lead to even worse trouble.

Economics has always been important to engineering, at the raw level of

cost accounting; a good engineer was one who could build a bridge safely with a  
 thousand tons of concrete when everyone else used two thousand tons. But the  
 perverse incentives that arise in complex systems with multiple owners make eco-  
 nomic questions both more important and more subtle for the security engineer.  
 Truly global-scale systems like the Internet arise from the actions of millions of  
 independent principals with divergent interests; we hope that reasonable global

263

*8.2. CLASSICAL ECONOMICS*

outcomes will result from selﬁsh local actions. The outcome we get is typically a  
 market equilibrium, and often a surprisingly stable one. Attempts to make large  
 complex systems more secure, or safer, will usually fail if this isn’t understood.  
 At the macro level, cybercrime patterns have been remarkably stable through  
 the 2010s even though technology changed completely, with phones replacing  
 laptops, with society moving to social networks and servers moving to the cloud.  
 Network insecurity is somewhat like air pollution or congestion, in that people  
 who connect insecure machines to the Internet do not bear the full consequences  
 of their actions while people who try to do things right su↵er the side-e↵ects of  
 others’ carelessness.

In general, people won’t change their behaviour unless they have an incentive

to. If their actions take place in some kind of market, then the equilibrium will  
 be where the forces pushing and pulling in di↵erent directions balance each  
 other out. But markets can fail; the computer industry has been dogged by  
 monopolies since its earliest days. The reasons for this are now understood, and  
 their interaction with security is starting to be.

Security economics has developed rapidly as a discipline since the early 2000s.

It provides valuable insights not just into ‘security’ topics such as privacy, bugs,  
 spam, and phishing, but into more general areas of system dependability. For  
 example, what’s the optimal balance of e↵ort by programmers and testers? (For  
 the answer, see section 8.6.3 below.) It also enables us to analyse many impor-  
 tant policy problems – such as the costs of cybercrime and the most e↵ective  
 responses to it. And when protection mechanisms are used to limit what some-  
 one can do with their possessions or their data, questions of competition policy  
 and consumer rights follow – which we need economics to analyse. There are  
 also questions of the balance between public and private action: how much of  
 the protection e↵ort should be left to individuals, and how much should be  
 borne by vendors, regulators or the police? Everybody tries to pass the buck.

In this chapter I ﬁrst describe how we analyse monopolies in the classical

economic model, how information goods and services markets are di↵erent, and  
 how network e↵ects and technical lock-in make monopoly more likely. I then  
 look at asymmetric information, another source of market power. Next is game  
 theory, which enables us to analyse whether people will cooperate or compete;  
 and auction theory, which lets us understand the working of the ad markets  
 that drive much of the Internet – and how they fail. These basics then let

us analyse key components of the information security ecosystem, such as the  
 software patching cycle. We also get to understand why systems are less reliable  
 than they should be: why there are too many vulnerabilities and why too few  
 cyber-crooks get caught.

**8.2** **Classical economics**

Modern economics is an enormous ﬁeld covering many di↵erent aspects of human  
 behaviour. The parts of it that have found application in security so far are  
 largely drawn from microeconomics, game theory and behavioral economics. In  
 this section, I’ll start with a helicopter tour of the most relevant ideas from  
 microeconomics. My objective is not to provide a tutorial on economics, but to

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 264 | Ross Anderson |

*8.2. CLASSICAL ECONOMICS*

get across the basic language and ideas, so we can move on to discuss security  
 economics.

The modern subject started in the 18th century when growing trade changed

the world, leading to the industrial revolution, and people wanted to under-  
 stand what was going on. In 1776, Adam Smith’s classic *‘The Wealth of Na-*  
 *tions’* [1788] provided a ﬁrst draft: he explained how rational self-interest in  
 a free market leads to progress. Specialisation leads to productivity gains, as  
 people try to produce something others value to survive in a competitive mar-  
 ket. In his famous phrase, “It is not from the benevolence of the butcher, the  
 brewer, or the baker, that we can expect our dinner, but from their regard to  
 their own interest.” The same mechanisms scale up from a farmers’ market or  
 small factory to international trade.

These ideas were reﬁned by nineteenth-century economists; David Ricardo

clariﬁed and strengthened Smith’s arguments in favour of free trade, while Stan-  
 ley Jevons, L´eon Walras and Carl Menger built detailed models of supply and  
 demand. One of the insights from Jevons and Menger is that the price of a  
 good, at equilibrium in a competitive market, is the marginal cost of produc-  
 tion. When coal cost nine shillings a ton in 1870, that didn’t mean that every  
 mine dug coal at this price, merely that the marginal producers – those who  
 were only just managing to stay in business – could sell at that price. If the  
 price went down, these mines would close; if it went up, even more marginal  
 mines would open. That’s how supply responded to changes in demand. (It  
 also gives us an insight into why so many online services nowadays are free; as  
 the marginal cost of duplicating information is about zero, lots of online busi-  
 nesses can’t sell it and have to make their money in other ways, such as from  
 advertising. But we’re getting ahead of ourselves.)

By the end of the century Alfred Marshall had combined models of supply

and demand in markets for goods, labour and capital into an overarching ‘clas-  
 sical’ model in which, at equilibrium, all the excess proﬁts would be competed  
 away and the economy would be functioning e�ciently. By 1948, Kenneth Ar-  
 row and G´erard Debreu had put this on a rigorous mathematical foundation  
 by proving that markets give e�cient outcomes, subject to certain conditions,  
 including that the buyers and sellers have full property rights, that they have  
 complete information, that they are rational and that the costs of doing trans-  
 actions can be neglected.

Much of the interest in economics comes from the circumstances in which

one or more of these conditions aren’t met. For example, suppose that trans-  
 actions have side-e↵ects that are not captured by the available property rights.  
 Economists call these *externalities*, and they can be either positive or negative.  
 An example of a positive externality is scientiﬁc research, from which every-  
 one can beneﬁt once it’s published. As a result, the researcher doesn’t capture  
 the full beneﬁt of their work, and we get less research than would be ideal  
 (economists reckon we do only a quarter of the ideal amount of research). An  
 example of a negative externality is environmental pollution; if I burn a coal ﬁre,  
 I get the positive e↵ect of heating my house but my neighbour gets the negative  
 e↵ect of smell and ash, while everyone shares the negative e↵ect of increased  
 CO2 emissions.

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| --- | --- | --- |
| **Security Engineering** | 265 | Ross Anderson |

*8.2. CLASSICAL ECONOMICS*

Externalities, and other causes of market failure, are of real importance to the

computer industry, and to security folks in particular, as they shape many of the  
 problems we wrestle with, from industry monopolies to insecure software. Where  
 one player has enough power to charge more than the market clearing price, or  
 nobody has the power to ﬁx a common problem, then markets alone may not be  
 able to sort things out. Strategy is about acquiring power, or preventing other  
 people having power over you; so the most basic business strategy is to acquire  
 market power in order to extract extra proﬁts, while distributing the costs of  
 your activity on others to the greatest extent possible. Let’s explore that now  
 in more detail.

**8.2.1** **Monopoly**

As an introduction, let’s consider a textbook case of monopoly. Suppose we have  
 a market for apartments in a university town, and the students have di↵erent  
 incomes. We might have one rich student able to pay $4000 a month, maybe 300  
 people willing to pay at least $2000 a month, and (to give us round numbers) at  
 least 1000 prepared to pay at least $1000 a month. That gives us the *demand*  
 *curve* shown in Figure 8.1 below.

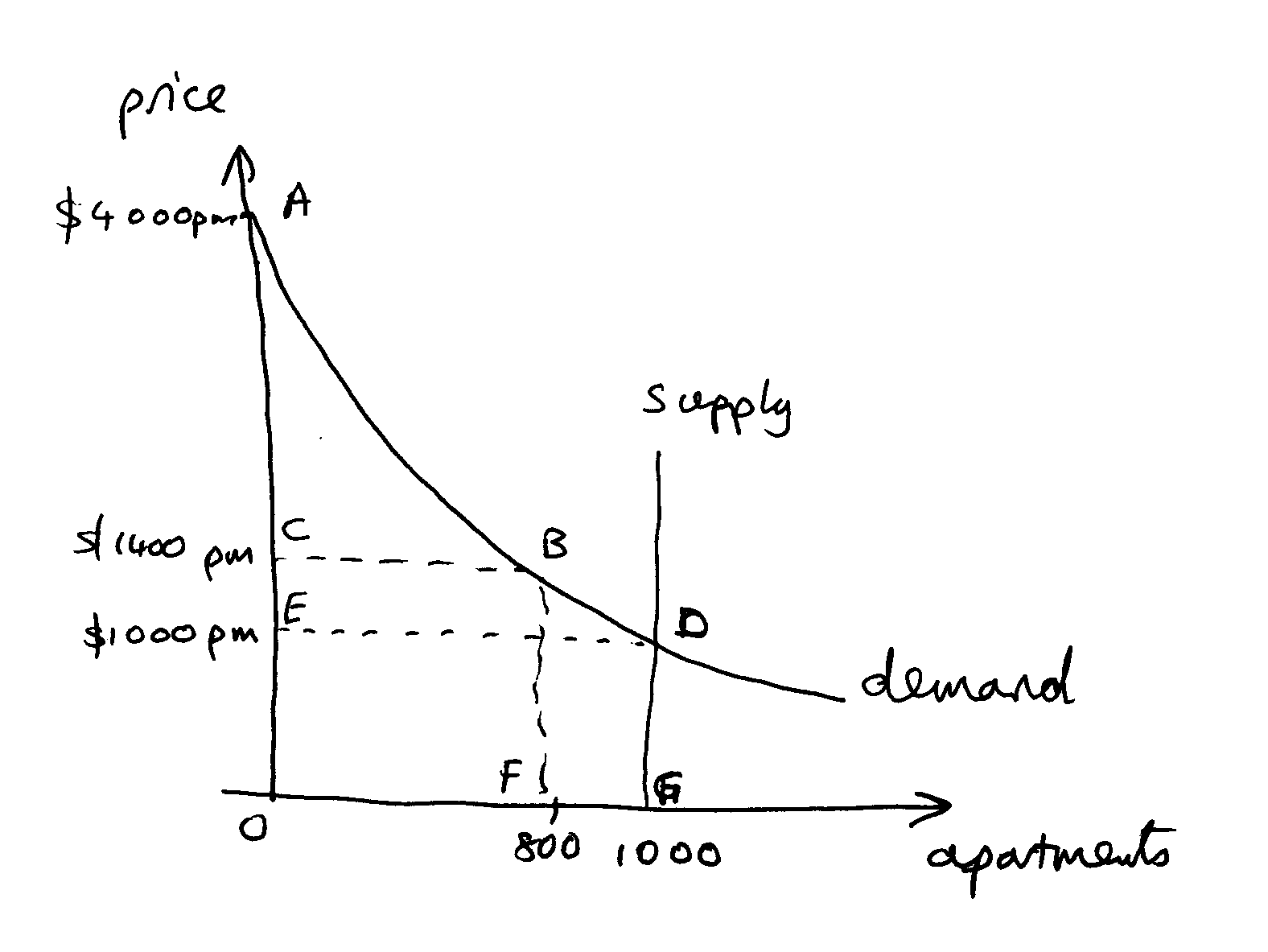


Figure 8.1: the market for apartments

So if there are 1000 apartments being let by many competing landlords, the

market-clearing price will be at the intersection of the demand curve with the  
 vertical supply curve, namely $1000. But suppose the market is rigged – say the  
 landlords have set up a cartel, or the university makes its students rent through  
 a tied agency. A monopolist landlord examines the demand curve, and notices  
 that if he rents out only 800 apartments, he can get $1400 per month for each  
 of them. Now 800 times $1400 is $1,120,000 per month, which is more than the  
 million dollars a month he’ll make from the market price at $1000. (Economists

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 266 | Ross Anderson |

*8.2. CLASSICAL ECONOMICS*

would say that his ‘revenue box’ is the box CBFO rather than EDGO in ﬁgure  
 8.1.) So he sets an artiﬁcially high price, and 200 apartments remain empty.

