



2010 ISACA IT Risk/Reward Barometer—Europe Edition

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*n=1,546 unless otherwise indicated

Respondents are European business and IT professionals and are members of ISACA.

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1. Which of the following best describes your enterprise's overall attitude toward IT-related business risk?
 - a. Risk aggressive (takes large risks to maximize business return) 12%
 - b. **Risk accepting (takes carefully assessed risks, weighed against anticipated business return, in pursuit of balanced business objectives)** 63%
 - c. Risk averse (seeks to avoid risks, even at the expense of limited return) 25%

2. How well does your enterprise integrate IT risk management with its overall approach to risk management? (n=1,543)
 - a. Very effectively—Management of IT risks is fully integrated into our business risk management approach. 24%
 - b. **Somewhat effectively—Management of IT risks is somewhat addressed into our business risk management approach.** 49%
 - c. Not effectively—Management of IT risks is rarely, if ever, included into our business risk management approach. 22%
 - d. We do not have a formal approach to business risk management. 5%

3. When developing new products or business processes, at what point does your organization engage risk management staff or consultants to evaluate risks? (n=1,535)
 - a. **At the beginning of the project** 55%

- b. In the middle of the project **17%**
 - c. At the end of the project **9%**
 - d. My organization does not engage risk management staff members or consultants. **19%**
4. Based on current economic conditions, do you believe your enterprise should initiate IT-related business projects that entail: (n=1,528)
- a. **Same level of risk (which offers the potential for the same return as 2009)** **60%**
 - b. Higher risk (which offers the potential for a higher return) **22%**
 - c. Lower risk (which offers the potential for a lower return) **18%**
5. Which of the following best describes your organization's 2010 cloud computing plan? (n=1,537)
- a. We plan to limit cloud computing to low-risk, non-mission-critical IT services. **9%**
 - b. We plan to use cloud computing for mission-critical IT services. **9%**
 - c. **We do not currently plan to use cloud computing for any IT services.** **36%**
 - d. We have not finalized our plans with regard to cloud computing at this time **18%**
I do not know the details of our cloud computing plan. **28%**
6. Regarding your enterprise's use of cloud computing, which of the following do you believe? (Please select one.) (n=1,516)
- a. The benefits achieved with cloud computing outweigh the risks. **10%**
 - b. The risks of cloud computing outweigh the benefits. **10%**
 - c. The risks and benefits of cloud computing are appropriately balanced. **17%**
 - d. **My enterprise does not currently use cloud computing.** **64%**
7. Of the following, which is the most important driver for your enterprise's IT-related risk management activities? (Please select one.) (n=1,535)
- a. Avoid negative incidents. **21%**
 - b. Manage costs. **13%**
 - c. **Ensure that current functionality is aligned with business needs.** **24%**
 - d. Support changes in the business. **9%**
 - e. Improve the balance of risk taking with risk avoidance

- to improve return. **10%**
- f. **Comply with industry and/or governmental regulations.** **24%**

8. Which one of the following is your enterprise’s greatest hurdle when addressing IT-related business risk? (n=1,467)

- a. Not sure how to tailor best practices to the environment **11%**
- b. Lack of management support **17%**
- c. **Budget limits** **34%**
- d. Lack of cooperation across risk management silos **14%**
- e. Business lines not willing to fully engage in risk management **24%**

9. Of the following, what do you feel is the most important action your enterprise can take to improve IT risk management? (Please select one.) (n=1,471)

- a. **Increase risk awareness among employees.** **32%**
- b. Increase the use of best practices. **21%**
- c. Improve coordination between IT risk management and overall enterprise risk management. **30%**
- d. Provide executive management with a “single view of risk” as opposed to risk silos. **18%**

10. Please rate the following IT-related risk factors as low, medium or high, in terms of the risk they pose to your enterprise. (n=1,471)

	Low Risk	Medium Risk	High Risk
Employees don’t fully understand IT policies	16%	51%	33%
Employees use non-approved software or online services for their work	33%	31%	36%
Employees check personal e-mail or visit social networking sites from a work device	43%	42%	16%
Employees use peer-to-peer filesharing with a work device	40%	26%	35%
Employees do not protect confidential work data appropriately	11%	31%	59%

IT project does not align with business need	22%	44%	34%
IT project does not provide an appropriate return on investment	25%	52%	24%
Investments in IT services are not utilized to their full benefit	21%	57%	23%

11. In which industry sector do you work? (n=1,462)

• Finance/banking/insurance	30%
• Public accounting	4%
• Transportation/aerospace	2%
• Retail/wholesale/distribution	3%
• Government/military	9%
• Technology services/consulting	24%
• Manufacturing/engineering	5%
• Telecommunications/communications	7%
• Mining/construction/petroleum/agriculture	3%
• Utilities	2%
• Legal/law/real estate	1%
• Health care/medical/pharmaceutical	3%
• Advertising/marketing/media	1%
• Education/nonprofit	3%
• Other	6%

12. Which of the following is closest to your job title? (n=1,467)

• External consultant	14%
• Professor/teacher	1%
• Professional	36%
• Manager	30%
• Supervisor	7%
• Director	8%
• Vice President	2%
• President/CEO	2%