

Ipsos/BSA/Business 2.0 IT Pro Cyber-Security Survey (36-3435-09)

detailed tables

1. What is the likelihood that U.S. businesses will be subject to a major cyber attack in the next 12 months? Please use a scale of 1-to-5 where a 5 means extremely likely and a 1 means not at all likely.

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
5, extremely likely	90 15%	21 14%	66 15%	41 24% D	48 11%	56 16%	34 15%	40 14%	49 16%
4	190 31%	51 34%	137 31%	64 37%	124 30%	111 31%	75 34%	91 32%	96 31%
3	186 31%	46 31%	138 31%	38 22%	144 35% C	110 31%	66 30%	88 30%	97 32%
2	91 15%	20 14%	69 16%	25 14%	65 16%	52 14%	33 15%	46 16%	45 15%
1, not at all likely	22 4%	7 5%	14 3%	4 2%	18 4%	13 4%	7 3%	15 5%	7 2%
(DK/NS)	23 4%	3 2%	18 4%	2 1%	17 4%	14 4%	7 3%	9 3%	13 4%
Total 4 + 5	280 47%	72 49%	203 46%	105 60% D	172 41%	167 47%	109 49%	131 45%	145 47%
Total 1 + 2	113 19%	27 18%	83 19%	29 17%	83 20%	65 18%	40 18%	61 21%	52 17%

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2. Do you think that the risk of a major cyber attack on U.S. businesses has strongly increased, somewhat increased, remained the same, somewhat decreased, or strongly decreased since 9/11?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Strongly increased	86 14%	19 13%	67 15%	32 18%	54 13%	48 13%	37 17%	30 10%	54 18%
Somewhat increased	290 48%	73 49%	213 48%	84 48%	202 49%	164 46%	115 52%	143 50%	146 47%
Remained the same	179 30%	43 29%	129 29%	40 23%	134 32%	117 33%	53 24%	90 31%	87 28%
Somewhat decreased	33 5%	9 6%	24 6%	12 7%	20 5%	21 6%	10 4%	20 7%	13 4%
Strongly decreased	9 2%	4 3%	5 1%	5 3%	4 1%	3 1%	6 3%	4 1%	5 2%
(DK/NS)	5 1%	0 -	4 1%	1 1%	2 -	3 1%	1 -	2 1%	2 1%
Total Increased	376 62%	92 62%	280 63%	116 67%	256 62%	212 60%	152 68%	173 60%	200 65%
Total Decreased	42 7%	13 9%	29 7%	17 10%	24 6%	24 7%	16 7%	24 8%	18 6%

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3. How prepared do you think U.S. businesses are to defend themselves against a major cyber attack? Please use a scale of 1-to-5 where a 5 means extremely prepared and a 1 means not at all prepared.

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
Base: All respondents 5, extremely prepared 4 3 2 1, not at all prepared (DK/NS)		A	B	C	D	E	F	G	H
	602	148	442	174	416	356	222	289	307
	6 1%	2 1%	4 1%	2 1%	3 1%	4 1%	2 1%	2 1%	4 1%
	101 17%	22 15%	77 17%	30 17%	70 17%	58 16%	38 17%	46 16%	54 18%
	211 35%	50 34%	158 36%	51 30%	157 38%	124 35%	81 37%	103 36%	107 35%
	225 37%	57 39%	163 37%	70 40%	150 36%	142 40%	76 34%	117 40%	106 34%
	43 7%	12 8%	30 7%	19 11% D	23 5%	18 5%	21 9% E	14 5%	27 9%
	16 3%	5 3%	10 2%	2 1%	13 3%	10 3%	4 2%	7 2%	9 3%
Total 4 + 5	107 18%	24 16%	81 18%	32 18%	73 18%	62 17%	40 18%	48 17%	58 19%
Total 1 + 2	268 45%	69 47%	193 44%	89 51% D	173 42%	160 45%	97 44%	131 45%	133 43%

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4. Has the ability of U.S. businesses to defend themselves against a major cyber attack gotten much better, a little better, remained the same, gotten a little worse or much worse since 9/11?