This is clearly ine�cient, and the Italian economist Vilfredo Pareto invented

a neat way to formalise this. A *Pareto improvement* is any change that would  
 make some people better o↵ without making anyone else worse o↵, and an allo-  
 cation is *Pareto e�cient* if there isn’t any Pareto improvement available. Here,  
 the allocation is not e�cient, as the monopolist could rent out one empty apart-  
 ment to anyone at a lower price, making both him and them better o↵. Now  
 Pareto e�ciency is a rather weak criterion; both perfect communism (every-  
 one gets the same income) and perfect dictatorship (the king gets the lot) are  
 Pareto-e�cient. In neither case can you make anyone better o↵ without making  
 someone else worse o↵! Yet the simple monopoly described here is not e�cient  
 even in this very weak sense.

So what can the monopolist do? There is one possibility – if he can charge

everyone a di↵erent price, then he can set each student’s rent at exactly what  
 they are prepared to pay. We call such a landlord a *price-discriminating monop-*  
 *olist*; he charges the rich student exactly $4000, and so on down to the 1000th  
 student whom he charges exactly $1000. The same students get apartments  
 as before, yet almost all of them are worse o↵. The rich student loses $3000,  
 money that he was prepared to pay but previously didn’t have to; economists  
 refer to this money he saved as *surplus*. The discriminating monopolist manages  
 to extract all the consumer surplus.

Merchants have tried to price-discriminate since antiquity. The carpet seller

in Istanbul who expects you to haggle down his price is playing this game, as is an  
 airline selling ﬁrst, business and cattle class seats. The extent to which ﬁrms can  
 charge people di↵erent prices depends on a number of factors, principally their  
 *market power* and their *information asymmetry*. Market power is a measure of  
 how close a merchant is to being a monopolist; under monopoly the merchant  
 is a *price setter*, while under perfect competition he is a *price taker* who has to  
 accept whatever price the market establishes. Merchants naturally try to avoid  
 this. Information asymmetry can help them in several ways. A carpet seller has  
 much more information about local carpet prices than a tourist who’s passing  
 through, and who won’t have the time to haggle in ten di↵erent shops. So the  
 merchant may prefer to haggle rather than display ﬁxed prices. An airline is  
 slightly di↵erent. Thanks to price-comparison sites, its passengers have good  
 information on base prices, but if it does discount to ﬁll seats, it may be able to  
 target its o↵ers using information from the advertising ecosystem. It can also  
 create its own loyalty ecosystem by o↵ering occasional upgrades. Technology  
 tends to make ﬁrms more like airlines and less like small carpet shops; the  
 information asymmetry isn’t so much whether you know about average prices,  
 as what the system knows about you and how it locks you in.

Monopoly can be complex. The classic monopolist, like the landlord or cartel

in our example, may simply push up prices for everyone, resulting in a clear loss  
 of consumer surplus. Competition law in the USA looks for welfare loss of

this kind, which often happens where a cartel operates price discrimination.  
 During the late 19th century, railroad operators charged di↵erent freight rates  
 to di↵erent customers, depending on how proﬁtable they were, how perishable  
 their goods were and other factors – basically, shaking them all down according

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 267 | Ross Anderson |

*8.3. INFORMATION ECONOMICS*

to their ability to pay. This led to massive resentment and to railway regulation.  
 In the same way, telcos used to price-discriminate like crazy; SMSes used to cost  
 a lot more than voice, and voice a lot more than data, especially over distance.  
 This led to services like Skype and WhatsApp which use data services to provide  
 cheaper calls and messaging, and also to net neutrality regulation in a number  
 of countries. This is still a tussle space, with President Trump’s appointee at  
 the FCC reversing many previous net neutrality rulings.

However, many ﬁrms with real market power like Google and Facebook give

their products away free to most of their users, while others, like Amazon (and  
 Walmart), cut prices for their customers. This challenges the traditional basis  
 that economists and lawyers used to think about monopoly, in the USA at  
 least. Yet there’s no doubt about monopoly power in tech. We may have gone  
 from one dominant player in the 1970s (IBM) to two in the 1990s (Microsoft  
 and Intel) and a handful now (Google, Facebook, Amazon, Microsoft, maybe  
 Netﬂix) but each dominates its ﬁeld; although Arm managed to compete with  
 Intel, there has been no new search startup since Bing in 2009 (whose market  
 share is slipping), and no big social network since Instagram in 2011 (now owned  
 by Facebook). So there’s been a negative e↵ect on innovation, and the question  
 what we do about it is becoming a hot political topic. The EU has ﬁned tech  
 majors multiple times for competition o↵ences.

To understand what’s going on, we need to dive more deeply into how infor-

mation monopolies work.

**8.3** **Information economics**

The information and communications industries are di↵erent from traditional  
 manufacturing in a number of ways, and among the most striking is that these  
 markets have been very concentrated for generations. Even before computers  
 came along, newspapers tended to be monopolies, except in the biggest cities.  
 Much the same happened with railways, and before that with canals. When  
 electrical tabulating equipment came along in the late 19th century, it was  
 dominated by NCR, until a spin-o↵ from NCR’s Manhattan sales o�ce called  
 IBM took over. IBM dominated the computer industry in the 1960s and 70s,  
 then Microsoft came along and took pole position in the 90s. Since then, Google  
 and Facebook have come to dominate advertising, Apple and Google sell phone  
 operating systems, ARM and Intel do CPUs, while many other ﬁrms dominate  
 their own particular speciality. Why should this be so?

**8.3.1** **Why information markets are di↵erent**

Recall that in a competitive equilibrium, the price of a good should be its  
 marginal cost of production. But for information that’s almost zero! That’s  
 why there is so much free stu↵ online; zero is its fair price. If two or more  
 suppliers compete to o↵er an operating system, or a map, or an encyclopedia,  
 that they can duplicate for no cost, then they will keep on cutting their prices  
 without limit. Take for example encyclopedias; the Britannica used to cost

$1,600 for 32 volumes; then Microsoft brought out Encarta for $49.95, forcing

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 268 | Ross Anderson |

*8.3. INFORMATION ECONOMICS*

Britannica to produce a cheap CD edition; and now we have Wikipedia for  
 free [1718]. One ﬁrm after another has had to move to a business model in  
 which the goods are given away free, and the money comes from advertising or  
 in some parallel market. And it can be hard to compete with services that are  
 free, or are so cheap it’s hard to recoup the capital investment you need to get  
 started. So other industries with high ﬁxed costs and low marginal costs tend  
 to be concentrated – such as newspapers, airlines and hotels.

Second, there are often *network externalities*, whereby the value of a network

grows more than linearly in the number of users. Networks such as the telephone  
 and email took some time to get going because at the start there were only a few  
 other enthusiasts to talk to, but once they passed a certain threshold in each  
 social group, everyone needed to join and the network rapidly became main-  
 stream. The same thing happened again with social media from the mid-2000s;  
 initially there were 40–50 startups doing social networks, but once Facebook  
 started to pull ahead, suddenly all young people had to be there, as that was  
 where all your friends were, and if you weren’t there then you missed out on  
 the party invitations. This *positive feedback* is one of the mechanisms by which  
 network e↵ects can get established. It can also operate in a *two-sided market*  
 which brings together two types of user. For example, when local newspapers  
 got going in the nineteenth century, businesses wanted to advertise in the papers  
 with lots of readers, and readers wanted papers with lots of small ads so they  
 could ﬁnd stu↵. So once a paper got going, it often grew to be a local monopoly;  
 it was hard for a competitor to break in. The same thing happened when the  
 railways allowed the industrialisation of agriculture; powerful ﬁrms like Cargill  
 and Armour owned the grain elevators and meat-packers, dealing with small  
 farmers on one side and the retail industry on the other. We saw the same pat-  
 tern in the 1960s when IBM mainframes dominated computing: ﬁrms used to  
 develop software for IBM as they’d have access to more users, while many users  
 bought IBM because there was more software for it. When PCs came along,  
 Microsoft beat Apple for the same reason; and now that phones are replacing  
 laptops, we see a similar pattern with Android and iPhone. Another winner  
 was eBay in the late 1990s: most people wanting to auction stu↵ will want to  
 use the largest auction, as it will attract more bidders. Network e↵ects can  
 also be negative; once a website such as Myspace starts losing custom, negative  
 feedback can turn the loss into a rout.

Third, there are various supply-side scale economies enjoyed by leading in-

formation services ﬁrms, ranging from access to unmatchable quantities of user  
 data to the ability to run large numbers of A/B tests to understand user pref-  
 erences and optimise system performance. These enable early movers to create,  
 and incumbents to defend, competitive advantage in service provision.

Fourth, there’s often lock-in stemming from *interoperability*, or a lack thereof.

Once a software ﬁrm commits to using a platform such as Windows or Oracle  
 for its product, it can be expensive to change. This has both technical and  
 human components, and the latter are often dominant; it’s cheaper to replace  
 tools than to retrain programmers. The same holds for customers, too: it can  
 be hard to close a sale if they not only have to buy new software and convert  
 ﬁles, but retrain their sta↵ too. These *switching costs* deter migration. Earlier  
 platforms where interoperability mattered included the telephone system, the

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 269 | Ross Anderson |

*8.3. INFORMATION ECONOMICS*

telegraph, mains electricity and even the railways.

These four features separately – low marginal costs, network externalities,

supply-side scale economies and technical lock-in – can lead to industries with  
 dominant ﬁrms; in combination, they are even more likely to. If users want to  
 be compatible with other users (and with vendors of complementary products  
 such as software) then they will logically buy from the vendor they expect to  
 win the biggest market share.

**8.3.2** **The value of lock-in**

There is an interesting result, due to Carl Shapiro and Hal Varian: that the value  
 of a software company is the total lock-in (due to both technical and network  
 e↵ects) of all its customers [1718]. To see how this might work, consider a ﬁrm  
 with 100 sta↵ each using O�ce, for which it has paid $150 per copy. It could  
 save this $15,000 by moving to a free program such as LibreO�ce, so if the  
 costs of installing this product, retraining its sta↵, converting ﬁles and so on  
 – in other words the total switching costs – were less than $15,000, it would  
 switch. But if the costs of switching were more than $15,000, then Microsoft  
 would put up its prices.

As an example of the link between lock-in, pricing and value, consider how

prices changed over a decade. In the second edition of this book, this example  
 had the cost of O�ce as $500; since then, cloud-based services that worked just  
 like O�ce, such as Google Docs, cut the costs of switching – so Microsoft had to  
 slash its prices. As I started writing this edition in 2019, I saw standalone O�ce  
 for sale at prices ranging between $59.99 and £164. Microsoft’s response since  
 2013 has been trying to move its customers to an online subscription service  
 (O�ce365) which costs universities a few tens of pounds per seat depending on  
 what options they choose and how good they are at negotiating, while Google is  
 also trying to move organisations away from their free services to paid G Suite  
 versions that cost about the same. Charging $30 a year for an online service is  
 better business than charging $60 for a program that the customer might use  
 for ﬁve years or even seven. When I revised this chapter in 2020, I saw I can  
 now get a ‘lifetime key’ for about double the cost of a standalone product last  
 year. There’s a new form of lock-in, namely that the cloud provider now looks  
 after all your data.

Lock-in explains why so much e↵ort gets expended in standards wars and

antitrust suits. It also helps explain the move to the cloud (though cost cutting  
 is a bigger driver). It’s also why so many security mechanisms aim at controlling  
 compatibility. In such cases, the likely attackers are not malicious outsiders, but  
 the owners of the equipment, or new ﬁrms trying to challenge the incumbent  
 by making compatible products. This doesn’t just damage competition, but  
 innovation too. Locking things down too hard can also be bad for business,  
 as innovation is often incremental, and products succeed when new ﬁrms ﬁnd  
 killer applications for them [903]. The PC, for example, was designed by IBM  
 as a machine to run spreadsheets; if they had locked it down to this application  
 alone, then a massive opportunity would have been lost. Indeed, the fact that  
 the IBM PC was more open than the Apple Mac was a factor in its becoming  
 the dominant desktop platform. (That Microsoft and Intel later stole IBM’s

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 270 | Ross Anderson |

*8.3. INFORMATION ECONOMICS*

lunch is a separate issue.)

