



**2016 IT Risk/Reward Barometer
Asia-Pacific Results**

November 2016

www.isaca.org/risk-reward-barometer

Number of respondents (n) = 1,017

Respondents are business and IT professionals in the Asia-Pacific region who are members of ISACA.

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1. Which of the following augmented reality applications, if any, has your current workplace used for business purposes in the past year (to the best of your knowledge)? Select all that apply.

Wearable devices (e.g., Google Glass)	5%
Holographic meetings	2%
Remote business applications (e.g., remote diagnostics, remote healthcare, etc.)	12%
Transportation applications (e.g., vehicle HUD, etc.)	5%
Digital navigation tablets (e.g., for warehouse searching efficiency)	5%
Smartphone apps that overlay the camera view with additional information or graphics on top of the real scene	13%
My organization has not used augmented reality applications for business purposes in the past year, and does not plan to use them in the next year	36%
My organization has not used augmented reality applications for business purposes in the past year, but plans to do so within the next year	11%
None of these	20%
Unsure	12%
Other (please specify)	1%

2. What is the biggest barrier, if any, to adopting augmented reality at your organization?

Insufficient budget	17%
Insufficient staff resources	3%
Lack of skills/knowledge from existing staff	18%
Insufficient ROI	14%
Security concerns	19%
There are no barriers	8%
Unsure	18%
Other (please specify)	3%

3. To what extent do you agree or disagree that augmented reality could lead to the following workplace benefits?

	Completely agree	Somewhat agree	Somewhat disagree	Completely disagree	Don't know
New business models/ offerings	32%	51%	8%	2%	7%
Better marketing	27%	51%	11%	2%	8%
Better collaboration	21%	59%	9%	2%	9%
Increased efficiency	21%	57%	10%	3%	9%
Resource optimization	17%	49%	19%	3%	11%
Improved safety	10%	36%	33%	7%	15%
Financial savings	10%	42%	28%	6%	14%

4. Virtual graffiti programs enable individuals to post negative or inappropriate comments about places via augmented reality apps. Does your organization have a program in place to monitor negative comments on augmented reality programs (e.g., virtual graffiti)?

Yes	8%
No	59%
Unsure	33%

5. Does your organization have a way to detect any publicly posted social media posts, picture or videos that are geotagged to your business or tagged to your signage or advertisements and could show up in augmented reality applications that aggregate such information?

Yes	21%
No	48%
Unsure	30%

6. Does your organization have a policy that addresses staff use of augmented reality apps in the workplace?

Yes, we allow them with no restrictions	3%
Yes, and we allow them with limitations	11%
Yes, and we prohibit them	10%
No	60%
Unsure	16%

7. Do the benefits of augmented reality outweigh the risks?

Yes	26%
No	17%
Unsure	57%

8. Which industries do you think will benefit the most from augmented reality? Select all that apply.

Top three responses are bolded.

Financial/Banking	20%
Insurance	12%
Entertainment	58%
Travel	54%
Transportation	33%
Aerospace	33%
Retail	35%
Government/Military	29%
Technology	48%
Manufacturing	27%
Engineering	31%
Telecommunications	31%
Mining/Construction/Petroleum/Agriculture	20%
Utilities	16%
Legal	5%

Real Estate	36%
Healthcare/medical	47%
Marketing/media	53%
Education	57%
Other (please specify)	2%
Unsure	3%

9. How concerned should organizations be about the privacy risks of augmented reality?

Very concerned	53%
Somewhat concerned	35%
Not too concerned	5%
Not at all concerned	1%
Unsure	7%

10. How concerned should consumers be about the privacy risks of augmented reality?

Very concerned	50%
Somewhat concerned	37%
Not too concerned	7%
Not at all concerned	1%
Unsure	5%

11. Have you used augmented reality applications for personal use within the past year?

Yes	16%
No	84%

12. Have you used augmented reality applications for business use within the past year?

Yes	3%
No	97%

13. Do you think your IT department is aware of all of your organization's connected devices (e.g., connected thermostats, TVs, fire alarms, cars, etc.)?

