

**2011 ISACA Shopping on the Job Survey:
Online Holiday Shopping and BYOD Security—
US Consumer Results**

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www.isaca.org/online-shopping-risk

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1. Are you aware of electronic pickpocketing, in which thieves can use a chip reader to steal your credit card number without ever touching your wallet, if your card has an RFID chip?

	Total
	2011 (n=1,224)
Yes, but I'm not concerned	15%
Yes, and I am concerned, but i am not sure what to do about it	35%
Yes, and I take precautions	14%
Other	1%
No, I was not aware of this issue	36%

2. Which of the following apply to you? (Please select all that apply.)

	Total
	2011 (n=1,224)
I have a personal computing device (pc, laptop, smartphone, tablets, etc.), not supplied by work, that I also use for work purposes, such as sending e-mails or editing files	48%
At work, I have a work-supplied computing device (pc, laptop, etc.)	44%
I do not have access to a work-supplied computing device (pc, laptop, smartphone, tablets, etc.)	21%
I have a work-supplied mobile computing device (smartphone, tablet, etc.)	9%
None of these	12%

3. Which of the following have you done with a work-supplied device or a personal device you've used for work purposes? (Please select all that apply.)

	Total
Among respondents having computing/mobile device for work purpose	2011 (n=868)
Clicked on a link in an e-mail sent by a company or organization I recognize, other than my employer	49%
Clicked on a link on a social media site (e.g., Facebook, Twitter)	34%
Clicked on a daily deal (e.g., Groupon, LivingSocial)	29%
Used my work e-mail address for personal online shopping or other non-work related online activities	22%
Used mobile shopping applications	14%
Clicked on a link in an e-mail sent by someone I do not know	13%
Scanned a QR (quick response) code	7%
None of these	30%

4. If you knew that your mobile device had a feature that tracks your exact location and that it left you open to stalking or identity theft, which of the following statements is most accurate? (Please select one.)

	Total
Among respondents having computing/mobile device for work purpose	2011 (n=868)
I would turn off this feature because it's risky	74%
I would keep the feature on because I don't know how to turn the feature off	9%
I would keep the feature on because I believe the benefits (such as seeing where friends are or getting check-in coupons) are greater than the risk	14%
Other	3%

5. Does your organization have a policy about conducting personal activities on a work-supplied computing device, or conducting work activities on a personal computing device? (Please select all that apply.)

	Total
Among respondents having computing/mobile device for work purpose	2011 (n=868)
My organization prohibits or limits personal activities on work devices	48%
My organization has no policy prohibiting or limiting work activities on personal devices	24%
My organization prohibits or limits work activities on personal devices	20%
I don't know if my organization has a policy on these topics	20%
My organization has no policy prohibiting or limiting personal activities on work devices	16%
My organization has a policy that prohibits employees from shopping online using work-supplied computers or smartphones (at work or elsewhere)	-

6. During the holiday season (November and December), how much time in total will you spend shopping online using...
- Work-supplied Device (PC, smartphone, laptop, etc.)
 - Personal Device (PC, smartphone, laptop, etc.), not supplied by work, but used for work purposes, such as sending e-mails or editing files
 - A personal device NOT used for work purposes

a. Work-supplied Device (PC, smartphone, laptop, etc.)	Total
Among respondents having computing/mobile device for work purpose	2011 (n=868)
TOTAL HOURS	
Less than 2 hours	691
3 to 5 hours	84
6 to 8 hours	26
9 to 12 hours	34
13 to 16 hours	3
17 to 20 hours	15
21 to 29 hours	2
30 to 39 hours	3
40 to 49 hours	4
50 or more hours	6
<i>MEAN</i> (n=319, excluding zero hours)	6.8

b. Personal Device (PC, smartphone, laptop, etc.), not supplied by work, but used for work purposes, such as sending e-mails or editing files	Total
Among respondents having computing/mobile device for work purpose TOTAL HOURS	2011 (n=868)
Less than 2 hours	516
3 to 5 hours	134
6 to 8 hours	29
9 to 12 hours	86
13 to 16 hours	19
17 to 20 hours	39
21 to 29 hours	8
30 to 39 hours	10
40 to 49 hours	7
50 or more hours	20
<i>MEAN</i> <i>(n=469, excluding zero hours)</i>	<i>10.9</i>

c. A personal device NOT used for work purposes	Total
Among respondents having computing/mobile device for work purpose TOTAL HOURS	2011 (n=868)
Less than 2 hours	409
3 to 5 hours	143
6 to 8 hours	47
9 to 12 hours	125
13 to 16 hours	21
17 to 20 hours	33
21 to 29 hours	20
30 to 39 hours	20
40 to 49 hours	20
50 or more hours	30
<i>MEAN</i> <i>(n=574, excluding zero hours)</i>	<i>13.8</i>