So the law in many countries gives companies a right to reverse-engineer

their competitors’ products for compatibility [1647]. Incumbents try to build  
 ecosystems in which their o↵erings work better together than with their com-  
 petitors’. They lock down their products using digital components such as cloud  
 services and cryptography so that even if competitors have the legal right to try  
 to reverse engineer these products, they are not always going to succeed in prac-  
 tice. Incumbents also use their ecosystems to learn a lot about their customers,  
 the better to lock them in; while a variety of digital mechanisms are to con-  
 trol aftermarkets and enforce planned obsolescence. I will discuss these more  
 complex ecosystem strategies in more detail below in section 8.6.4.

**8.3.3** **Asymmetric information**

Another way markets can fail, beyond monopoly and public goods, is when  
 some principals know more than others, or know it slightly earlier, or can ﬁnd  
 it out more cheaply. We discussed how an old-fashioned carpet trader has an  
 information advantage over tourists buying in his store; but the formal study of  
 *asymmetric information* was kicked o↵ by a famous paper in 1970 on the ‘market  
 for lemons’ [34], for which George Akerlof won a Nobel prize. It presents the  
 following simple yet profound insight: suppose that there are 100 used cars  
 for sale in a town: 50 well-maintained cars worth $2000 each, and 50 ‘lemons’  
 worth $1000. The sellers know which is which, but the buyers don’t. What is  
 the market price of a used car?

You might think $1500; but at that price, no good cars will be o↵ered for

sale. So the market price will be close to $1000. This is why, if you buy a new  
 car, maybe 20% falls o↵ the price the second you drive it out of the dealer’s  
 lot. Asymmetric information is also why poor security products dominate some  
 markets. When users can’t tell good from bad, they might as well buy the

cheapest. When the market for antivirus software took o↵ in the 1990s, people  
 would buy the $10 product rather than the $20 one. (Nowadays there’s much less  
 reason to buy AV, as the malware writers test their code against all available  
 products before releasing it – you should focus on patching systems instead.  
 That people still buy lots of AV is another example of asymmetric information.)

A further distinction can be drawn between hidden information and hidden

action. For example, Volvo has a reputation for building safe cars that help  
 their occupants survive accidents, yet Volvo drivers have more accidents. Is this  
 because people who know they’re bad drivers buy Volvos so they’re less likely  
 to get killed, or because people in Volvos believe they’re safer and drive faster?  
 The ﬁrst is the hidden-information case, also known as *adverse selection*, and  
 the second is the hidden-action case, also known as *moral hazard*. Both e↵ects  
 are important in security, and both may combine in speciﬁc cases. (In the case of  
 drivers, people adjust their driving behaviour to keep their risk exposure at the  
 level with which they’re comfortable. This also explains why mandatory seat-  
 belt laws tend not to save lives overall, merely to move fatalities from vehicle  
 occupants to pedestrians and cyclists [19].)

Asymmetric information explains many market failures in the real world,

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 271 | Ross Anderson |

*8.3. INFORMATION ECONOMICS*

from low prices in used-car markets to the high price of cyber-risks insurance  
 (ﬁrms who know they cut corners may buy more of it, making it expensive for  
 the careful). In the world of information security, it’s made worse by the fact  
 that most stakeholders are not motivated to tell the truth; police and intelligence  
 agencies, as well as security vendors, try to talk up the threats while software  
 vendors, e-commerce sites and banks downplay them [111].

**8.3.4** **Public goods**

An interesting case of positive externalities is when everyone gets the same  
 quantity of some good, whether they want it or not. Classic examples are air  
 quality, national defense and scientiﬁc research. Economists call these *public*  
 *goods*, and the formal deﬁnition is that such goods are non-rivalrous (my using  
 them doesn’t mean there’s less for you) and non-excludable (there’s no practical  
 way to stop people consuming them). Uncoordinated markets are generally

unable to provide public goods in socially optimal quantities.

Public goods may be supplied by governments directly, as with national

defense, or by using indirect mechanisms such as laws on patents and copyrights  
 to encourage people to produce inventions, books and music by giving them  
 a temporary monopoly. Very often, public goods are provided by some mix  
 of public and private action; scientiﬁc research is done in universities that get  
 some public subsidy, earn some income from student fees, and get some research  
 contracts from industry (which may get patents on the useful inventions).

Many aspects of security are public goods. I do not have an anti-aircraft

gun on the roof of my house; air-defense threats come from a small number  
 of actors, and are most e�ciently dealt with by government action. So what  
 about Internet security? Certainly there are strong externalities; people who  
 connect insecure machines to the Internet end up dumping costs on others, as  
 they enable bad actors to build botnets. Self-protection has some aspects of a  
 public good, while insurance is more of a private good. So what should we do  
 about it?

The answer may depend on whether the bad actors we’re concerned with

are concentrated or dispersed. In our quick survey of cybercrime in section 2.3  
 we noted that many threats have consolidated as malware writers, spammers  
 and others have become commercial. By 2007, the number of serious spammers  
 had dropped to a handful, and by 2019, the same had become true of denial-of-  
 service (DoS) attacks: there seems to be one dominant DoS-for-hire provider.  
 This suggests a more centralised defence strategy, namely, ﬁnding the bad guys  
 and throwing them in jail.

Some have imagined a gentler government response, with rewards paid to

researchers who discover vulnerabilities, paid for by ﬁnes imposed on the ﬁrms  
 whose software contained them. To some extent this happens already via bug  
 bounty programs and vulnerability markets, without government intervention.  
 But a cynic will point out that in real life what happens is that vulnerabilities  
 are sold to cyber-arms manufacturers who sell them to governments who then  
 stockpile them – and industry pays for the collateral damage, as with NotPetya.  
 So is air pollution the right analogy – or air defense? This brings us to game

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| **Security Engineering** | 272 | Ross Anderson |

*8.4. GAME THEORY*

theory.

**8.4** **Game theory**

Game theory has some of the most fundamental insights of modern economics.  
 It’s about when we cooperate, and when we ﬁght.

There are really just two ways to get something you want if you can’t ﬁnd

or make it yourself. You either make something useful and trade it; or you  
 take what you need, by force, by the ballot box or whatever. Choices between  
 cooperation and conﬂict are made every day at all sorts of levels, by both humans  
 and animals.

The main tool we can use to study and analyse them is *game theory* – the

study of problems of cooperation and conﬂict among independent decision mak-  
 ers. Game theory provides a common language used by economists, biologists  
 and political scientists as well as computer scientists, and is a useful tool for  
 building collaboration across disciplines. We’re interested in games of strategy,  
 and we try to get to the core of a decision by abstracting away much of the de-  
 tail. For example, consider the school playground game of ‘matching pennies’:  
 Alice and Bob toss coins and reveal them simultaneously, upon which Alice gets  
 Bob’s penny if they’re di↵erent and Bob gets Alice’s penny if they’re the same.  
 I’ll write this as in Figure 7.2:

Bob

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Alice | |  |  |  | | --- | --- | --- | |  | H | T | | H | -1,1 | 1,-1 | | T | 1,-1 | -1,1 | |

Figure 7.2 – matching pennies

Each entry in the table shows ﬁrst Alice’s outcome and then Bob’s. Thus

if the coins fall (H,H) Alice loses a penny and Bob gains a penny. This is an  
 example of a *zero-sum game*: Alice’s gain is Bob’s loss.

Often we can solve a game quickly by writing out a *payo↵ matrix* like this.

Here’s an example (Figure 7.3):

Bob

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Alice | |  |  |  | | --- | --- | --- | |  | Left | Right | | Top | 1,2 | 0,1 | | Bottom | 2,1 | 1,0 | |

Figure 7.3 – dominant strategy equilibrium

In game theory, a *strategy* is just an algorithm that takes a game state and

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 273 | Ross Anderson |

*8.4. GAME THEORY*

outputs a move1. In this game, no matter what Bob plays, Alice is better o↵  
 playing ‘Bottom’; and no matter what Alice plays, Bob is better o↵ playing  
 ‘Left’. Each player has a *dominant strategy* – an optimal choice regardless of  
 what the other does. So Alice’s strategy should be a constant ‘Bottom’ and  
 Bob’s a constant ‘Left’. We call this a *dominant strategy equilibrium*.

Another example is shown in Figure 7.4:

Bob

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Alice | |  |  |  | | --- | --- | --- | |  | Left | Right | | Top | 2,1 | 0,0 | | Bottom | 0,0 | 1,2 | |

Figure 7.4 – Nash equilibrium

Here each player’s optimal strategy depends on what they think the other

player will do. We say that two strategies are in Nash equilibrium when Alice’s  
 choice is optimal given Bob’s, and vice versa. Here there are two symmetric  
 Nash equilibria, at top left and bottom right. You can think of them as being  
 like local optima while a dominant strategy equilibrium is a global optimum.

**8.4.1** **The prisoners’ dilemma**

We’re now ready to look at a famous problem that applies to many situations  
 from international trade negotiations through cooperation between hunting an-  
 imals to whether the autonomous systems that make up the Internet cooperate  
 e↵ectively to protect its infrastructure. It was ﬁrst studied by scientists at the  
 Rand corporation in 1950 in the context of US and USSR defense spending;  
 Rand was paid to think about possible strategies in nuclear war. But they

presented it using the following simple example.

Two prisoners are arrested on suspicion of planning a bank robbery. The po-

lice interview them separately and tell each of them: “If neither of you confesses  
 you’ll each get a year for carrying a concealed ﬁrearm without a permit. If only  
 one of you confesses, he’ll go free and the other will get 6 years for conspiracy  
 to rob. If both of you confess, you will each get three years.”

What should the prisoners do? Here’s their payo↵ matrix:

Benjy

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Alﬁe | |  |  |  | | --- | --- | --- | |  | Confess | Deny | | Confess | -3,-3 | 0,-6 | | Deny | -6,0 | -1,-1 | |

Figure 7.5 – the prisoners’ dilemma

When Alﬁe looks at this table, he will reason as follows: “If Benjy’s going to

confess then I should too as then I get 3 years rather than 6; and if he’s going to

1In business and politics, a strategy a means of acquiring power, such as monopoly power

or military advantage, by a sequence of moves; the game-theoretic meaning is a somewhat  
 simpliﬁed version, to make problems more tractable.

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| **Security Engineering** | 274 | Ross Anderson |

*8.4. GAME THEORY*

deny then I should still confess as I’ll walk rather than doing a year”. Benjy will  
 reason similarly. The two of them confess, and get three years each. This is not  
 just a Nash equilibrium; it’s a dominant strategy equilibrium. Each prisoner  
 should confess regardless of what the other does.

But hang on, you say, if they had agreed to keep quiet then they’ll get a

year each, which is a better outcome for them! In fact the strategy (deny,deny)  
 is Pareto e�cient, while the dominant strategy equilibrium is not. (That’s one  
 reason it’s useful to have concepts like ‘Pareto e�cient’ and ‘dominant strategy  
 equilibrium’ rather than just arguing over ‘best’.)

So what’s the solution? Well, so long as the game is going to be played once

only, and this is the only game in town, there isn’t a solution. Both prisoners  
 will confess and get three years.

You may think this is fair enough, as it serves them right. However, the

Prisoners’ Dilemma can be used to model all sorts of interactions where we  
 decide whether or not to cooperate: international trade, nuclear arms control,  
 ﬁsheries protection, the reduction of CO2 emissions, and the civility of political  
 discourse. Even matters of self-control such as obesity and addiction can be  
 seen as failures of cooperation with our future selves. In these applications, we  
 really want cooperation so we can get good outcomes, but the way a single-shot  
 game is structured can make them really hard to achieve. We can only change  
 this if somehow we can change the game itself.

There are many possibilities: there can be laws of various kinds from in-

ternational treaties on trade to the gangster’s *omert`a*. In practice, a prisoner’s  
 dilemma game is changed by altering the rules or the context so as to turn it  
 into another game where the equilibrium is more e�cient.

**8.4.2** **Repeated and evolutionary games**

Suppose the game is played repeatedly – say Alﬁe and Benjy are career criminals  
 who expect to be dealing with each other again and again. Then of course there  
 can be an incentive for them to cooperate. There are at least two ways of

modelling this.