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Much better	31 5%	14 9%	17 4%	14 8%	15 4%	17 5%	12 5%	13 5%	18 6%
A little better	316 52%	65 44%	245 55%	99 57%	214 51%	178 50%	129 58%	140 48%	175 57%
Remained the same	214 36%	57 39%	153 35%	50 29%	158 38%	137 38%	66 30%	118 41%	93 30%
A little worse	20 3%	6 4%	14 3%	8 5%	12 3%	12 3%	8 4%	9 3%	11 4%
Much worse	4 1%	3 2%	1 -	2 1%	2 -	2 1%	2 1%	2 1%	1 -
(DK/NS)	17 3%	3 2%	12 3%	1 -	15 4%	10 3%	5 2%	7 2%	9 3%
Total Better	347 58%	79 53%	262 59%	113 65%	229 55%	195 55%	141 64%	153 53%	193 63%
Total Worse	24 4%	9 6%	15 3%	10 6%	14 3%	14 4%	10 5%	11 4%	12 4%

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5. Considering all the things U.S. businesses need to focus on--costs, price, innovation, employees, and so forth--how big a priority do you think U.S. businesses should place efforts to defend themselves against a major cyber attack. Use a 1-to-5 scale, where 5 means it should be among their top priorities and 1 means they should put it low on their list of priorities

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
5, top priority	140 23%	45 30%	94 21%	53 30%	87 21%	73 21%	63 28%	55 19%	83 27%
4	285 48%	62 42%	218 49%	75 43%	205 49%	172 48%	103 46%	144 50%	138 45%
3	139 23%	32 22%	103 23%	31 18%	102 25%	92 26%	39 18%	69 24%	69 22%
2	31 5%	7 5%	24 6%	13 7%	17 4%	16 4%	13 6%	17 6%	14 5%
1, low priority	2 -	2 1%	0 -	1 1%	1 -	1 -	1 1%	2 -	0 -
(DK/NS)	5 1%	0 -	3 1%	1 1%	4 1%	2 1%	3 1%	2 1%	3 1%
Total 4 + 5	425 71%	107 72%	312 71%	128 74%	292 70%	245 69%	166 75%	199 69%	221 72%
Total 1 + 2	33 5%	9 6%	24 5%	14 8%	18 4%	17 5%	14 6%	19 7%	14 5%

6. Do you think there is a gap between the threat of a major cyber attack in the U.S. and the ability of U.S. businesses to defend themselves against a major cyber attack?

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Yes	409 68%	106 72%	297 67%	130 75% D	275 66%	243 68%	154 69%	188 65%	216 70%
No	99 16%	22 15%	74 17%	30 17%	67 16%	56 16%	39 18%	59 20% H	40 13%
(DK/NS)	94 16%	20 13%	71 16%	14 8%	74 18% C	57 16%	29 13%	42 15%	51 17%

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7. Has the gap between the threat of a major cyber attack in the U.S. and U.S. businesses' ability to defend themselves against a major cyber attack increased a lot, increased a little, remained the same, decreased a little, or decreased a lot since 9/11?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: Think there is a gap	409	106	297	130	275	243	154	188	216
Increased a lot	38 9%	9 8%	28 9%	20 16% D	17 6%	18 7%	19 12%	13 7%	25 12%
Increased a little	128 31%	39 37%	88 30%	42 32%	86 31%	78 32%	46 30%	53 28%	73 34%
Remained the same	106 26%	25 24%	79 26%	33 25%	70 25%	61 25%	39 25%	59 31% H	45 21%
Decreased a little	123 30%	27 25%	94 32%	33 25%	90 33%	78 32%	45 29%	58 31%	65 30%
Decreased a lot	6 2%	1 1%	5 2%	1 1%	5 2%	2 1%	4 3%	0 -	5 2% G
(DK/NS)	8 2%	5 5% B	3 1%	1 1%	7 3%	6 3%	1 1%	5 3%	3 1%
Total Increased	166 41%	48 45%	116 39%	62 48%	103 37%	96 40%	65 42%	66 35%	98 45% G
Total Decreased	129 32%	28 26%	99 33%	34 26%	95 35%	80 33%	49 32%	58 31%	70 32%

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8. Do you think that businesses in the U.S. are devoting much more time and resources, a little more time and resources, the same amount of time and resources, a little less time and resources, or much less time and resources to defending against cyber attacks than they did to addressing Y2K issues?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Much more	22 4%	4 3%	18 4%	8 5%	14 3%	11 3%	9 4%	8 3%	14 5%
A little more	177 29%	43 29%	130 29%	61 35% D	112 27%	106 30%	64 29%	84 29%	93 30%
The same amount	109 18%	30 20%	76 17%	32 18%	74 18%	63 18%	39 17%	49 17%	59 19%
A little less	133 22%	27 18%	104 24%	26 15%	103 25% C	85 24%	45 20%	75 26% H	57 19%
Much less	147 25%	40 27%	105 24%	44 25%	103 25%	85 24%	59 27%	69 24%	75 24%
(DK/NS)	14 2%	4 3%	9 2%	3 2%	10 2%	6 1%	6 3%	4 1%	9 3%
Total More	199 33%	47 32%	148 33%	69 40% D	126 30%	117 33%	73 33%	92 32%	107 35%
Total Less	280 47%	67 45%	209 47%	70 40%	206 50% C	170 48%	104 47%	144 50%	132 43%