7. Of the total hours spent shopping online during the holiday season (November and December), how many will be spent shopping online while at work/during work hours (using either work-supplied or personal devices)?

	Total
Respondents spending time on online shopping using work-supplied or personal devices TOTAL HOURS	2011 (n=775)
Less than 2 hours	588
3 to 5 hours	98
6 to 8 hours	20
9 to 12 hours	27
13 to 16 hours	5
17 to 20 hours	17
21 to 29 hours	3
30 to 39 hours	5
40 to 49 hours	3
50 or more hours	9
<i>MEAN</i> (n=775, excluding zero hours)	3.2

8. When do you do the majority of your online holiday shopping? (Please select one.)

	Total
Respondents Spending Time On Online Shopping Using Work-Supplied Or Personal Devices	2011 (n=775)
Early to mid-December	38%
September through November	28%
“Black Friday” (the Friday after Thanksgiving)	15%
“Cyber Monday” (the Monday after Thanksgiving)	8%
June through August	4%
Late December (starting the week before Christmas)	4%
January through May	2%

9. What is the primary reason you are planning to do your holiday shopping online this year? (Please select one.)

	Total
Respondents spending time on online shopping using work-supplied or personal devices	2011 (n=775)
It is easier than shopping in person	29%
I have access to more stores online	19%
Online sales are better than in-store promotions	16%
It is faster than shopping in person	14%
It lets me avoid the travel costs incurred while shopping at stores in person (e.g., gas, parking)	11%
I am too busy to break away from the office to shop in person	6%
Other	5%

10. Which of the following apply to you? (Please select all that apply.)

	Total
Respondents spending time on online shopping using work-supplied or personal devices	2011 (n=775)
When making a purchase online, I pay with PayPal or a similar secured service	37%
I will do more online shopping this holiday season than I did last year ¹	32%
I am more concerned with protecting the security of my personal computer or smartphone than my work-supplied computer or smartphone	30%
I assume that my IT department is ensuring that my work-supplied computer or smartphone has the most recent security patches	28%
I always verify the security setting of web sites when shopping online using my work-supplied computer or smartphone	26%
I will do less online shopping this holiday season than I did last year ²	24%
I or someone I know, have had personal or financial information that was supplied online compromised in the past 12 months	14%
I am not concerned that online shopping at work may affect my organization's IT network	11%
I have lost or misplaced a work device or a personal device used for work purposes ³	2%

Overview and Methodology

On behalf of ISACA, an online survey was fielded among 1,224 US consumers by M/A/R/C Research between 27 September and 30 September 2011. At a 95 percent confidence level, the margin of error for the total sample is +/- 2.8 percent.

For the sample of respondents that have a computing/mobile device for work purposes, the margin of error is +/- 3.3 percent and +/- 3.5 percent for respondents who spend time shopping online using work-supplied or personal devices.

N= 1,224 total respondents for 2011:

- 868 of total respondents that have computing/mobile device for work purpose
- 775 of total respondents spending time online shopping using work-supplied or personal devices

Due to rounding, percentages may not always add to 100.

About the 2011 ISACA Shopping on the Job Survey: Online Holiday Shopping and BYOD Security

The ISACA Shopping on the Job Survey: Online Holiday Shopping and BYOD Security, now in its fourth year, helps gauge current attitudes and organizational behaviors related to the risk and rewards associated with online shopping, and the blurring boundaries between personal and work devices. The study is based on October 2011 online polling of 4,740 ISACA members from 84 countries. A separate online survey was fielded among 1,224 US consumers by M/A/R/C Research between 27 September and 30 September 2011. At a 95 percent confidence level, the margin of error for the total sample is +/- 2.8 percent. To see the full results, visit www.isaca.org/online-shopping-risk.