In the 1970s, Bob Axelrod started thinking about how people might play

many rounds of prisoners’ dilemma. He set up a series of competitions to which  
 people could submit programs, and these programs played each other repeatedly  
 in tournaments. He found that one of the best strategies overall was *tit-for-tat*,  
 which is simply that you cooperate in round one, and at each subsequent round  
 you do to your opponent what he or she did in the previous round [147]. It  
 began to be realised that strategy evolution could explain a lot. For example, in  
 the presence of noise, players tend to get locked into (defect, defect) whenever  
 one player’s cooperative behaviour is misread by the other as defection. So in  
 this case it helps to ‘forgive’ the other player from time to time.

A parallel approach was opened up by John Maynard Smith and George

Price [1251]. They considered what would happen if you had a mixed population  
 of aggressive and docile individuals, ‘hawks’ and ‘doves’, with the behaviour that  
 doves cooperate; hawks take food from doves; and hawks ﬁght, with a risk of

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| **Security Engineering** | 275 | Ross Anderson |

*8.4. GAME THEORY*

death. Suppose the value of the food at each interaction is *v* and the risk of  
 death in a hawk ﬁght is *c* per encounter. Then the payo↵ matrix looks like  
 Figure 7.6:

|  |  |  |
| --- | --- | --- |
|  | Hawk | Dove |
| Hawk | *v~~�~~c* 2 | *v*,0 |
| Dove | 0, *v* | *v*  2 |

Figure 7.6 – the hawk-dove game

Here, if *v > c*, the whole population will become hawk, as that’s the domi-

nant strategy, but if *c > v* (ﬁghting is too expensive) then there is an equilibrium  
 where the probability *p* that a bird is a hawk sets the hawk payo↵ and the dove  
 payo↵ equal, that is

|  |  |
| --- | --- |
| *pv � c*  2 | + (1 *� p*)*v* = (1 *� p*)*v* |

which is solved by *p* = *v/c*. In other words, you can have aggressive and

docile individuals coexisting in a population, and the proportion of aggressive  
 individuals will be a function of the costs of aggression; the more dangerous a  
 ﬁght is, the fewer combative individuals there will be. Of course, the costs can  
 change over time, and diversity can a good thing in evolutionary terms as a  
 society with some hard men may be at an advantage when war breaks out. But  
 it takes generations for a society to move to equilibrium. Perhaps our current  
 high incidence of aggression reﬂects conditions in pre-state societies. Indeed,  
 anthropologists believe that tribal warfare used to be endemic in such societies;  
 the archaeological record shows that until states came along, about a quarter  
 to a third of men and boys died of homicide [1132]. We just haven’t lived long  
 enough in civilised societies for evolution to catch up.

Such insights, along with Bob Axelrod’s simulation methodology, got many

people from moral philosophers to students of animal behaviour interested in  
 evolutionary game theory. They o↵er further insights into how cooperation

evolved. It turns out that many primates have an inbuilt sense of fairness and  
 punish individuals who are seen to be cheating – the instinct for vengeance  
 is one mechanism to enforce sociality. Fairness can operate in a number of

di↵erent ways at di↵erent levels. For example, doves can get a better result  
 against hawks if they can recognise each other and interact preferentially, giving  
 a model for how some social movements and maybe even some religions establish  
 themselves [1784]. Online reputation systems, as pioneered by eBay and now  
 used by ﬁrms like Uber and AirBnB, perform a similar function: they help doves  
 avoid hawks by making interactions into iterated games.

Of course, the basic idea behind tit-for-tat goes back a long way. The Old

Testament has ‘An eye for an eye’ and the New Testament ‘Do unto others as  
 you’d have them do unto you’ – the latter formulation being the more fault-  
 tolerant – and versions of it can be found in Aristotle, in Confucius and else-  
 where. More recently, Thomas Hobbes used similar arguments in the seven-  
 teenth century to argue that a state did not need the Divine Right of Kings to

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| **Security Engineering** | 276 | Ross Anderson |

*8.5. AUCTION THEORY*

exist, paving the way for revolutions, republics and constitutions in the eigh-  
 teenth.

Since 9/11, people have used hawk-dove games to model the ability of funda-

mentalists to take over discourse in religions at a time of stress. Colleagues and  
 I have used evolutionary games to model how insurgents organise themselves  
 into cells [1373]. Evolutionary games also explain why cartel-like behaviour can  
 appear in industries even where there are no secret deals.

For example, Internet service in the UK involves a regulated monopoly that

provides the local loop, and competing retail companies that sell Internet service  
 to households. If the local loop costs the ISPs £6 a month, how come the ISPs  
 all charge about £35? Well, if one were to undercut the others, they’d all

retaliate by cutting their own prices, punishing the defector. It’s exactly the  
 same behavior you see if there are three airlines operating a proﬁtable route,  
 and one lowers its prices to compete for volume; the others will often respond by  
 cutting prices even more sharply to punish it and make the route unproﬁtable.  
 And just as airlines o↵er all sorts of deals, air miles and so on to confuse the  
 customer, so also the telecomms providers o↵er their own confusion pricing.  
 Similar structures lead to similar behaviour. Tacit collusion can happen in both  
 industries without the company executives actually sitting down and agreeing to  
 ﬁx prices (which would be illegal). As pricing becomes more algorithmic, both  
 lawyers and economists may need to understand more computer science; and  
 computer scientists need to understand economic analysis tools such as game  
 theory and auction theory.

**8.5** **Auction Theory**

Auction theory is vital for understanding how Internet services work, and what  
 can go wrong. Much online activity is funded by the ad auctions run by ﬁrms  
 like Google and Facebook, and many e-commerce sites run as auctions.

Auctions have been around for millennia, and are the standard way of selling

livestock, ﬁne art, mineral rights, bonds and much else; many other transactions  
 from corporate takeovers to house sales are also really auctions. They are the  
 fundamental way of discovering prices for unique goods. There are many issues  
 of game play, asymmetric information, cheating – and some solid theory to guide  
 us.

Consider the following ﬁve traditional types of auction.

1. In the English, or ascending-bid, auction, the auctioneer starts at a reserve

price and then raises the price until only one bidder is left. This is used  
 to sell art and antiques.

2. In the Dutch, or descending-bid, auction, the auctioneer starts out at a

high price and cuts it gradually until someone bids. This is used to sell  
 ﬂowers.

3. In the ﬁrst-price sealed-bid auction, each bidder is allowed to make one

bid. After bidding closes, all the bids are opened and the highest bid wins.

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| **Security Engineering** | 277 | Ross Anderson |

*8.5. AUCTION THEORY*

This has been used to auction TV rights; it’s also used for government  
 contracts, where it’s the lowest bid that wins.

4. In the second-price sealed-bid auction, or Vickrey auction, we also get

sealed bids and the highest bid wins, but that bidder pays the price in the  
 second-highest bid. This is familiar from eBay, and is also how online ad  
 auctions work; it evolved to sell rare postage stamps, though the earliest  
 known use was by the poet Goethe to sell a manuscript to a publisher in  
 the 18th century.

5. In the all-pay auction, every bidder pays at every round, until all but one

drop out. This is a model of war, litigation, or a winner-take-all market  
 race between several tech startups. It’s also used for charity fundraising.

The ﬁrst key concept is *strategic equivalence*. The Dutch auction and the

ﬁrst-price sealed-bid auction give the same result, in that the highest bidder gets  
 the goods at his *reservation price* – the maximum he’s prepared to bid. Similarly,  
 the English auction and the Vickrey auction give the same result (modulo the  
 bid increment). However the two pairs are not strategically equivalent. In a  
 Dutch auction, you should bid low if you believe your valuation is a lot higher  
 than anybody else’s, while in a second-price auction it’s best to bid truthfully.

The second key concept is *revenue equivalence*. This is a weaker concept; it’s

not about who will win, but how much money the auction is expected to raise.  
 The interesting result here is the *revenue equivalence theorem*, which says that  
 you get the same revenue from any well-behaved auction under ideal conditions.  
 These conditions include risk-neutral bidders, no collusion, Pareto e�ciency  
 (the highest bidder gets the goods) and independent valuations (no externalities  
 between bidders). In such circumstances, the bidders adjust their strategies and  
 the English, Dutch and all-pay auctions all yield the same. So when you design  
 an auction, you have to focus on the ways in which the conditions aren’t ideal.  
 For details and examples, see Paul Klemperer’s book [1057].

And there are many things that can go wrong. There may be bidding rings,

where all the buyers collude to lowball the auction; here, a ﬁrst-price auction is  
 best as it takes only one defector to break ranks, rather than two. Second, there’s  
 entry detection: in one UK auction of TV rights, bidders had to submit extensive  
 programming schedules, which involved talking to production companies, so  
 everyone in the industry knew who was bidding and the franchises with only one  
 bidder went for peanuts. Third, there’s entry deterrence: bidders in corporate  
 takeovers often declare that they will top any other bid. Fourth, there’s risk  
 aversion: if you prefer a certain proﬁt of $1 to a 50% chance of $2, you’ll  
 bid higher at a ﬁrst-price auction. Fifth, there are signaling games; in US

spectrum auctions, some bidders broke anonymity by putting zip codes in the  
 least signiﬁcant digits of their bids, to signal what combinations of areas they  
 were prepared to ﬁght for, and to deter competitors from starting a bidding  
 war there. And then there are budget constraints: if bidders are cash-limited,  
 all-pay auctions are more proﬁtable.

Advertisement auctions are big business, with Google, Facebook and Ama-

zon making about $50bn, $30bn and $10bn respectively in 2019, while the rest  
 of the industry gets about $40bn. The ad auction mechanism pioneered by

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| **Security Engineering** | 278 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

Google is a second-price auction tweaked to optimise revenue. Bidders o↵er to  
 pay prices *bi*, the platform estimates their ad quality as *ei*, based on the ad’s  
 relevance and clickthrough rate. It then calculates ‘ad rank’ as *ai* = *biei*. The  
 idea is that if my ad is ﬁve times as likely to be clicked on as yours, then my  
 bid of 10c is just as good as your bid of 50c. This is therefore a second-price  
 auction, but based on ranking *ai* rather than *bi*. Thus if I have ﬁve times your  
 ad quality, I bid 10c and you bid 40c, then I get the ad and pay 8c. It can be  
 shown that under reasonable assumptions, this maximises platform revenue.

There’s one catch, though. Once media become social, then ad quality can

easily segue into virality. If your ads are good clickbait and people click on them,  
 you pay less. One outcome was that in the 2016 US Presidential Election, Hilary  
 Clinton paid a lot more per ad than Donald Trump did [1234]. Both auction  
 theory and empirical data show how the drive to optimise platform revenue may  
 lead to ever more extreme content: in addition to virality e↵ects at the auction  
 step, Facebook’s delivery algorithms put ads in front of the people most likely  
 to click on them, strengthening the e↵ect of ﬁlter bubbles, and that this is not  
 all due to user actions [40]. Some people feel this ‘delivery optimisation’ should  
 be prohibited by electoral law; certainly it’s one more example of mechanisms  
 with structural tension between e�ciency and fairness. In fact, in the UK,

election ads aren’t permitted on TV, along with some other categories such as  
 tobacco. Maybe the cleanest solution in such jurisdictions is to ban them online  
 too, just like tobacco. And ad pricing is not the only way social media promote  
 extreme content; as former Googler Tristan Harris has explained, the platforms’  
 recommender algorithms are also optimised to maximise the time people spend  
 on site, which means not just scrolling feeds and followers, but a bias towards  
 anxiety and outrage. What’s more, ad delivery can be skewed by factors such  
 as gender and race by market e↵ects, as advertisers compete for more ‘valuable’  
 demographics, and by content e↵ects because of the appeal of ad headlines or  
 images; this can be deliberate or accidental, and can a↵ect a broad range of ads  
 including employment and housing [39]. This all raises thorny political issues  
 at the boundary between economics and psychology, but economic tools such as  
 auction theory can often be used to unpick them.

**8.6** **The economics of security and dependability**

Economists used to see a simple interaction between economics and security:  
 richer nations could a↵ord bigger armies. But after 1945, nuclear weapons were  
 thought to decouple national survival from economic power, and the ﬁelds of  
 economics and strategic studies drifted apart [1238]. It has been left to the

information security world to re-establish the connection.