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9. Do you think that businesses in the U.S. SHOULD devote much more time and resources, a little more time and resources, the same amount of time and resources, a little less time and resources, or much less time and resources to defending against cyber attacks than they did to addressing Y2K issues?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Much more	194 32%	59 40% B	131 30%	74 42% D	119 29%	116 33%	73 33%	88 31%	106 35%
A little more	234 39%	51 34%	179 40%	55 32%	174 42% C	133 37%	90 41%	110 38%	121 39%
The same amount	107 18%	25 17%	80 18%	22 13%	81 20% C	75 21% F	27 12%	61 21% H	44 14%
A little less	50 8%	10 7%	39 9%	18 10%	31 7%	24 7%	26 12% E	19 7%	31 10%
Much less	9 2%	2 1%	7 2%	4 2%	5 1%	3 1%	5 2%	7 2%	2 1%
(DK/NS)	8 1%	1 1%	6 1%	1 1%	6 1%	5 1%	1 -	4 1%	3 1%
Total More	428 71%	110 74%	310 70%	129 74%	293 70%	249 70%	163 73%	198 69%	227 74%
Total Less	59 10%	12 8%	46 10%	22 13%	36 9%	27 8%	31 14% E	26 9%	33 11%

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10_1. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Every computer has anti-virus software installed									
Company has already undertaken	555 92%	135 91%	415 94%	163 94%	386 93%	332 93%	208 94%	270 93%	281 92%
Company will undertake in the near term	10 2%	5 3%	5 1%	6 3% D	4 1%	4 1%	6 3%	3 1%	7 2%
Company will undertake in the long term	5 1%	3 2%	2 1%	2 1%	3 1%	4 1%	1 -	4 1%	1 -
Not an action company is contemplating	3 -	1 1%	2 -	1 1%	2 -	2 1%	0 -	2 1%	1 -
(DK/NS)	29 5%	4 3%	18 4%	2 1%	21 5% C	14 4%	7 3%	10 4%	17 6%

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10_2. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Every network uses a firewall to prevent unauthorized access to and use by hackers									
Company has already undertaken	515 86%	120 81%	391 88% A	148 85%	360 87%	305 86%	195 88%	256 89%	255 83%
Company will undertake in the near term	36 6%	16 11% B	20 5%	17 10% D	19 5%	22 6%	14 6%	13 4%	23 7%
Company will undertake in the long term	5 1%	1 -	4 1%	3 1%	2 -	1 -	4 2%	2 1%	3 1%
Not an action company is contemplating	9 1%	7 5% B	2 -	3 2%	6 1%	8 2% F	0 -	7 2%	2 1%
(DK/NS)	37 6%	4 3%	25 6%	3 2%	29 7% C	20 6%	9 4%	11 4%	24 8% G

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10_3. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your IT administrator checks for security updates at least every 7 days for all programs on your organization's computers, including operating systems									
Company has already undertaken	344 57%	80 54%	260 59%	107 61%	234 56%	207 58%	130 59%	170 59%	173 56%
Company will undertake in the near term	59 10%	25 17% B	34 8%	27 16% D	32 8%	32 9%	25 11%	28 9%	29 9%
Company will undertake in the long term	25 4%	8 5%	17 4%	10 6%	14 3%	14 4%	9 4%	8 3%	17 6%
Not an action company is contemplating	41 7%	13 9%	27 6%	24 14% D	17 4%	30 8%	11 5%	26 9% H	15 5%
(DK/NS)	133 22%	22 15%	104 23% A	6 3%	119 29% C	73 21%	47 21%	57 20%	73 24%

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10_4. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Computer passwords are changed every 90 days									
Company has already undertaken	359 60%	54 37%	305 69% A	81 47%	274 66% C	198 56%	149 67% E	171 59%	184 60%
Company will undertake in the near term	56 9%	25 17% B	31 7%	28 16% D	28 7%	33 9%	23 10%	26 9%	30 10%
Company will undertake in the long term	31 5%	11 7%	20 5%	13 7%	18 4%	19 5%	10 4%	9 3%	22 7% G
Not an action company is contemplating	105 17%	48 32% B	54 12%	50 29% D	53 13%	73 21% F	30 14%	62 22% H	43 14%
(DK/NS)	51 9%	10 7%	32 7%	2 1%	43 10% C	33 9% F	10 5%	21 7%	28 9%

