



**2012 IT Risk/Reward Barometer:
North America**

November 2012

www.isaca.org/risk-reward-barometer

*n=1,800

Respondents are business and IT professionals from North America and are members of ISACA.

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1. Please indicate whether each of these employee activities is of low risk, medium risk or high risk to an enterprise:

	Low Risk	Medium Risk	High Risk
Using his/her work email address as a contact address for an online purchase	32%	51%	17%
Storing his/her work passwords in a file on a work-supplied device	8%	40%	52%
Storing his/her work passwords in a file on a personal device	3%	17%	80%
Clicking on an email link to access an online site from a work-supplied computer or smartphone	11%	47%	42%
Accessing social networking sites for personal use from a work-supplied computer or smartphone	17%	45%	39%
Using location-based mobile applications on a work-supplied device	28%	51%	21%

Using a personal computer or smartphone for business email/information	14%	46%	40%
Downloading personal files, music, apps, etc., onto work-supplied computer or smartphone	8%	35%	57%
Losing a work-supplied computer or smartphone	5%	18%	77%
Using an online file-sharing service (e.g., Dropbox or Google Docs) for work documents	5%	28%	67%

2. My enterprise allows/limits/prohibits/unsure when it comes to: (n=1,797)

	Allows	Limits	Prohibits	Unsure
Using a work-supplied device for personal use	30%	51%	15%	4%
Using a personal mobile device for work purposes	34%	38%	24%	4%
Shopping online using a work-supplied device	32%	40%	21%	7%
Accessing social networking or daily deal sites from a work-supplied device	28%	36%	32%	4%
Using a work email address for personal online shopping or other nonwork-related activities	29%	25%	33%	13%

Using an online file-sharing service (e.g., DropBox or Google Docs) for work documents	13%	17%	57%	13%
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3. Which of the following do you believe is the most accurate statement about BYOD (bring your own device, where employees are allowed to use personal devices for work activities)? (n=1,794)
- a. The benefit outweighs the risk.....19%
 - b. The risk outweighs the benefit.....51%**
 - c. The risk and benefit are appropriately balanced.....30%
4. Does your enterprise have a security policy in place for BYOD? (n=1,795)
- a. Yes; it's allowed.....36%**
 - b. Yes; it's prohibited.....30%
 - c. No.....25%
 - d. Unsure.....10%
5. What benefits has your organization realized as a result of allowing employees to use their own devices for work purposes? (n=537) (*Note: This question was answered only by those who selected answer choice "a" in question 4.*)
- Frequently cited responses include:
- Efficiency/Increased productivity
 - Cost reduction
 - Employee satisfaction
 - Accessibility
6. Which of the following security controls does your enterprise have in place for employees' personal devices? (Please select all that apply.) (n=1,633)
- a. Remote wipe capability.....45%
 - b. Password management system.....42%
 - c. Encryption.....46%**
 - d. None of the above.....32%
 - e. Other13%
7. Does your enterprise have a policy that prohibits traveling across country borders with business data on a mobile device? (n=1,667)
- a. Yes.....16%
 - b. No.....62%**
 - c. Unsure.....23%

8. Approximately what percentage of your enterprise's information security incidents do you think are the result of employees' use of: (n=1,632)

	Work devices for personal activities?	Personal devices for work activities?
0	6%	14%
1-9	15%	27%
10-19	14%	17%
20-29	9%	12%
30-39	7%	6%
40-49	4%	4%
50-59	10%	9%
60-69	4%	2%
70-79	8%	3%
80-89	10%	2%
90-99	9%	1%
100	5%	2%

9. Does your enterprise have a policy for employees' use of location-based apps (e.g., Foursquare) on work-issued or BYOD devices? (n=1,662)

- a. Yes, and it's allowed for all staff.....5%
- b. Yes, and it's allowed for some staff based on business need.....12%
- c. Yes, and it's prohibited for all staff.....10%
- d. No.....44%**
- e. Unsure.....29%

10. Has your enterprise or one of its employees experienced a security issue as a result of an employee's use of geolocation? (n=1,656)

- a. Yes.....4%
- b. No.....41%
- c. Unsure.....56%**

11. Which of the following best describes your enterprise's cloud computing plan? (n=1,659)

	We do not use it for any IT services.	We use it for low-risk, nonmission-critical services.	We use it for mission-critical services	Unsure
Public cloud	45%	25%	8%	22%

Private cloud	26%	21%	33%	19%
Hybrid cloud	39%	16%	10%	35%

12. Which of the following do you believe to be true about private cloud, public cloud and hybrid cloud? (n=1,638)

	The benefit outweighs the risk.	The risk outweighs the benefit.	The risk and benefit are appropriately balanced.
Public cloud	11%	69%	21%
Hybrid cloud	17%	38%	45%
Private cloud	57%	10%	34%

13. What is your enterprise's biggest concern about cloud computing? (n=1,095)

Frequently cited responses include:

- Data security
- Uncertainty
- Vendor unreliability
- Lack of controls
- Data ownership issues

14. What was the primary driver behind your enterprise's decision to use cloud computing? (n=1,064)

Frequently cited responses include:

- Lower costs
- Accessibility
- Scalability
- Efficiency
- Keeping pace/current
- Flexibility/Convenience

15. What percentage of your IT budget is now directed to cloud computing? (n=1,648)

- a. 0%.....14%
- b. 1-9%.....15%
- c. 10-19%.....13%
- d. 20-29%.....8%
- e. 30-39%.....4%
- f. 40-49%.....2%
- g. 50-59%.....2%
- h. 60-69%.....1%
- i. 70-79%.....1%

- j. 80-89%.....1%
- k. 90-99%.....0%
- l. 100%.....0%
- m. **Unsure**.....**41%**

16. Of the following, what is your enterprise’s greatest hurdle when addressing IT-related business risk? (n=1,585)

- a. Not sure how to tailor best practices to the environment.....10%
- b. Lack of management support.....10%
- c. Budget limits.....21%
- d. Lack of cooperation across risk management silos.....10%
- e. Business lines not willing to fully engage in risk management.....22%
- f. **Insufficient resources (e.g., not enough staff, time)**.....**27%**

17. Of the following, what do you feel is the most important action your enterprise can take to improve IT risk management? (n=1,588)

- a. **Increase risk awareness among employees**.....**36%**
- b. Increase the use of best practices/frameworks.....19%
- c. Improve coordination between IT risk management and overall enterprise risk management.....23%
- d. Provide executive management with a single view of risk, as opposed to risk silos.....18%
- e. Other.....4%

18. In 2013, do you expect your enterprise to increase, decrease or keep at current levels the number of staff in: (n=1,601)

	Increase	Decrease	Keep at current levels	Unsure
Information security	39%	6%	47%	9%
IT risk management	28%	6%	55%	12%
IT assurance	23%	6%	56%	14%

19. During the holiday season (November and December), how much total time do you think an average employee at your enterprise spends shopping online using:
(n=1,603)

	A work-supplied computer or smartphone, at work or elsewhere?	A personal computer or smartphone during work hours?
0 hours	6%	8%
1-2 hours	22%	22%
3-5 hours	20%	20%
6-8 hours	18%	12%
9-12 hours	12%	11%
13-16 hours	5%	5%
17-20 hours	7%	8%
21-29 hours	3%	4%
30-39 hours	2%	3%
40-49 hours	2%	3%
50 hours or more	2%	4%

20. Compared to last year, do you think employees at your enterprise will do more, less or about the same amount of holiday shopping online during work hours?
(n=1,568)

- a. More.....33%
- b. Less.....6%
- c. **About the same.....61%**

21. In terms of lost productivity, how much money (in US dollars) do you think your enterprise loses in November and December as a result of an employee shopping online during work hours (on a work-issued or personal device)? (n=1,536)

- a. \$0.....10%
- b. \$1-\$999.....16%
- c. \$1,000-\$4,999.....17%
- d. \$5,000-\$9,999.....13%
- e. \$10,000-\$14,999.....8%
- f. **\$15,000 or more.....37%**

22. In what industry do you work? (n=1,607)

a. Finance/banking/insurance	24%
b. Public accounting.....	6%
c. Transportation/aerospace.....	2%
d. Retail/wholesale/distribution.....	4%
e. Government/military.....	16%
f. Technology services/consulting.....	14%
g. Manufacturing/engineering.....	6%
h. Telecommunications/communications.....	4%
i. Mining/construction/petroleum/agriculture.....	2%
j. Utilities.....	3%
k. Legal/law/real estate.....	0%
l. Health care/medical/pharmaceutical.....	9%
m. Advertising/marketing/media.....	1%
n. Education/nonprofit.....	6%
o. Other.....	4%

23. How many people are employed in your enterprise, including all branches, divisions and subsidiaries? (n=1,599)

a. 1-49.....	5%
b. 50-99.....	3%
c. 100-249.....	5%
d. 250-499.....	5%
e. 500-999.....	7%
f. 1,000-4,999	21%
g. 5,000-9,999.....	11%
h. 10,000-24,999.....	13%
i. 25,000-49,999.....	8%
j. 50,000-99,000.....	8%
k. 100,000 or more.....	14%

24. Which of the following is closest to your job title? (n=1,602)

a. External consultant.....	8%
b. Professor/teacher.....	1%
c. Professional	34%
d. Supervisor.....	5%
e. Manager.....	25%
f. Director.....	14%
g. Vice president.....	5%
h. President/CEO.....	1%
i. Other.....	7%

25. In which country do you work? (n=1,606)
- a. Canada.....12%
 - b. United States.....88%**
 - c. Other.....1%

Note: Due to rounding, percentages may not add up to 100.

About the 2012 IT Risk/Reward Barometer

The annual IT Risk/Reward Barometer helps gauge current attitudes and organizational behaviors related to the risk and reward associated with the blurring boundaries between personal and work devices (BYOD), cloud computing, and increased enterprise risk related to online employee behavior at peak seasonal times. The study is based on September 2012 online polling of 4,512 ISACA members from 83 countries, including 1,800 members in North America.

A separate online survey was fielded among 1,224 US consumers by M/A/R/C Research from 8–10 October 2012. 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/risk-reward-barometer.