Round about 2000, a number of us noticed persistent security failures that

appeared at ﬁrst sight to be irrational, but which we started to understand once  
 we looked more carefully at the incentives facing the various actors. I observed  
 odd patterns of investment by banks in information security measures [54, 55].  
 Hal Varian looked into why people were not spending as much money on anti-  
 virus software as the vendors hoped [1943]. When the two of us got to discussing  
 these cases in 2001, we suddenly realised that there was an interesting and im-

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| **Security Engineering** | 279 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

portant research topic here, so we contacted other people with similar interests  
 and organised a workshop for the following year. I was writing the ﬁrst edition  
 of this book at the time, and found that describing many of the problems as  
 incentive problems made the explanations much more compelling; so I distilled  
 what I learned from the book’s ﬁnal edit into a paper ‘Why Information Security  
 is Hard – An Economic Perspective”. This paper, plus the ﬁrst edition of this  
 book, got people talking [72]. By the time they came out, the 9/11 attacks had  
 taken place and people were searching for new perspectives on security.

We rapidly found many other examples of security failure associated with

institutional incentives, such as hospital systems bought by medical directors  
 and administrators that support their interests but don’t protect patient privacy.  
 (Later, we found that patient safety failures often had similar roots.) Jean Camp  
 had been writing about markets for vulnerabilities, and two startups had set up  
 early vulnerability markets. Networking researchers were starting to use auction  
 theory to design strategy-proof routing protocols. The Department of Defense  
 had been mulling over its failure to get vendors to sell them secure systems,  
 as you can see in the second quote at the head of this chapter. Microsoft was  
 thinking about the economics of standards. All these ideas came together at the  
 Workshop on the Economics of Information Security at Berkeley in June 2002,  
 which launched security economics as a new ﬁeld of study. The picture that  
 started to emerge was of system security failing because the people guarding a  
 system were not the people who su↵ered the costs of failure. Sometimes, security  
 mechanisms are used to dump risks on others, and if you are one of those others  
 you’d be better o↵ with an insecure system. Put di↵erently, security is often a  
 power relationship; the principals who control what it means in a given system  
 often use it to advance their own interests.

This was the initial insight, and the story of the birth of security economics

is told in [78]. But once we started studying the subject seriously, we found that  
 there’s a lot more to it than that.

**8.6.1** **Why is Windows so insecure?**

The hot topic in 2002, when security economics got going, was this. Why

is Windows so insecure, despite Microsoft’s dominant market position? It’s

possible to write much better software, and there are ﬁelds such as defense and  
 healthcare where a serious e↵ort is made to produce dependable systems. Why  
 do we not see a comparable e↵ort made with commodity platforms, especially  
 since Microsoft has no real competitors?

By then, we understood the basics of information economics: the combina-

tion of high ﬁxed and low marginal costs, network e↵ects and technical lock-in  
 makes platform markets particularly likely to be dominated by single vendors,  
 who stand to gain vast fortunes if they can win the race to dominate the mar-  
 ket. In such a race, the Microsoft philosophy of the 1990s – ‘ship it Tuesday  
 and get it right by version 3’ – is perfectly rational behaviour. In such a race,  
 the platform vendor must appeal not just to users but also to complementers  
 – to the software companies who decide whether to write applications for its  
 platform or for someone else’s. Security gets in the way of applications, and  
 it tends to be a lemons market anyway. So the rational vendor engaged in a

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| **Security Engineering** | 280 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

race for platform dominance will enable all applications to run as root on his  
 platform2, until his position is secure. Then he may add more security – but  
 will be tempted to engineer it in such a way as to maximise customer lock-in,  
 or to appeal to complementers in new markets such as digital media.

The same pattern was also seen in other platform products, from the old IBM

mainframe operating systems through telephone exchange switches to the early  
 Symbian operating system for mobile phones. Products are insecure at ﬁrst,  
 and although they improve over time, many of the new security features are for  
 the vendor’s beneﬁt as much as the user’s. And this is exactly what we saw  
 with Microsoft’s product lines. DOS had no protection at all and kick-started  
 the malware market; Windows 3 and Windows 95 were dreadful; Windows 98  
 was only slightly better; and security problems eventually so annoyed Microsoft’s  
 customers that ﬁnally in 2003 Bill Gates decided to halt development until all its  
 engineers had been on a secure coding course. This was followed by investment  
 in better testing, static analysis tools, and regular patching. The number and  
 lifetime of exploitable vulnerabilities continued to fall through later releases of  
 Windows. But the attackers got better too, and the protection in Windows isn’t  
 all for the user’s beneﬁt. As Peter Gutmann points out, much more e↵ort went  
 into protecting premium video content than into protecting users’ credit card  
 numbers [842].

From the viewpoint of the consumer, markets with lock-in are often ‘bargains

then rip-o↵s’. You buy a nice new printer for $39.95, then ﬁnd to your disgust  
 after just a few months that you need two new printer cartridges for $19.95  
 each. You wonder whether you’d not be better o↵ just buying a new printer.  
 From the viewpoint of the application developer, markets with standards races  
 based on lock-in look a bit like this. At ﬁrst it’s really easy to write code for  
 them; later on, once you’re committed, there are many more hoops to jump  
 through. From the viewpoint of the poor consumer, they could be described as  
 ‘poor security, then security for someone else’.

The same pattern can be seen with externalities from security management

costs to infrastructure decisions that the industry takes collectively. When rac-  
 ing to establish a dominant position, vendors are tempted to engineer products  
 so that most of the cost of managing security is dumped on the user. A clas-  
 sic example is SSL/TLS encryption. This was adopted in the mid-1990s as

Microsoft and Netscape battled for dominance of the browser market. As we  
 discussed in Chapter 5, SSL leaves it up to the user to assess the certiﬁcate  
 o↵ered by a web site and decide whether to trust it; and this led to all kinds of  
 phishing and other attacks. Yet dumping the compliance costs on the user made  
 perfect sense at the time; competing protocols such as SET would have saddled  
 banks with the cost of issuing certiﬁcates to every customer who wanted to buy  
 stu↵ online, and that would just have cost too much [524]. The world ended  
 up with an insecure system of credit card payments on the Internet, and with  
 most of the stakeholders trying to dump liability on others in ways that block  
 progress towards a better system.

There are also network e↵ects for bads, and well as for goods. Most malware

writers targeted Windows rather than Mac or Linux through the 2000s and

2To make coding easier, and enable app developers to steal the user’s other data for sale

in secondary markets.

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| **Security Engineering** | 281 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

2010s as there are simply more Windows machines to infect – leading to an odd  
 equilibrium in which people who were prepared to pay more for their laptop  
 could have a more secure one, albeit one that didn’t run as much software. This  
 model replicated itself when smartphones took over the world in the 2010s; since  
 Android took over from Windows as the world’s most popular operating system,  
 we’re starting to see a lot of bad apps for Android, while people who pay more  
 for an iPhone get better security but less choice. (There, the more stringent  
 policies of Apple’s app store are more important now than market share.)

**8.6.2** **Managing the patching cycle**

The second big debate in security economics was about how to manage the  
 patching cycle. If you discover a vulnerability, should you just publish it, which  
 may force the vendor to patch it but may leave people exposed for months until  
 they do so? Or should you report it privately to the vendor – and risk getting  
 a lawyer’s letter threatening an expensive lawsuit if you tell anyone else, after  
 which the vendor just doesn’t bother to patch it?

This debate goes back a long way; as we noted in the preface, the Victo-

rians agonised over whether it was socially responsible to publish books about  
 lockpicking, and eventually concluded that it was [1895]. People have worried  
 more recently about whether the online availability of the US Army Improvised  
 Munitions Handbook [1924] helps terrorists; in some countries it’s a crime to  
 possess a copy.

Security economics provides both a theoretical and a quantitative framework

for discussing some issues of this kind. We started in 2002 with simple models in  
 which bugs were independent, identically distributed and discovered at random;  
 these have nice statistical properties, as attackers and defenders are on an equal  
 footing, and the dependability of a system is a function only of the initial code  
 quality and the total amount of time spent testing it [74]. But is the real world  
 actually like that? Or is it skewed by correlated bugs, or by the vendor’s inside  
 knowledge? This led to a big policy debate. Eric Rescorla argued that software  
 is close enough to the ideal that removing one bug makes little di↵erence to the  
 likelihood of an attacker ﬁnding another one later, so frequent disclosure and  
 patching were an unnecessary expense unless the same vulnerabilities were likely  
 to be rediscovered [1596]. Ashish Arora and others responded with data showing  
 that public disclosure made vendors ﬁx bugs more quickly; attacks increased to  
 begin with, but reported vulnerabilities declined over time [133]. In 2006, Andy  
 Ozment and Stuart Schechter found that the rate at which unique vulnerabilities  
 were disclosed for the core OpenBSD operating system decreased over a six-year  
 period [1488]. In short, in the right circumstances, software can be more like  
 wine than like milk – it improves with age. (Sustainability is a holy grail, and  
 I discuss it in more detail in Part 3.)

Several further institutional factors helped settle the debate in favour of *re-*

*sponsible disclosure*, also known as *coordinated disclosure*, whereby people report  
 bugs to vendors or to third parties that keep them conﬁdential for a period until  
 patches are available, then let the reporters get credit for their discoveries. One  
 was the political settlement at the end of Crypto War I whereby bugs would  
 be reported to CERT which would share them with the NSA during the bug-

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 282 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

ﬁxing process, as I will discuss later in section 26.2.7.3. This got governments  
 on board. The second was the emergence of commercial vulnerability markets  
 such as those set up by iDefense and TippingPoint, where security researchers  
 could sell bugs; these ﬁrms would then disclose each bug responsibly to the  
 vendor, and also work out indicators of compromise that could be sold to ﬁrms  
 operating ﬁrewall or intrusion-detection services. Third, smart software ﬁrms  
 started their own bug-bounty programs, so that security researchers could sell  
 their bugs directly, cutting out middlemen such as CERT and iDefense.

This marketplace sharpened considerably after Stuxnet drove governments

to stockpile vulnerabilities. We’ve seen the emergence of ﬁrms like Zerodium  
 that buy bugs and sell them to state actors, and to cyberweapons suppliers that  
 also sell to states; zero-day exploits for platforms such as the iPhone can now  
 sell for a million dollars or more. This had knock-on e↵ects on the supply chain.  
 For example, in 2012 we came across the ﬁrst case of a volunteer deliberately  
 contributing vulnerable code to an open-source project3, no doubt in the hope of  
 a six-ﬁgure payo↵ if it had found its way into widely-used platforms. Already in  
 2010, Sam Ransbotham had shown that although open-source and proprietary  
 software are equally secure in an ideal model, bugs get turned into exploits faster  
 in the open source world, so attackers target it more [1579]. In 2014, Abdullah  
 Algarni and Yashwant Malaiya surveyed vulnerability markets and interviewed  
 some of the more proliﬁc researchers; a combination of curiosity and economic  
 incentives draw in many able young men, many from less developed countries,  
 some disclose responsibly, some use vulnerability markets to get both money  
 and recognition, while others sell for more money to the black hats; some will  
 o↵er bugs to the vendor, but if not treated properly will o↵er them to the bad  
 guys instead. Vendors have responded with comparable o↵ers: at Black Hat  
 2019, Apple announced a bug bounty schedule that goes up to $1m for exploits  
 that allow zero-click remote command execution on iOS. Oh, and many of the  
 bug hunters retire after a few years [38]. Like it or not, volunteers running

open-source projects now ﬁnd themselves some capable motivated opponents if  
 their projects get anywhere, and even if they can’t match Apple’s pocket, it’s a  
 good idea to keep as many of the researchers onside as possible.

The lifecycle of a vulnerability now involves not just its discovery, but per-

haps some covert use by an intelligence agency or other black-hat actor; then  
 its rediscovery, perhaps by other black hats but eventually by a white hat; the  
 shipment of a patch; and then further exploitation against users who didn’t ap-  
 ply the patch. There are tensions between vendors and their customers over the  
 frequency and timing of patch release, as well as with complementers and sec-  
 ondary users over trust. A vulnerability in Linux doesn’t just a↵ect the server  
 in your lab and your kid’s Raspberry Pi. Linux is embedded everywhere: in  
 your air-conditioner, your smart TV and even your car. This is why responsible  
 disclosure is being rebranded as coordinated disclosure. There may be simply  
 too many ﬁrms using a platform for the core developers to trust them all about a  
 forthcoming patch release. There are also thousands of vulnerabilities, of which  
 dozens appear each year in the exploit kits used by criminals (and some no  
 doubt used only once against high-value targets, so they never become known  
 to defense systems). We have to study multiple overlapping ecosystems – of the

3Webkit, which is used in mobile phone browsers

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 283 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

vulnerabilities indexed by their CVE numbers; of the Indicators of Compromise  
 (IoCs) that get fed to intrusion detection systems; of disclosure to vendors di-  
 rectly, via markets, via CERTs and via ISACs; of the various botnets, crime  
 gangs and state actors; and of the various recorded crime patterns. We have  
 partial correlations between these ecosystems, but the data are generally noisy.  
 I’ll come back to all this in Part III.

