



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

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www.isaca.org

*n=55 unless otherwise indicated

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

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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 4%
 - b. 1-2 hours 24%
 - c. **3-5 hours 26%**
 - d. 6-8 hours 11%
 - e. 9-12 hours 6%
 - f. 13-16 hours 7%
 - g. 17-20 hours 11%
 - h. 21-29 hours 6%
 - i. 30-39 hours 2%
 - j. 40-49 hours 2%
 - k. 50 hours or more 4%

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 51%**
 - b. Less 9%
 - c. About the same 40%

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?
- | | |
|----------------------|------------|
| a. \$0 | 6% |
| b. \$1-\$999 | 38% |
| c. \$1,000-\$4,999 | 20% |
| d. \$5,000-\$9,999 | 13% |
| e. \$10,000-\$14,999 | 4% |
| f. \$15,000 or more | 15% |
| g. Other | 6% |
4. Does your organization prohibit the use of work e-mail addresses for personal online shopping or other online non-work-related activities? (n=54)
- | | |
|--------------|------------|
| a. Yes | 35% |
| b. No | 61% |
| c. Unsure | 4% |
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=54)
- | | |
|---|------------|
| a. Has a security policy that covers mobile devices | 50% |
| b. Allows employees to use work mobile devices for personal use, including online shopping | 48% |
| c. Allows employees to use personal mobile devices for work use | 39% |
| d. Regularly educates employees about securing their work-related and/or personal mobile devices for enterprise use | 43% |
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) | 6% |
| b. Limits by preventing access to certain sites | 44% |
| c. Prohibits | 7% |
| d. No | 40% |
| e. Unsure | 4% |
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) | 7% |
| b. Limits by preventing access to certain sites | 36% |
| c. Prohibits | 35% |
| d. No | 22% |
| e. Unsure | 0% |

8. Please indicate whether each of these activities is of high risk, moderate risk or low risk to an organization: (n=53)

	Low Risk	Moderate Risk	High Risk
An employee uses his/her work e-mail address as a contract address for an online purchase.	26%	53%	21%
An employee clicks on an e-mail link to access an online shopping site from a work-supplied computer or smart phone.	8%	36%	57%
An employee accesses social networking sites for personal use from a work-supplied computer or smart phone.	4%	45%	51%
An employee uses mobile shopping applications on a work-supplied device.	13%	53%	34%
An employee uses a personal computer or smart phone for business e-mail/information.	23%	40%	38%
An employee downloads personal files, music, etc., onto work-supplied computer or smart phone.	9%	23%	68%
An employee loses/misplaces a work-supplied computer or smart phone.	12%	17%	71%

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?
- | | |
|---------------|------------|
| a. 0 | 4% |
| b. 1-9 | 27% |
| c. 10-19 | 20% |
| d. 20-29 | 20% |
| e. 30-39 | 9% |
| f. 40-49 | 4% |
| g. 50-59 | 2% |
| h. 60-69 | 0% |
| i. 70-79 | 6% |
| j. 80-89 | 4% |
| k. 90-99 | 0% |
| l. 100 | 6% |
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.)
- | | |
|--|------------|
| a. Has a security policy in place that addresses online shopping | 40% |
| b. Provides training on the security policy | 44% |
| c. Educates employees on the risks of online shopping (but does not have a security policy) | 35% |
| d. Has technology in place to protect against web-based attacks | 53% |
| e. Blocks retail web sites | 51% |
| f. Monitors employee usage of web | 58% |
| g. Communicates its policy | 47% |
| h. Provides a "guest" or segregated network and computing resources for employees to use for shopping and personal online activities | 7% |

11. In what industry do you work?
- | | |
|--|------------|
| a. Finance/banking/insurance | 29% |
| b. Public accounting | 4% |
| c. Transportation/aerospace | 2% |
| d. Retail/wholesale/distribution | 2% |
| e. Government/military | 2% |
| f. Technology services/consulting | 33% |
| g. Manufacturing/engineering | 2% |
| h. Telecommunications/communications | 6% |
| i. Mining/construction/petroleum/agriculture | 2% |
| j. Utilities | 0% |
| k. Legal/law/real estate | 0% |
| l. Health care/medical/pharmaceutical | 0% |
| m. Advertising/marketing/media | 2% |
| n. Education/nonprofit | 6% |
| o. Other | 13% |
12. How many people are employed in your organization, including all branches, divisions and subsidiaries?
- | | |
|-----------------------|------------|
| a. 1-49 | 9% |
| b. 50-99 | 4% |
| c. 100-249 | 2% |
| d. 250-499 | 9% |
| e. 500-999 | 4% |
| f. 1,000-4,999 | 31% |
| g. 5,000-9,999 | 15% |
| h. 10,000-24,999 | 13% |
| i. 25,000-49,999 | 6% |
| j. 50,000-99,000 | 7% |
| k. 100,000 or more | 2% |
13. Which of the following is closest to your job title?
- | | |
|------------------------|------------|
| a. External consultant | 7% |
| b. Professor/teacher | 2% |
| c. Professional | 24% |
| d. Supervisor | 15% |
| e. Manager | 35% |
| f. Director | 13% |
| g. Vice president | 2% |
| h. President/CEO | 4% |