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10_5. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization uses end-to-end encryption to protect your sensitive customer and business information, such as credit card data, company business plans...									
Company has already undertaken	283 47%	59 40%	223 51% A	83 48%	197 47%	171 48%	106 48%	149 52% H	131 43%
Company will undertake in the near term	49 8%	12 8%	36 8%	24 14% D	24 6%	23 7%	26 12% E	22 8%	27 9%
Company will undertake in the long term	42 7%	14 10%	28 6%	19 11% D	23 5%	23 6%	19 8%	15 5%	27 9%
Not an action company is contemplating	67 11%	36 24% B	31 7%	39 22% D	28 7%	47 13%	18 8%	33 11%	34 11%
(DK/NS)	161 27%	27 18%	124 28% A	9 5%	144 35% C	92 26%	53 24%	70 24%	88 28%

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10_6. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization securely authenticates the electronic communications of your customers, partners, and employees									
Company has already undertaken	290 48%	52 35%	234 53% A	80 46%	207 50%	170 48%	115 52%	147 51%	142 46%
Company will undertake in the near term	56 9%	24 16% B	32 7%	27 16% D	28 7%	32 9%	24 11%	25 9%	30 10%
Company will undertake in the long term	41 7%	15 10%	26 6%	18 10% D	23 5%	23 6%	17 8%	14 5%	27 9%
Not an action company is contemplating	64 11%	27 18% B	37 8%	39 22% D	25 6%	42 12%	21 9%	29 10%	35 11%
(DK/NS)	151 25%	30 21%	113 26%	10 6%	133 32% C	89 25%	45 20%	74 25%	73 24%

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10_7. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization uses backup software daily									
Company has already undertaken	468 78%	98 66%	366 83% A	131 75%	331 79%	278 78%	178 80%	230 80%	234 76%
Company will undertake in the near term	32 5%	18 12% B	14 3%	21 12% D	11 3%	20 6%	12 6%	18 6%	14 4%
Company will undertake in the long term	14 2%	8 5% B	6 1%	5 3%	9 2%	8 2%	5 2%	3 1%	11 4% G
Not an action company is contemplating	19 3%	11 8% B	8 2%	11 6% D	8 2%	10 3%	9 4%	5 2%	14 5%
(DK/NS)	69 12%	13 9%	48 11%	6 4%	57 14% C	40 11%	18 8%	33 11%	34 11%

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10.8. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization's backup software is kept offsite									
Company has already undertaken	319 53%	60 41%	257 58% A	101 58%	215 52%	170 48%	142 64% E	143 49%	175 57%
Company will undertake in the near term	44 7%	19 13% B	25 6%	22 13% D	22 5%	24 7%	19 9%	22 8%	21 7%
Company will undertake in the long term	32 6%	17 11% B	15 3%	18 10% D	14 3%	25 7% F	6 3%	15 5%	17 5%
Not an action company is contemplating	80 13%	35 24% B	45 10%	29 17%	50 12%	55 15%	25 11%	43 15%	37 12%
(DK/NS)	127 21%	17 11%	100 23% A	4 2%	115 28% C	82 23% F	30 13%	66 23%	57 19%

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10_9. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization has at least one employee or outside consultant responsible for your cyber security needs									
Company has already undertaken	346 57%	81 55%	262 59%	106 61%	237 57%	202 57%	140 63%	166 57%	180 59%
Company will undertake in the near term	34 6%	12 8%	22 5%	17 10% D	17 4%	18 5%	15 7%	12 4%	22 7%
Company will undertake in the long term	19 3%	4 3%	15 3%	11 6% D	8 2%	9 2%	10 5%	10 4%	9 3%
Not an action company is contemplating	79 13%	33 22% B	46 11%	33 19% D	45 11%	53 15%	23 10%	43 15%	35 11%
(DK/NS)	124 21%	18 12%	97 22% A	7 4%	109 26% C	74 21%	34 15%	58 20%	61 20%

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10_10. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization's annual budget includes a specific computer security component									
Company has already undertaken	305 51%	54 36%	248 56% A	92 53%	210 50%	174 49%	125 56%	147 51%	155 51%
Company will undertake in the near term	41 7%	18 12% B	23 5%	19 11% D	22 5%	26 7%	15 7%	19 6%	22 7%
Company will undertake in the long term	21 3%	7 5%	14 3%	10 6%	11 3%	12 3%	8 4%	11 4%	10 3%
Not an action company is contemplating	63 10%	35 24% B	28 7%	39 22% D	23 6%	42 12%	19 8%	31 11%	32 10%
(DK/NS)	172 29%	34 23%	129 29%	14 8%	150 36% C	102 29%	55 25%	81 28%	88 29%