**8.6.3** **Structural models of attack and defence**

The late Jack Hirshleifer, the founder of conﬂict theory, told the story of Anar-  
 chia, an island whose ﬂood defences were constructed by individual families each  
 of whom maintained a section of the ﬂood wall. The island’s ﬂood defence thus  
 depended on the weakest link, that is, the laziest family. He compared this with  
 a city whose defences against missile attack depend on the single best defen-  
 sive shot [906]. Another example of best-shot is medieval warfare, where there  
 could be a single combat between the two armies’ champions. This can lead to  
 di↵erent political systems. Medieval Venice, the best example of weakest-link  
 defence because of the risk of ﬂooding, had strong central government, with the  
 merchant families electing a Doge with near-dictatorial powers over ﬂood de-  
 fence. In much of the rest of late medieval Europe, kings or chieftains led their  
 own armies to kill enemies and seize land; the strongest king built the biggest  
 empire, and this led to a feudal system that optimised the number of men at  
 arms.

Hal Varian extended this model to the dependability of information systems

– where performance can depend on the weakest link, the best e↵ort, or the  
 sum-of-e↵orts [1945]. This last case, the sum-of-e↵orts, is the modern model for  
 warfare: we pay our taxes and the government hires soldiers. It’s more e�cient  
 than best-shot (where most people will free-ride behind the heroes), which in  
 turn is more e�cient than weakest-link (where everyone will be vulnerable via  
 the laziest). Information security is an interesting mix of all three modes. Pro-  
 gram correctness can depend on the weakest link (the most careless programmer  
 introducing a vulnerability) while software vulnerability testing may depend on  
 the sum of everyone’s e↵orts. Security may also depend on the best e↵ort – the  
 actions taken by an individual champion such as a security architect. As more  
 agents are added, systems become more reliable in the sum-of-e↵orts case but  
 less reliable in the weakest-link case. So as software companies get bigger, they  
 end up hiring more testers and fewer (but more competent) programmers; Mi-  
 crosoft found by the early 2000s that they had more test engineers than software  
 engineers.

Other models of attack and defence include epidemic models of malware

spread, which were important back when computer viruses spread from machine  
 to machine via ﬂoppy disks, but are of less interest now that we see relatively  
 few wormable exploits; and models of security games that hinge on timing,  
 notably the game of FlipIt by Ron Rivest and colleagues [559]; indeed, there’s a  
 whole conference (Gamesec) devoted to game theory and information security.  
 There are also models of social networks. For example, most social networks owe  
 their connectivity to a relatively small number of nodes that have a relatively  
 high number of links to other nodes [1994]. Knocking out these nodes can

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| --- | --- | --- |
| **Security Engineering** | 284 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

rapidly disconnect things; William the Conqueror consolidated England after  
 1066 by killing the Anglo-Saxon nobility and replacing them with Normans,  
 while Stalin killed the richer peasants. US and British forces similarly targeted  
 highly-connected people in counterinsurgency operations during the Iraq war  
 (and the resulting social breakdown in Sunni areas helped the emergence of  
 ISIS). Such models also suggest that for insurgents to form into cells is the  
 natural and most e↵ective response to repeated decapitation attacks [1373].

George Danezis and I also showed that where solidarity is needed for defence,

smaller and more homogeneous groups will be more e↵ective [511]. Rainer

B¨ohme and Tyler Moore studied what happens where it isn’t – if people use  
 defense mechanisms that bring only private beneﬁt, then the weakest-link model  
 becomes one of low-hanging fruit. Examples include spammers who simply guess  
 enough weak passwords to replenish their stock of compromised email accounts,  
 and card-not-present fraud against e-commerce websites [276].

In short, the technology of conﬂict in any age can have deep and subtle e↵ects

on politics, as it conditions the kind of institutions that can survive and thrive.  
 These institutions in turn shape the security landscape. Tyler Moore, Allan  
 Friedman and Ariel Procaccia studied whether a national agency such as the  
 NSA with both defensive and o↵ensive missions would disclose vulnerabilities so  
 they could be ﬁxed, or stockpile them; they concluded that if it could ignore the  
 social costs that fall on others, it would stockpile [1338]. However the biggest  
 institutions in the security ecosystem are probably not government agencies but  
 the dominant ﬁrms.

**8.6.4** **The economics of lock-in, tying and DRM**

Technical lock-in is one of the factors that lead to dominant-ﬁrm markets, and  
 software ﬁrms have spent billions over more than thirty years on mechanisms  
 that make it hard for their customers to leave but easy for their competitors to  
 defect. The 1980s saw ﬁle format wars where companies tried to stop anyone  
 else accessing the word-processing ﬁles or spreadsheets their software generated.  
 By the 1990s, the ﬁght had shifted to network compatibility as Microsoft tried  
 to exclude other operating systems from LANs, until SAMBA created inter-  
 operability with Apple; in the wake of a 1993 anti-trust suit, Microsoft held  
 back from using the Windows contract to block it. Adversarial interoperability  
 emerged as a kind of judo to ﬁght network e↵ects [570]. Similar mechanisms are  
 used to control markets in neighbouring or complementary goods and services,  
 examples being tying ink cartridges to printers, and digital rights management  
 (DRM) systems that lock music and videos to a speciﬁc machine or family of  
 machines, by preventing users from simply copying them as ﬁles. In an early  
 security-economics paper, Hal Varian pointed out in 2002 that their unfettered  
 use could damage competition [1944].

In 2003, Microsoft, Intel and others launched a ‘Trusted Computing’ ini-

tiative that extended rights management to other types of ﬁle, and Windows  
 Server 2003 o↵ered ‘Information Rights Management’ (IRM) whereby I could  
 email you a Word document that you could only read on screen, not print, and  
 only till the end of the month. There was obvious potential for competitive  
 abuse; by transferring control of user data from the owner of the machine on

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| **Security Engineering** | 285 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

which it is stored to the creator of the ﬁle in which it is stored, the potential for  
 lock-in is hugely increased [73]. Think of the example in section 8.3.2 above, in  
 which a ﬁrm has 100 sta↵, each with a PC on which they install O�ce for $150.  
 The $15,000 they pay Microsoft is roughly equal to the total costs of switching  
 to (say) LibreO�ce, including training, converting ﬁles and so on. However, if  
 control of the ﬁles moves to its thousands of customers, and the ﬁrm now has  
 to contact each customer and request a digital certiﬁcate in order to migrate  
 the ﬁle, then clearly the switching costs have increased – so you could expect  
 the cost of O�ce to increase too. Now IRM failed to take o↵ at the time:

corporate America quickly understood that it was a lock-in play, European gov-  
 ernments objected to the fact that the Trusted Computing initiative excluded  
 small ﬁrms, and Microsoft couldn’t get the mechanisms to work properly with  
 Vista. However, now that email has moved to the cloud, both Microsoft and  
 Google are o↵ering restricted email services of just the type that was proposed,  
 and objected to, back in 2003.

Another aspect concerns DRM and music. In the late 1990s and early 2000s,

Hollywood and the music industry lobbied hard for mandatory DRM in con-  
 sumer electronics equipment, and we still pay the costs of that in various ways;  
 for example, when you switch your presentation from a VGA adapter to HDMI  
 and you lose the audio. Hollywood’s claim that unlicensed peer-to-peer ﬁle-  
 sharing would destroy the creative industries was always shaky; a 2004 study  
 showed that downloads didn’t harm music industry revenues overall [1457] while  
 a later one suggested that downloaders actually bought more CDs [50]. How-  
 ever the real issue was explained in 2005 by Google’s chief economist [1946]:  
 that a stronger link between the tech industry and music would help tech ﬁrms  
 more than the music industry, because tech was more concentrated (with only  
 three serious music platforms then – Microsoft, Sony and Apple). The content  
 industry sco↵ed, but by the end of that year music publishers were protesting  
 that Apple was getting too large a share of the cash from online music sales.  
 Power in the supply chain moved from the music majors to the platforms, so  
 the platforms (now Apple, Google, Amazon and Spotify) got most of the money  
 and the residual power in the music industry shifted from the majors to the in-  
 dependents – just as airline deregulation favoured aircraft makers and low-cost  
 airlines. This is a striking demonstration of the predictive power of economic  
 analysis. By ﬁghting a non-existent threat, the record industry helped the com-  
 puter industry eat its lunch. I discuss this in more detail in section 24.5.

DRM had become much less of an issue by 2020; the move from removable

media to streaming services means that few people copy music or movies any  
 more; the question is whether you pay a subscription to avoid the ads. Similarly,  
 the move to cloud-based services means that few people steal software. As a  
 result, crimes involving copyright infringement have dropped sharply [91].

However, the move to the cloud is making lock-in a more complex matter,

operating at the level of ecosystems as well as of individual products. We dis-  
 cussed above how competition from Google Docs cut the price of O�ce, and so  
 Microsoft responded with a move to O�ce365; and how the total cost of owner-  
 ship of either that service or G-suite is greater than a standalone productivity  
 product. So where is the lock-in? Well, if you opt for the Google ecosystem,  
 you’ll probably be using not just Gmail and Google Docs but a Google calendar,

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| --- | --- | --- |
| **Security Engineering** | 286 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

maps and much else. Although you can always download all your data, rein-  
 stalling it on a di↵erent platform (such as Microsoft’s or Apple’s) will be a lot  
 of bother, so you’ll probably just grit your teeth and pay for more storage when  
 the free quota runs out. Similarly, if you start using tools like Slack or Splunk  
 in an IT company, you’ll end up customising them in all sorts of ways that make  
 it di�cult to migrate. Again, this is nothing new; my own university’s dreadful  
 accounting system has been a heavily customised version of Oracle Financials for  
 about 20 years. Now everyone’s playing the lock-in game by inducing customers  
 to buy or build complementary assets, or even to outsource whole functions.  
 Salesforce has taken over many companies’ sales admin, Palantir has locked in  
 many US police forces, and the big academic publishers are usurping the func-  
 tions of university libraries. Where there’s no viable competition – as in the  
 second of these cases – there’s a real policy issue. The depth of Microsoft lockin  
 on public-sector IT is illustrated by the brave attempts made by the city of Mu-  
 nich to break away and use Linux in public administration: this was eventually  
 reverted after 15 years, several visits of Bill Gates, and a new mayor [759].

The control of whole ecosystems by cartels is nothing new; Joshua Specht

tells the history of how the big food companies like Cargill and Armour grabbed  
 control of the two-sided markets opened up by the railroads, consolidated their  
 power by buying infrastructure such as grain elevators, dumped climate risk on  
 small farmers, ran union organisers out of town and even got the politicians to  
 pass ‘ag-gag’ laws that deﬁne animal-rights activism as terrorism [1808]. There  
 are interesting echoes of this in the way the big IT service ﬁrms have built out  
 their market power, controlling everything from the ad ecosystem through op-  
 erating systems to datacentres. In fact, the whole global economy has become  
 more monopolistic over the past couple of decades, and IT appears to account  
 for much of the growth in industry concentration[234]. It isn’t the only factor  
 – other industries (such as defence contracting) have their own dynamic, while  
 the regulators of natural monopolies such as utilities tend to be captured over  
 time by lobbying. There is a growing literature on *moats* – structural barri-  
 ers to competition, of which network e↵ects and technical lock-in are merely  
 two examples; others range from patents and regulatory capture to customer  
 insight derived from control of data [1431]. The dynamics of the information  
 industries compound many of these existing problems and can make e↵ective  
 competition even harder. Competition law scholars, led by Lina Khan of Har-  
 vard, have been arguing for several years that American law needs to take a  
 broader view of competition abuse than just consumer surplus (as is already the  
 case in Europe) [1044], while Chicago-school economists such as Carl Shapiro  
 denounce antitrust populism and argue that remedies should be targeted at spe-  
 ciﬁc harms, as antitrust law is ill-suited to tackle the political power that large  
 corporations wield [1716]. Carl does however concede that US antitrust law has  
 been excessively narrowed by the Supreme Court in the last 40 years; that the  
 consumer-welfare test is inadequate; that dominant ﬁrms’ exclusionary conduct  
 and labour-market practices both need to be tackled, and that the USA needs  
 to control horizontal mergers better [1717].