Yes	43%
No	36%
Unsure	12%

14. Does your organization have a policy regarding the use of cloud-based applications without involving IT?

Yes, we allow it	20%
Yes, we prohibit it	40%
No, we do not have a policy regarding putting workloads into the cloud	26%
Unsure	14%

15. Does your organization have a policy regarding staff deploying apps to get their job done?

Yes, we allow it	18%
Yes, we prohibit it	38%
No, we do not have a policy about staff using apps	29%
Unsure	15%

16. What do you think is the likelihood of an organization being breached through an IoT device?

Low	8%
Medium	38%
High	40%
Unsure	14%

17. Which of the following, if any, do you see as significant security concerns for organizations, related to the IoT? Select all that apply.

Vulnerabilities in the device themselves	76%
Data leakage	84%
Access control	72%
Asset management	36%
IoT does not pose any significant security concerns	5%
Other (please specify)	1%

18. To what extent, if any, do you agree or disagree with the following statements about IoT device manufacturers?

	Completely agree	Somewhat agree	Somewhat disagree	Completely disagree
Device manufacturers are implementing sufficient security measures in IoT devices.	8%	43%	40%	10%
Manufacturers make consumers sufficiently aware of the information that IoT devices can collect.	10%	41%	35%	15%

19. Is your organization maximizing the potential of the data it collects through IoT devices/applications?

Yes	15%
No	44%
Unsure	41%

Demographics

20. In what industry do you work?

Financial/Banking	26%
Insurance	6%
Public accounting	3%
Transportation	2%
Aerospace	0%
Retail/Wholesale/Distribution	3%
Government/Military	5%
Technology Services/Consulting	26%
Manufacturing/Engineering	8%
Telecommunications/Communications	4%
Mining/Construction/Petroleum/Agriculture	3%
Utilities	1%
Legal/Law/Real Estate	1%

Healthcare/Medical	2%
Pharmaceutical	0%
Advertising/Marketing/Media	1%
Education/Student	2%
Other	7%

21. How many people are employed in your enterprise, including all branches, divisions and subsidiaries?

Fewer than 50	9%
50-149	6%
150-499	11%
500-1,499	13%
1,500-4,999	16%
5,000-9,999	10%
10,000-14,9	4%
15,000 or more	30%

22. Which of the following is closest to your job title?

Student	0%
External consultant	9%
Professor/teacher	1%
Practitioner	9%
Supervisor	10%
Manager	42%
Director	7%
Vice president	5%
CIO/CISO/CAE	4%
President/CEO	2%
Other	11%

23. Please select your gender.

Female	17%
Male	80%
Prefer not to answer	2%

24. Please select your age group.

Less than 20 years old	0%
20 to 25 years old	2%
26 to 30 years old	10%
31 to 35 years old	20%
36 to 40 years old	20%
41 to 45 years old	18%
46 to 50 years old	13%
51 to 55 years old	10%
56 to 60 years old	5%
61 to 65 years old	2%
66 to 70 years old	0%
71 years old or older	0%
Prefer not to answer	1%

About ISACA's 2016 IT Risk/Reward Barometer

The annual IT Risk/Reward Barometer is a global indicator of trust in information. Conducted by ISACA, a global association of more than 140,000 IT security, assurance, risk and governance professionals, the Barometer polls thousands of business and IT professionals and consumers worldwide to uncover attitudes and behaviors about essential technologies and information, and the trade-offs people make to balance risk and reward. The study is based on online polling of 6,591 ISACA members among 140 countries, including 1,017 from the Asia-Pacific region, from 19-29 September 2016. Additional online surveys were fielded by M/A/R/C Research among 1,230 consumers in the US, 1,000 consumers in the UK, 1,000 consumers in Australia, 1,001 consumers in India and 1,000 consumers in Singapore. The US survey ran 6-8 August 2016, and the UK, Australia, India and Singapore surveys ran 12-23 August 2016. At a 95 percent confidence level, the margin of error for each individual country sample is +/- 3.1 percent.

To see the full results, visit www.isaca.org/risk-reward-barometer.

Note: Due to rounding to the nearest whole number, responses may not add up to 100%.