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10_11. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization explains to all employees on a regular basis the need to be cyber secure									
Company has already undertaken	342 57%	69 46%	271 61% A	89 51%	249 60%	196 55%	135 61%	164 57%	177 58%
Company will undertake in the near term	54 9%	16 11%	37 9%	26 15% D	27 6%	30 9%	23 10%	23 8%	30 10%
Company will undertake in the long term	47 8%	15 10%	32 7%	19 11%	28 7%	33 9%	14 6%	25 9%	22 7%
Not an action company is contemplating	98 16%	38 26% B	59 13%	35 20%	61 15%	64 18%	31 14%	51 17%	46 15%
(DK/NS)	61 10%	10 7%	43 10%	5 3%	51 12% C	33 9%	19 9%	26 9%	32 10%

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10_12. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization has insurance against cyber crime									
Company has already undertaken	76 13%	14 9%	62 14%	31 18% D	43 10%	45 12%	31 14%	34 12%	41 13%
Company will undertake in the near term	37 6%	17 12% B	20 4%	26 15% D	11 3%	17 5%	20 9% E	18 6%	19 6%
Company will undertake in the long term	30 5%	14 9% B	16 4%	14 8% D	16 4%	22 6%	7 3%	14 5%	15 5%
Not an action company is contemplating	90 15%	41 28% B	49 11%	53 30% D	37 9%	56 16%	33 15%	45 15%	45 15%
(DK/NS)	369 61%	62 42%	295 67% A	50 29%	309 74% C	216 61%	131 59%	178 62%	187 61%

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10_13. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization has a central person to coordinate reporting of cyber attacks to local law enforcement agencies, or your organization's IT provider									
Company has already undertaken	264 44%	62 42%	199 45%	90 52% D	170 41%	149 42%	109 49%	123 43%	141 46%
Company will undertake in the near term	31 5%	13 9% B	18 4%	18 11% D	13 3%	18 5%	13 6%	15 5%	16 5%
Company will undertake in the long term	27 5%	9 6%	18 4%	11 6%	16 4%	19 5%	7 3%	12 4%	14 5%
Not an action company is contemplating	69 11%	29 19% B	40 9%	37 21% D	32 8%	45 13%	23 10%	37 13%	32 10%
(DK/NS)	211 35%	35 24%	167 38% A	18 10%	185 44% C	125 35%	70 32%	102 35%	104 34%

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10_14. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/ significant input	Informal input/ no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization's IT staff has basic security training									
Company has already undertaken	369 61%	77 52%	288 65% A	110 63%	254 61%	208 59%	154 70% E	178 62%	190 62%
Company will undertake in the near term	49 8%	21 14% B	28 6%	26 15% D	23 6%	28 8%	20 9%	24 8%	24 8%
Company will undertake in the long term	27 5%	8 5%	19 4%	11 7%	16 4%	19 5%	7 3%	14 5%	13 4%
Not an action company is contemplating	57 9%	23 16% B	33 8%	23 13%	34 8%	40 11% F	14 6%	28 10%	29 9%
(DK/NS)	100 17%	19 13%	74 17%	4 2%	89 21% C	61 17%	27 12%	45 15%	51 17%

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10_15. Now I'd like to ask you some questions about cyber security at your own company. For each of the following, please tell me if this is an action that your company has already undertaken, will undertake in the near term, will undertake in the long term, or if it is not an action that your company is contemplating.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final re-dations/ significant input	al input/ no input	More than 10 years		40 and older	
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Your organization uses virtual private networking to protect against data interception									
Company has already undertaken	332 55%	71 48%	260 59% A	95 54%	231 55%	190 53%	136 61%	174 60% H	155 50%
Company will undertake in the near term	42 7%	15 10%	27 6%	24 14% D	18 4%	29 8%	13 6%	19 7%	23 8%
Company will undertake in the long term	25 4%	9 6%	16 4%	14 8% D	11 3%	16 5%	8 4%	8 3%	17 6%
Not an action company is contemplating	59 10%	30 20% B	29 6%	31 18% D	28 7%	44 12% F	13 6%	30 10%	29 9%
(DK/NS)	144 24%	23 16%	110 25% A	10 6%	128 31% C	77 22%	52 23%	58 20%	83 27% G