European competition law has for many years forbidden ﬁrms from using a

dominant position in one market to establish one in another, and we’ve seen a  
 whole series of judgements against the big tech ﬁrms. As for the likely future  
 direction, a 2019 report for the European Commission’s Directorate-General

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| **Security Engineering** | 287 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

of Competition by Jacques Cr´emer, Yves-Alexandre de Montjoye and Heike  
 Schweizter highlights not just the tech majors’ network externalities and extreme  
 returns to scale, but also the fact that they control more and more of the data  
 thanks to the move to online services and cloud computing [497]. As a result they  
 have economies of scope: succeeding in one business makes it easier to succeed  
 in another. It concludes that the EU’s competition-law framework is basically  
 sound but needs some tuning: regulators need to protect both competition for  
 the market and competition in the market, such as on dominant platforms, which  
 have a responsibility not to distort competition there. In this environment,

regulators must pay attention to multihoming, switching, interoperability, data  
 portability and the e↵ect on aftermarkets.

Tying spare parts is also regulated in Europe, with speciﬁc laws in some

sectors requiring vendors to let other ﬁrms make compatible spare parts, and  
 in others requiring that they make spares available for a certain period of time.  
 Some some very speciﬁc policy issues can arise if you use security mechanisms  
 to tie products to each other. This links in with laws on planned obsolesence,  
 which is reinforced for goods with digital components when the vendors limit  
 the time period for which software updates are made available. The rules have  
 recently been upgraded in the European Union by a new Sales of Goods Directive  
 (2019/771) that from January 2022 requires ﬁrms selling goods with digital  
 components – whether embedded software, cloud services or associated phone  
 apps – to maintain this software for at least two years after the good are sold,  
 and for longer if this is the reasonable expectation of the customer (for cars and  
 white goods it’s likely to mean ten years). Such regulations will become more  
 of an issue now we have software in durable goods such as cars and medical  
 devices; I’ll discuss sustainability in the last chapter of this book.

**8.6.5** **Perversely motivated guards**

“There’s nane sae blind as them that will na see”, goes an old Scots proverb,  
 and security engineering throws up lots of examples.

*•* There’s very little police action against cybercrime, as they found it sim-  
 enabled them to claim that crime was falling for many years even though  
 it was just moving online like everything else.

*•* Governments have imposed a duty on banks to spot money laundering,  
 of his customers is a Maﬁoso. So banks lobby for risk reduction to be  
 formalised as due diligence; they press for detailed regulations that specify  
 the forms of ID they need for new account opening, and the processing to  
 be done to identify suspicious transactions.

*•* When it comes to fraud, spotting a rare bank fraud pattern means a  
 the customer she must be mistaken or lying. So they’re tempted to wait  
 and learn about new fraud types from industry or from academics, rather  
 than doing serious research of their own.

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| --- | --- | --- |
| **Security Engineering** | 288 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

*•* Click fraud is similar. Spotting a pattern of ‘inorganic clicks’ from a botnet  
 to do some work to mitigate the worst of it, but if you have a dominant  
 market position then the harder you work at ﬁghting click fraud, the less  
 revenue you earn.

*•* Finding bugs in your own code is another example. Of course you have  
 subtle bugs that can be exploited by attackers? The more time you spend  
 looking for them, the more time you have to spend ﬁxing them. You can  
 always go and buy static analysis tools, but then you’ll ﬁnd thousands  
 more bugs and your ship date will slip by months. So ﬁrms tend to do  
 that only if their customers demand it, and it’s only cheap if you do it  
 from the start of a project (but in that case you could just as well write  
 the code in Rust rather than in C).

There are more subtle examples, such as when it’s not politically acceptable

to tell the truth about threats. In the old days, it was hard to talk to a board  
 of directors about the insider threat, as directors mostly preferred to believe the  
 best about their company; so a typical security manager would make chilling  
 presentations about ‘evil hackers’ in order to get the budget to build internal  
 controls. Nowadays, the security-policy space in many companies has been

captured by the big four accountancy ﬁrms, whose consensus on internal controls  
 is tied to their thought leadership on governance, which a cynic might say is  
 optimised for the welfare not of their ostensible client, the shareholders, but for  
 their real client, the CEO. Executive frauds are rarely spotted unless they bring  
 the company down; the e↵ort goes instead into the annoying and irrelevant, such  
 as changing passwords every month and insisting on original paper receipts. I  
 discuss all this in detail in section 12.2.2.

Or consider the 2009 parliamentary expenses scandal in the UK described

in section 2.3.6. Perhaps the o�cers of the Houses of Parliament didn’t defend  
 the expenses system more vigorously because they have to think of MPs and  
 peers as ‘honourable members’ in the context of a government that was pushing  
 harsh surveillance legislation with a slogan of ‘If you’ve nothing to hide you have  
 nothing to fear’. The author of that slogan, then Home Secretary Jacqui Smith,  
 may have had nothing to hide, but her husband did: he was watching porn and  
 charging it to her parliamentary expenses. Jacqui lost her job, and her seat in  
 Parliament too. Had o�cers known that the information on the expenses server  
 could cost a cabinet minister her job, they probably ought to have classiﬁed it  
 Top Secret and kept it in a vault. But how could the extra costs have been  
 justiﬁed to the Treasury? On that cheerful note, let’s go on to privacy.

**8.6.6** **Economics of privacy**

The privacy paradox is that people say that they value privacy, yet act otherwise.  
 If you stop people in the street and ask them their views, about a third say they  
 are privacy fundamentalists and will never hand over their personal information  
 to marketers or anyone else; about a third say they don’t care; and about a third  
 are in the middle, saying they’d take a pragmatic view of the risks and beneﬁts

|  |  |  |
| --- | --- | --- |
| **Security Engineering** | 289 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

of any disclosure. However, their shopping behavior – both online and o✏ine –  
 is quite di↵erent; the great majority of people pay little heed to privacy, and will  
 give away the most sensitive information for little beneﬁt. Privacy-enhancing  
 technologies have been o↵ered for sale by various ﬁrms, yet most have failed in  
 the marketplace. Why should this be?

Privacy is one aspect of information security that interested economists be-

fore 2000. In 1978, Richard Posner deﬁned privacy in terms of secrecy [1536],  
 and the following year extended it to seclusion [1537]. In 1980, Jack Hirshleifer  
 published a seminal paper in which he argued that rather than being about  
 withdrawing from society, privacy was a means of organising society, arising  
 from evolved territorial behavior; internalised respect for property supports au-  
 tonomy. In 1996, Hal Varian analysed privacy in terms of information mar-  
 kets [1940]. Consumers want to not be annoyed by irrelevant marketing calls  
 while marketers do not want to waste e↵ort; yet both are frustrated, because of  
 search costs, externalities and other factors. Varian suggested giving consumers  
 rights in information about themselves, and letting contracts sort it out.

However, as we’ve seen, the information industries are prone to market

failures leading to monopoly, and the proliferation of dominant, information-  
 intensive business models demands a di↵erent approach. Andrew Odlyzko ar-  
 gued in 2003 that these monopolies simultaneously increase both the incentives  
 and the opportunities for price discrimination [1462]. Companies mine online  
 interactions for data revealing individuals’ willingness to pay, and while the dif-  
 ferential pricing we see in many markets from airline yield-management systems  
 to telecommunications prices may be economically e�cient, it is increasingly  
 resented. Peter Swire argued that we should measure the externalities of pri-  
 vacy intrusion [1852]. If a telesales operator calls 100 prospects, sells three of  
 them insurance, and annoys 80, then the conventional economic analysis con-  
 siders only the beneﬁt to the three and to the insurer. But persistent annoyance  
 causes millions of people to go ex-directory, screen calls through an answering  
 machine, or just not have a landline at all. The long-run societal costs of robo-  
 calls can be considerable. Empirical studies of people’s privacy valuations have  
 supported this.

The privacy paradox has generated a signiﬁcant literature, and is com-

pounded by at least three factors. First, there are many di↵erent types of pri-  
 vacy harm, from discrimination in employment, credit and insurance, through  
 the kind of cybercrime that presents as payment fraud, to personal crimes such  
 as stalking and non-consensual intimate imagery.

Second, the behavioral factors we discussed in section 3.2.5 play a large

role. Leslie John and colleagues demonstrated the power of context with a neat  
 experiment. She devised a ‘privacy meter’ in the form of a list of embarrassing  
 questions; the score was how many questions a subject would answer before  
 they balked. She tried this on three groups of students: a control group in

a neutral university setting, a privacy treatment group who were given strong  
 assurances that their data would be encrypted, their IP addresses not stored,  
 and so on; and a gamer treatment group that was taken to an external website  
 (howbadareyou.com with a logo of a smiling devil). You might think that the  
 privacy treatment group would disclose more, but in fact they disclosed less – as  
 privacy had been made salient to them. As for the gamer group, they happily

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| **Security Engineering** | 290 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

disclosed twice as much as the control group [987].

Third, the industry understands this, and goes out of its way to make privacy

risks less salient. Privacy policies are usually not on the front page, but are easily  
 ﬁndable by concerned users; policies typically start with anodyne text and leave  
 the unpleasant stu↵ to the end, so they don’t alarm the casual viewer, but the  
 vigilant minority can quickly ﬁnd a reason not to use the site, so they also don’t  
 stop the other users clicking on the ads. The cookie warnings mandated in

Europe are mostly anodyne, though some ﬁrms give users ﬁne-grained control;  
 as noted in section 3.2.5, the illusion of control is enough to reassure many.

So what’s the overall e↵ect? In the 2000s and early 2010s there was evidence

that the public were gradually learning what we engineers already understood  
 about the risks; we could see this for example in the steadily rising proportion  
 of Facebook users who opt to use privacy controls to narrow that system’s very  
 open defaults.

In 2015, almost two years after the Snowden revelations, two surveys con-

ducted by Pew Research disclosed a growing sense of learned helplessness among  
 the US public. 93% of adults said that being in control of who can get infor-  
 mation about them is important, and 90% that controlling what information is  
 collected about them is important; 88% said it’s important that no-one watch  
 or listen to them without their permission. Yet just 6% of adults said they were  
 ‘very conﬁdent’ that government agencies could keep their records private and  
 secure, while another 25% said they were ‘somewhat conﬁdent.’ The ﬁgures  
 for phone companies and credit card companies were similar while those for  
 advertisers, social media and search engines were signiﬁcantly worse. Yet few  
 respondents had done anything signiﬁcant, beyond occasionally clearing their  
 browser history or refusing particularly inappropriate demands for personal in-  
 formation [1204].

These tensions have been growing since the 1960s, and have led to complex

privacy regulation that di↵ers signiﬁcantly between the US and Europe. I’ll  
 discuss this in much more detail in section 26.6.

**8.6.7** **Organisations and human behaviour**

Organisations often act in apparently irrational ways. We frequently see ﬁrms  
 and even governments becoming so complacent that they’re unable to react to a  
 threat until it’s a crisis, when they panic. The erosion of health service resilience  
 and pandemic preparedness in Europe and North America in the century since  
 the 1918–19 Spanish ﬂu is merely the most salient of many examples. As another  
 example, it seems that there’s always one phone company, and one bank, that  
 the bad guys are picking on. A low rate of fraud makes people complacent, until  
 the bad guys notice. The rising tide of abuse is ignored, or blamed on customers,  
 for as long as possible. Then it gets in the news and executives panic. Loads of  
 money get spent for a year or two, stu↵ gets ﬁxed, and the bad guys move on  
 to the next victim.

So the security engineer needs to anticipate the ways in which human frailties

express themselves through organizational behaviour.

