



**2010 ISACA Shopping on the Job Survey:
Online Holiday Shopping and Workplace Internet Safety—
Australia**

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www.isaca.org

*n=117 unless otherwise indicated

Respondents are business and IT professionals and members of ISACA who reside in Australia.

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1. During the holiday season (November and December), how much total time do you think an average employee at your organization spends shopping online using a work-supplied computer or smart phone at work or elsewhere?

a. 0 hours	5%
b. 1-2 hours	30%
c. 3-5 hours	26%
d. 6-8 hours	15%
e. 9-12 hours	9%
f. 13-16 hours	3%
g. 17-20 hours	3%
h. 21-29 hours	3%
i. 30-39 hours	1%
j. 40-49 hours	3%
k. 50 hours or more	3%

2. Compared to last year, do you think employees at your organization will do more, less or about the same amount of online shopping this holiday season using a work-supplied computer or smart phone?

a. More	50%
b. Less	4%
c. About the same	45%

3. How much money (in US dollars) in terms of productivity do you think your organization loses in November and December as a result of an employee shopping online during work hours? (n=116)
- | | |
|----------------------|------------|
| a. \$0 | 9% |
| b. \$1-\$999 | 29% |
| c. \$1,000-\$4,999 | 17% |
| d. \$5,000-\$9,999 | 16% |
| e. \$10,000-\$14,999 | 6% |
| f. \$15,000 or more | 19% |
| g. Other | 4% |
4. Does your organization prohibit the use of work e-mail addresses for personal online shopping or other online non-work-related activities?
- | | |
|--------------|------------|
| a. Yes | 21% |
| b. No | 72% |
| c. Unsure | 8% |
5. My organization does the following when it comes to mobile devices (e.g., smart phones, laptops, tablets, netbooks): (Please check all that apply.) (n=115)
- | | |
|---|------------|
| a. Has a security policy that covers mobile devices | 77% |
| b. Allows employees to use work mobile devices for personal use, including online shopping | 54% |
| c. Allows employees to use personal mobile devices for work use | 63% |
| d. Regularly educates employees about securing their work-related and/or personal mobile devices for enterprise use | 49% |
6. Does your organization limit or prohibit employees from shopping online using a work computer?
- | | |
|---|------------|
| a. Limits (for example, to lunch hours or before or after work hours) | 21% |
| b. Limits by preventing access to certain sites | 30% |
| c. Prohibits | 3% |
| d. No | 44% |
| e. Unsure | 3% |
7. Does your organization limit or prohibit employees from accessing social networking sites (e.g., Twitter, Facebook) for personal use using a work computer?
- | | |
|---|------------|
| a. Limits (for example, to lunch hours or before or after work hours) | 14% |
| b. Limits by preventing access to certain sites | 26% |
| c. Prohibits | 23% |
| d. No | 36% |
| e. Unsure | 2% |

8. Please indicate whether each of these activities is of high risk, moderate risk or low risk to an organization:

	Low Risk	Moderate Risk	High Risk
An employee uses his/her work e-mail address as a contract address for an online purchase.	39%	52%	9%
An employee clicks on an e-mail link to access an online shopping site from a work-supplied computer or smart phone.	15%	50%	35%
An employee accesses social networking sites for personal use from a work-supplied computer or smart phone.	21%	51%	27%
An employee uses mobile shopping applications on a work-supplied device.	21%	55%	24%
An employee uses a personal computer or smart phone for business e-mail/information.	18%	47%	35%
An employee downloads personal files, music, etc., onto work-supplied computer or smart phone.	15%	35%	51%
An employee loses/misplaces a work-supplied computer or smart phone.	7%	21%	72%

9. Approximately what percentage of your organization's information security incidents do you think are the result of employees' use of work computers for personal activities? (n=115)

a. 0	5%
b. 1-9	44%
c. 10-19	18%
d. 20-29	13%
e. 30-39	5%
f. 40-49	2%
g. 50-59	5%
h. 60-69	2%
i. 70-79	3%
j. 80-89	1%
k. 90-99	2%
l. 100	1%

10. What security measures, if any, has your organization put in place to limit or prevent employees from shopping online using a work computer? (Please check all that apply.) (n=108)

a. Has a security policy in place that addresses online shopping	42%
b. Provides training on the security policy	47%
c. Educates employees on the risks of online shopping (but does not have a security policy)	15%
d. Has technology in place to protect against web-based attacks	82%
e. Blocks retail web sites	19%
f. Monitors employee usage of web	68%
g. Communicates its policy	57%
h. Provides a "guest" or segregated network and computing resources for employees to use for shopping and personal online activities	9%

11. In what industry do you work? (n=116)
- | | |
|--|------------|
| a. Finance/banking/insurance | 22% |
| b. Public accounting | 5% |
| c. Transportation/aerospace | 0% |
| d. Retail/wholesale/distribution | 1% |
| e. Government/military | 27% |
| f. Technology services/consulting | 19% |
| g. Manufacturing/engineering | 3% |
| h. Telecommunications/communications | 2% |
| i. Mining/construction/petroleum/agriculture | 4% |
| j. Utilities | 5% |
| k. Legal/law/real estate | 0% |
| l. Health care/medical/pharmaceutical | 3% |
| m. Advertising/marketing/media | 1% |
| n. Education/nonprofit | 8% |
| o. Other | 2% |
12. How many people are employed in your organization, including all branches, divisions and subsidiaries?
- | | |
|-----------------------|------------|
| a. 1-49 | 9% |
| b. 50-99 | 3% |
| c. 100-249 | 2% |
| d. 250-499 | 6% |
| e. 500-999 | 9% |
| f. 1,000-4,999 | 29% |
| g. 5,000-9,999 | 4% |
| h. 10,000-24,999 | 15% |
| i. 25,000-49,999 | 8% |
| j. 50,000-99,000 | 5% |
| k. 100,000 or more | 10% |
13. Which of the following is closest to your job title?
- | | |
|------------------------|------------|
| a. External consultant | 12% |
| b. Professor/teacher | 1% |
| c. Professional | 27% |
| d. Supervisor | 3% |
| e. Manager | 40% |
| f. Director | 12% |
| g. Vice president | 3% |
| h. President/CEO | 3% |