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10. SUMMARY: COMPANY HAS ALREADY UNDERTAKEN

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final re-dations/ significant input	no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Every computer has anti-virus software installed	555	135	415	163	386	332	208	270	281
	92%	91%	94%	94%	93%	93%	94%	93%	92%
Every network uses a firewall to prevent unauthorized access to and use by hackers	515	120	391	148	360	305	195	256	255
	86%	81%	88% A	85%	87%	86%	88%	89%	83%
Your organization uses backup software daily	468	98	366	131	331	278	178	230	234
	78%	66%	83% A	75%	80%	78%	80%	80%	76%
Your organization's IT staff has basic security training	369	77	288	110	254	208	154	178	190
	61%	52%	65% A	63%	61%	58%	69% E	62%	62%
Computer passwords are changed every 90 days	359	54	305	81	274	198	149	171	184
	60%	36%	69% A	47%	66% C	56%	67% E	59%	60%
Your organization has at least one employee or outside consultant responsible for your cyber security needs	346	81	262	106	237	202	140	166	180
	57%	55%	59%	61%	57%	57%	63%	57%	59%
Your IT administrator checks for security updates at least every 7 days for all programs on your organization's computers, including operating systems	344	80	260	107	234	207	130	170	173
	57%	54%	59%	61%	56%	58%	59%	59%	56%
Your organization explains to all employees on a regular basis the need to be cyber secure	342	69	271	89	249	196	135	164	177
	57%	47%	61% A	51%	60%	55%	61%	57%	58%
Your organization uses virtual private networking to protect against data interception	332	71	260	95	231	190	136	174	155
	55%	48%	59% A	55%	56%	53%	61%	60% H	50%
Your organization's backup software is kept offsite	319	60	257	101	215	170	142	143	175
	53%	41%	58% A	58%	52%	48%	64% E	49%	57%
Your organization's annual budget includes a specific computer security component	305	54	248	92	210	174	125	147	155
	51%	36%	56% A	53%	50%	49%	56%	51%	50%

10. SUMMARY: COMPANY HAS ALREADY UNDERTAKEN

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

		Company Size		Employment Level				Age	
	All IT Pros	Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Your organization securely authenticates the electronic communications of your customers, partners, and employees	290	52	234	80	207	170	115	147	142
	48%	35%	53% A	46%	50%	48%	52%	51%	46%
Your organization uses end-to-end encryption to protect your sensitive customer and business information, such as credit card data, company business plans, and payroll information	283	59	223	83	197	171	106	149	131
	47%	40%	50% A	48%	47%	48%	48%	52% H	43%
Your organization has a central person to coordinate reporting of cyber attacks to local law enforcement agencies, or your organization's IT provider	264	62	199	90	170	149	109	123	141
	44%	42%	45%	52% D	41%	42%	49%	43%	46%
Your organization has insurance against cyber crime	76	14	62	31	43	45	31	34	41
	13%	9%	14%	18% D	10%	13%	14%	12%	13%

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11. How important is it for your company to be able to conduct business on-line--is it very important, fairly important, not very important, or not at all important for your company to be able to conduct business on-line?

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final re-dations/ significant input	no input	10 y	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Very important	337 56%	77 52%	258 58%	92 53%	240 58%	209 59%	119 54%	171 59%	163 53%
Fairly important	171 29%	42 28%	126 29%	57 33%	113 27%	94 26%	68 31%	78 27%	91 30%
Not very important	62 10%	21 14%	40 9%	16 9%	44 10%	38 11%	21 9%	29 10%	33 11%
Not at all important	20 3%	7 5%	12 3%	9 5%	11 3%	9 2%	10 4%	9 3%	11 3%
(DK/NS)	12 2%	1 1%	6 1%	0 -	8 2%	6 2%	4 2%	2 1%	9 3% G
Total Important	508 84%	119 80%	384 87%	149 86%	353 85%	303 85%	187 84%	249 86%	254 83%
Total Not Important	82 14%	28 19% B	52 12%	25 14%	55 13%	47 13%	31 14%	38 13%	44 14%