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| **Security Engineering** | 291 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

There’s a substantial literature on institutional economics going back to

Thorstein Veblen. One distinguished practitioner, Herb Simon, was also a com-  
 puting pioneer and founded computer science at CMU. In a classic book on  
 administrative behaviour, he explained that the decisions taken by managers  
 are not just about e�ciency but also organisational loyalty and authority, and  
 the interaction between the organisation’s goals and the incentives facing in-  
 dividual employees; there are messy hierarchies of purpose, while values and  
 facts are mixed up [1754]. A more modern analysis of these problems typically  
 sees them as principal-agency issues in the framework of microeconomics; this  
 is a typical approach of professors of accountancy. We will discuss the failures  
 of the actual practice of accountancy later, in section 12.2. Another approach  
 is public-choice economics, which applies microeconomic methods to study the  
 behaviour of politicians, civil servants and people in public-sector organsations  
 generally. I summarise public choice in section 26.3.3; the principles are illus-  
 trated well in the TV sitcom “Yes Minister’ which explores the behaviour of  
 British civil servants. Cynics note that bureaucracies seem to evolve in such a  
 way as to minimise the likelihood of blame.

My own observation, having worked in banks, tech companies big and small

and in the university sector too, is that competition is more important than  
 whether an enterprise is publicly or privately owned. University professors com-  
 pete hard with each other; our customer isn’t our Vice-Chancellor but the Nobel  
 Prize committee or equivalent. But as university administrators work in a hier-  
 archy with the VC at the top, they face the same incentives as civil servants and  
 display many of the same strengths and weaknesses. Meanwhile, some private  
 ﬁrms have such market power that internally they behave just like government  
 (though with much better pay at the top).

**8.6.8** **Economics of cybercrime**

If you’re going to protect systems from attack, it’s a good idea to know who the  
 attackers are, how many they are, where they come from, how they learn their  
 jobs and how they’re motivated. This brings us to the economics of cybercrime.  
 In section 2.3 we gave an overview of the cybercrime ecosystem, and there are  
 many tools we can use to study it in more detail. At the Cambridge Cybercrime  
 Centre we collect and curate the data needed to do this, and make it available  
 to over a hundred researchers worldwide. As in other economic disciplines,

there’s an iterative process of working out what the interesting questions are  
 and collecting the data to answer them. The people with the questions are

not just economists but engineers, psychologists, lawyers, law enforcement and,  
 increasingly, criminologists.

One approach to crime is that of Chicago-school economists such as Gary

Becker, who in 1968 analysed crime in terms of rewards and punishments [200].  
 This approach gives many valuable insights but isn’t the whole story. Why is  
 crime clustered in bad neighbourhoods? Why do some kids from these neigh-  
 bourhoods become proliﬁc and persistent o↵enders? Traditional criminologists  
 study questions like these, and ﬁnd explanations of value in crime prevention:  
 the worst o↵enders often su↵er multiple deprivation, with poor parenting, with  
 substance and alcohol abuse, and get drawn into cycles of o↵ending. The earlier

|  |  |  |
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| **Security Engineering** | 292 | Ross Anderson |

*8.6. THE ECONOMICS OF SECURITY AND DEPENDABILITY*

they start in their teens, the longer they’ll persist before they give up. Critical  
 criminologists point out that laws are made by the powerful, who maintain their  
 power by oppressing the poor, and that bad neighbourhoods are more likely to  
 be over-policed and stigmatised than the nice suburbs where the rich white  
 people live.

Drilling down further, we can look at the bad neighbourhoods, the psychol-

ogy of o↵enders, and the pathways they take into crime. Since the 1960s there  
 has been a substantial amount of research into using environmental design to  
 suppress crime, initially in low-cost housing and then everywhere. For exam-  
 ple, courtyards are better than parks, as residents are more likely to identify  
 and challenge intruders; many of these ideas for *situational crime prevention* go  
 across from criminology into systems design. In section 13.2.2 we’ll discuss this  
 in more detail.

Second, psychologically normal people don’t like harming others; people who

do so tend to have low empathy, perhaps because of childhood abuse, or (more  
 often) to have minimisation strategies to justify their actions. Bank robbers  
 see bankers as the real exploiters; soldiers dehumanise the enemy as ‘gooks’ or  
 ‘terrs’; and most common murderers see their crimes as a matter of honour.  
 “She cheated on me” and “He disrespected me” are typical triggers; we discussed  
 the mechanisms in section 3.2.4. These mechanisms go across to the world

of online and electronic fraud. Hackers on the wrong side of the law tend to  
 feel their actions are justiﬁed anyway: hacktivists are political activists after  
 all, while cyber-crooks use a variety of minimisation strategies to avoid feeling  
 guilty. Some Russian cybercrooks take the view that the USA screwed Russian  
 over after 1989, so they’re just getting their own back (and they’re supported  
 in this by their own government’s attitudes and policies). As for bankers who  
 dump fraud risks on customers, they talk internally about ‘the avalanche of  
 fraudulent risks of fraud’ they’d face if they owned up to security holes.

Third, it’s important to understand the pathways to crime, the organisation

of criminal gangs, and the di↵usion of skills. Steve Levitt studied the organi-  
 sation and ﬁnances of Chicago crime gangs, ﬁnding that the street-level dealers  
 were earning less than minimum wage [1151]. They were prepared to stand in  
 the rain and be shot at for a chance to make it to the next level up, where the  
 neighbourhood boss drove around in a BMW with three girls. Arresting the  
 boss won’t make any di↵erence as there are dozens of youngsters who’ll ﬁght to  
 replace him. To get a result, the police should target the choke point, such as  
 the importer’s system administrator. These ideas also go across. Many cyber-  
 criminals start o↵ as gamers, then cheat on games, then deal in game cheats,  
 then learn how to code game cheats, and within a few years the more talented  
 have become malware devs. So one policy intervention is to try to stop kids  
 crossing the line between legal and illegal game cheating. As I mentioned in  
 section 3.2.4, the UK National Crime Agency bought Google ads which warned  
 people in Britain searching for DDoS-for-hire services that the use of such ser-  
 vices was illegal. Ben Collier and colleagues used our Cybercrime Centre data  
 to show that this halted the growth of DDoS attacks in the UK, compared with  
 the USA where they continued to grow [454].

We discussed the overall costs of cybercrime in section 2.3, noting that the

ecosystem has been remarkably stable over the past decade, despite the fact that

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| **Security Engineering** | 293 | Ross Anderson |

*8.7. SUMMARY*

the technology has changed; we now go online from phones more than laptops,  
 use social networks, and keep everything in the cloud. Most acquisitive crime  
 is now online; in 2019 we expect that about a million UK households su↵ered  
 a burglary or car theft, while over two million su↵ered a fraud or scam, almost  
 always online. (In 2020 the di↵erence will be even more pronounced; burglary  
 has fallen still further with people staying at home through the lockdown.) Yet  
 policy responses lag almost everywhere. Studies of speciﬁc crimes are reported  
 at various places in this book.

The e↵ects of cybercrime are also studied via the e↵ects of breach disclosures.

Alessandro Acquisti and colleagues have studied the e↵ects on the stock price of  
 companies of reporting a security or privacy breach [15]; a single breach tends  
 to cause a small dip that dissipates after a week or so, but a double breach can  
 impair investor conﬁdence over the longer term. Breach disclosure laws have  
 made breaches into insurable events; if TJX loses 47m records and has to pay  
 $5 to mail each customer, that’s a claim; we’ll discuss cyber-insurance later in  
 section 28.2.9.

Overall, though, measurement is tricky. Most of the relevant publications

come from organisations with an incentive to talk up the losses, from police  
 agencies to anti-virus vendors; our preferred methodology is to count the losses  
 by modus operandi and by sector, as presented in section 2.3.

**8.7** **Summary**

Many systems fail because the incentives are wrong, rather than because of some  
 technical design mistake. As a result, the security engineer needs to understand  
 basic economics as well as the basics of crypto, protocols, access controls and  
 psychology. Security economics has grown rapidly to explain many of the things  
 that we used to consider just ‘bad weather’. It constantly throws up fascinating  
 new insights into all sorts of questions from how to optimise the patching cycle  
 through whether people really care about privacy.

**Research problems**

So far, three areas of economics have been explored for their relevance to se-  
 curity, namely microeconomics, game theory and behavioural economics. But  
 economics is a vast subject. What other ideas might it give us?

In the history paper I wrote on the origins of security economics, I suggested

a new research student might follow the following heuristics to select a research  
 topic. First, think of security and *X* for other subﬁelds *X* of economics. Second,  
 think about the security economics of *Y* for di↵erent applications *Y* ; there have  
 already been some papers on topics like payments, pornography, gaming, and  
 censorship, but these aren’t the only things computers are used for. Third,

where you ﬁnd gold, keep digging (e.g. behavioral privacy) [78]. Since then I  
 would add the following.

Fourth, there is a lot of scope for data-driven research now that we’re starting

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| **Security Engineering** | 294 | Ross Anderson |

*8.7. SUMMARY*

to make large datasets available to academics (via the Cambridge Cybercrime  
 Centre) and many students are keen to develop skills in data science. A related  
 problem is how to gather more data that might be useful in exploring other ﬁelds,  
 from the productivity of individual security sta↵ to how security works within  
 institutions, particularly large complex institutions such as governments and  
 healthcare systems. Is there any good way of measuring the quality of a security  
 culture? Fifth, now we’re starting to put software and online connectivity in  
 durable safety-critical things like cars and medical devices, we need to know a  
 lot more about the interaction between security and safety, and about how we  
 can keep such systems patched and running for decades. This opens up all sorts  
 of new topics in dependability and sustainability.

The current research in security economics is published mostly at the Work-

shop on the Economics of Information Security (WEIS), which has been held  
 annually since 2002 [76]. There are liveblogs of all but one of the workshops,  
 consisting of a summary of each paper and a link to it, which you can get on  
 my blog or linked directly from my Economics and Security Resource Page at  
 http://www.cl.cam.ac.uk/~rja14/econsec.html.

**Further reading**

The classic introduction to information economics is Shapiro and Varian’s *‘In-*  
 *formation Rules’* which remains remarkably fresh for a book written twenty  
 years ago [1718]. This is still on our student reading list. The most up-to-date  
 summary is probably Jacques Cr´emer, Yves-Alexandre de Montjoye and Heike  
 Schweizter’s 2019 report for the European Commission’s Directorate-General of  
 Competition, which analyses what goes wrong with markets in which informa-  
 tion plays a signiﬁcant role [497]; I would read also Carl Shapiro’s 2019 review  
 of the state of competition policy in the USA[1717].

Tim Wu’s “The Master Switch” discusses monopoly in telecomms and the

information industries generally from the viewpoint of ten years ago [2049]. If  
 you plan to do research in the subject and your degree wasn’t in economics,  
 you might work through a standard textbook such as Varian [1941] or the Core  
 Economics website. Adam Smith’s classic *‘An inquiry into the nature and causes*  
 *of the wealth of nations’* is still worth a look, while Dick Thaler’s *‘Misbehaving’*  
 tells the story of behavioural economics.

The early story of security economics is told in [78]; there’s an early (2007)

survey of the ﬁeld that I wrote with Tyler Moore at [110], and a more com-  
 prehensive 2011 survey, also with Tyler, at [111]. For privacy economics, see  
 Alessandro Acquisti’s online bibliography, and the survey paper he wrote with  
 George Loewenstein and Laura Brandimarte [16]; there’s also a survey of the  
 literature on the privacy paradox by Spiros Kokolakis [1076]. Then, to dive into  
 the research literature, I’d suggest the WEIS conference papers and liveblogs.

A number of economists study related areas. I mentioned Jack Hirshleifer’s

conﬂict theory [907]; another important strand is the economics of crime, which  
 was kick-started by Gary Becker [200], and has been popularised by Steve Levitt  
 and Stephen Dubner’s “Freakonomics” [1151]. Diego Gambetta is probably the

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| **Security Engineering** | 295 | Ross Anderson |

*8.7. SUMMARY*

leading scholar of organised crime; his *‘Codes of the Underworld: How Criminals*  
 *Communicate’* is a classic [742]. Finally, there is a growing research community  
 and literature on cyber-criminology, for which the website of our Cambridge  
 Cybercrime Centre might be a reasonable starting point.

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| **Security Engineering** | 296 | Ross Anderson |