



**2016 IT Risk/Reward Barometer
Oceania Results**

November 2016

www.isaca.org/risk-reward-barometer

Number of respondents (n) = 216

Respondents are business and IT professionals in Oceania 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	1%
Remote business applications (e.g., remote diagnostics, remote healthcare, etc.)	9%
Transportation applications (e.g., vehicle HUD, etc.)	2%
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	2%
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	42%
My organization has not used augmented reality applications for business purposes in the past year, but plans to do so within the next year	10%
None of these	24%
Unsure	11%
Other (please specify)	1%

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

Insufficient budget	9%
Insufficient staff resources	5%
Lack of skills/knowledge from existing staff	17%
Insufficient ROI	23%
Security concerns	9%
There are no barriers	12%
Unsure	19%
Other (please specify)	7%

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	27%	49%	11%	3%	10%
Better marketing	20%	42%	18%	4%	17%
Better collaboration	20%	52%	14%	1%	13%
Increased efficiency	15%	55%	14%	3%	13%
Resource optimization	8%	51%	18%	3%	20%
Improved safety	9%	37%	28%	7%	19%
Financial savings	6%	40%	25%	6%	22%

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	6%
No	70%
Unsure	24%

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	31%

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	0%
Yes, and we allow them with limitations	6%
Yes, and we prohibit them	3%
No	74%
Unsure	16%

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

Yes	22%
No	15%
Unsure	63%

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

Top three responses are bolded.

Financial/Banking	15%
Insurance	10%
Entertainment	62%
Travel	50%
Transportation	35%
Aerospace	38%
Retail	41%
Government/Military	43%
Technology	44%
Manufacturing	30%
Engineering	40%
Telecommunications	22%
Mining/Construction/Petroleum/Agriculture	31%
Utilities	21%
Legal	6%

Real Estate	57%
Healthcare/medical	62%
Marketing/media	54%
Education	55%
Other (please specify)	2%
Unsure	4%

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

Very concerned	35%
Somewhat concerned	46%
Not too concerned	10%
Not at all concerned	0%
Unsure	8%

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

Very concerned	35%
Somewhat concerned	47%
Not too concerned	10%
Not at all concerned	1%
Unsure	7%

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

Yes	22%
No	78%

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	39%
No	44%
Unsure	16%

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

Yes, we allow it	26%
Yes, we prohibit it	40%
No, we do not have a policy regarding putting workloads into the cloud	22%
Unsure	13%

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	47%
No, we do not have a policy about staff using apps	25%
Unsure	11%

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

Low	11%
Medium	37%
High	44%
Unsure	9%

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	84%
Data leakage	80%
Access control	84%
Asset management	45%
IoT does not pose any significant security concerns	4%
Other (please specify)	3%

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.	5%	24%	44%	28%
Manufacturers make consumers sufficiently aware of the information that IoT devices can collect.	7%	19%	41%	32%

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

Yes	4%
No	65%
Unsure	31%

Demographics

20. In what industry do you work?

Financial/Banking	19%
Insurance	3%
Public accounting	3%
Transportation	2%
Aerospace	0%
Retail/Wholesale/Distribution	2%
Government/Military	17%
Technology Services/Consulting	22%
Manufacturing/Engineering	1%
Telecommunications/Communications	6%
Mining/Construction/Petroleum/Agriculture	6%
Utilities	4%

Legal/Law/Real Estate	1%
Healthcare/Medical	4%
Pharmaceutical	0%
Advertising/Marketing/Media	1%
Education/Student	4%
Other	6%

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

Fewer than 50	13%
50-149	3%
150-499	10%
500-1,499	12%
1,500-4,999	22%
5,000-9,999	12%
10,000-14,9	3%
15,000 or more	25%

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

Student	0%
External consultant	17%
Professor/teacher	1%
Practitioner	17%
Supervisor	4%
Manager	32%
Director	11%
Vice president	2%
CIO/CISO/CAE	7%
President/CEO	1%
Other	7%

23. Please select your gender.

Female	21%
Male	75%
Prefer not to answer	3%

24. Please select your age group.

Less than 20 years old	0%
20 to 25 years old	0%
26 to 30 years old	8%
31 to 35 years old	15%
36 to 40 years old	19%
41 to 45 years old	15%
46 to 50 years old	17%
51 to 55 years old	11%
56 to 60 years old	9%
61 to 65 years old	1%
66 to 70 years old	1%
71 years old or older	0%
Prefer not to answer	3%

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 216 from Oceania, 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%.