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12. Do you think it is very safe, fairly safe, not very safe, or not safe at all for your company to conduct business on-line?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final re-dations/ significant input	al input/ no input	10 y	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Very safe	124 21%	30 20%	94 21%	35 20%	86 21%	69 19%	51 23%	59 21%	65 21%
Fairly safe	425 71%	105 71%	314 71%	126 73%	294 71%	253 71%	156 70%	209 72%	212 69%
Not very safe	38 6%	11 8%	26 6%	11 6%	26 6%	25 7%	12 6%	14 5%	23 8%
Not safe at all	3 -	2 1%	1 -	2 1%	1 -	3 1%	0 -	3 1%	0 -
(DK/NS)	12 2%	0 -	7 2%	0 -	9 2%	6 2%	3 1%	4 1%	7 2%
Total Safe	549 91%	135 91%	408 92%	161 93%	380 91%	322 90%	207 93%	268 93%	277 90%
Total Not Safe	41 7%	13 9%	27 6%	13 7%	27 6%	28 8%	12 5%	17 6%	23 7%

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13. When it comes to doing business on the Internet, which ONE of the following three statements comes closest to your view?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final re-dations/ significant input	no input	10 y	More than 10 years	18-39	40 and older
Base: All respondents		A	B	C	D	E	F	G	H
	602	148	442	174	416	356	222	289	307
I do not worry about the security of my business transactions on the Internet	115	26	88	29	85	71	38	56	58
	19%	17%	20%	17%	20%	20%	17%	19%	19%
I am concerned about the security of my business transactions, but the benefits and convenience of using the Internet outweigh these concerns	421	106	304	134	278	250	160	204	216
	70%	72%	69%	77% D	67%	70%	72%	71%	70%
I am very concerned about the security of my business transactions, and would be unwilling to handle any important business transactions over the Internet	66	16	50	11	53	35	24	29	33
	11%	11%	11%	6%	13% C	10%	11%	10%	11%
(DK/NS)	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -

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14. How much confidence do you have in the technology industry to develop tools to give companies like yours more control over your on-line security--a great deal, a fair amount, not much, or no confidence?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final re-dations/ significant input	al input/ no input	More than 10 years		40 and older	
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
A great deal of confidence	181 30%	46 31%	129 29%	54 31%	123 30%	112 31%	63 28%	87 30%	94 31%
A fair amount of confidence	356 59%	83 56%	270 61%	105 60%	247 59%	210 59%	137 62%	172 60%	181 59%
Not much confidence	44 7%	14 10%	29 7%	11 6%	30 7%	24 7%	15 7%	20 7%	23 7%
No confidence at all	7 1%	5 3%	2 -	3 2%	4 1%	3 1%	4 2%	3 1%	3 1%
(DK/NS)	14 3%	0 -	12 3% A	1 1%	12 3%	7 2%	3 1%	7 2%	6 2%
Total Great Deal/Fair Amount Of Confidence	537 89%	129 87%	399 90%	159 91%	370 89%	322 90%	200 90%	259 90%	275 90%
Total Not Much/No Confidence	51 8%	19 13% B	31 7%	14 8%	34 8%	27 8%	19 9%	23 8%	26 8%

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15. In terms of security, how important is it to be using a licensed and up-to-date version of software?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final re-dations/ significant input	al input/ no input	10 y	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Very important	408 68%	96 65%	303 68%	119 68%	281 68%	242 68%	151 68%	187 65%	217 71%
Fairly important	150 25%	41 28%	108 24%	40 23%	108 26%	91 26%	53 24%	80 27%	69 22%
Not very important	28 5%	6 4%	21 5%	9 5%	18 4%	15 4%	12 6%	14 5%	14 4%
Not at all important	7 1%	4 3%	3 1%	5 3%	2 -	4 1%	3 1%	5 2%	2 1%
(DK/NS)	9 1%	1 -	7 2%	1 1%	7 2%	4 1%	3 1%	3 1%	5 2%
Total Important	558 93%	137 93%	411 93%	159 91%	389 94%	333 94%	204 92%	267 92%	286 93%
Total Not Important	35 6%	10 7%	24 5%	14 8%	20 5%	19 5%	15 7%	19 7%	16 5%

A. What is the size of the company you work for?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final re-dations/ significant input	al input/ no input	10 y	More than 10 years	40 and older	
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Less than 50 employees	97 16%	97 66% B	0 -	55 32% D	42 10%	65 18%	29 13%	46 16%	49 16%
50 to 100 employees	51 9%	51 34% B	0 -	21 12% D	29 7%	39 11% F	9 4%	30 10%	21 7%
100 to 500 employees	80 13%	0 -	80 18% A	20 11%	58 14%	50 14%	23 11%	42 15%	38 12%
More than 500 employees	362 60%	0 -	362 82% A	76 44%	281 68% C	196 55%	156 70% E	168 58%	191 62%
(DK/NS)	12 2%	0 -	0 -	2 1%	6 1%	6 2%	5 2%	3 1%	8 3%

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detailed tables

B. Which one of the following categories best describes your business sector?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		employees	100 employees or more	dations/ significant input	Informal input/ no input	10 y	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Manufacturing	48 8%	4 3%	43 10% A	18 10%	28 7%	27 8%	18 8%	17 6%	31 10%
Service	112 18%	29 20%	81 18%	36 21%	75 18%	68 19%	38 17%	54 19%	56 18%
Technology	209 35%	67 45% B	139 32%	65 37%	142 34%	120 34%	87 39%	104 36%	103 34%
Sales	28 5%	10 7%	18 4%	10 6%	17 4%	21 6%	6 3%	16 6%	12 4%
Government	67 11%	5 3%	61 14% A	15 9%	52 13%	33 9%	31 14%	24 8%	43 14% G
Other	134 22%	33 22%	99 22%	30 17%	100 24%	86 24%	40 18%	73 25%	60 19%
(DK/NS)	4 1%	0 -	1 -	0 -	2 -	1 -	2 1%	1 -	2 1%

C. What is your greatest level of involvement in purchasing or developing computer on-line security or cyber-security protection for your company?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	al input/no input	10 y	More than 10 years	40 and older	
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Make final recommendations	66 11%	42 28% B	23 5%	66 38% D	0 -	40 11%	26 12%	37 13%	29 9%
Have significant input in these recommendations	108 18%	34 23%	73 17%	108 62% D	0 -	65 18%	43 19%	57 20%	51 17%
Have informal input in these recommendations	178 30%	46 31%	130 29%	0 -	178 43% C	98 28%	78 35%	82 28%	96 31%
Have no input at all in these recommendations	238 39%	25 17%	209 47% A	0 -	238 57% C	145 41%	75 34%	108 37%	125 41%
(DK/NS)	12 2%	1 1%	7 2%	0 -	0 -	8 2% F	0 -	5 2%	6 2%

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detailed tables

D. What is your job title?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 y	More than 10 years	40 and older	
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
Executive/Manager (net)	146 24%	55 37% B	89 20%	81 47% D	65 16%	77 22%	66 30% E	63 22%	83 27%
Project/team leader, supervisor	13 2%	0 -	12 3% A	3 2%	10 2%	4 1%	8 4% E	7 2%	6 2%
Owner	12 2%	12 8% B	0 -	12 7% D	0 -	8 2%	4 2%	4 1%	8 3%
CEO/CIO	8 1%	6 4% B	2 -	8 5% D	0 -	3 1%	5 2%	4 1%	4 1%
Other executive/manager	113 19%	37 25% B	75 17%	58 33% D	55 13%	62 17%	49 22%	48 17%	65 21%
Analyst (net)	48 8%	3 2%	45 10% A	10 6%	38 9%	29 8%	17 8%	27 9%	20 7%
Analyst (specified)	44 7%	2 1%	42 10% A	10 6%	34 8%	26 7%	16 7%	24 8%	19 6%
Analyst (unspecified)	4 1%	1 1%	3 1%	0 -	4 1%	3 1%	1 -	3 1%	1 -
Administrator (net)	39 6%	14 9%	25 6%	23 13% D	15 4%	30 8% F	9 4%	20 7%	19 6%
System/network/web administrator	31 5%	10 7%	21 5%	16 9% D	15 4%	22 6%	9 4%	16 6%	15 5%
Administrator (unspecified)	3 1%	2 1%	1 -	3 2% D	0 -	3 1%	0 -	2 1%	1 -
Other administrators	5 1%	2 1%	3 1%	4 2% D	0 -	5 1%	0 -	2 1%	3 1%
Programmer/software designer	55 9%	7 5%	47 11% A	2 1%	52 13% C	24 7%	31 14% E	21 7%	34 11%
Engineer	43 7%	5 3%	38 9% A	12 7%	30 7%	26 7%	16 7%	25 9%	17 6%

D. What is your job title?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Support/help desk/customer service representative	42 7%	10 7%	32 7%	3 2%	38 9% C	33 9% F	8 4%	26 9%	16 5%
Consultant	35 6%	11 8%	24 5%	9 5%	26 6%	18 5%	17 8%	16 6%	19 6%
Other (net)	183 30%	39 26%	140 32%	31 18%	146 35% C	114 32% F	52 23%	87 30%	93 30%
Information systems specialist	11 2%	0 -	11 2%	3 2%	8 2%	6 2%	5 2%	7 2%	4 1%
Web developer	11 2%	2 1%	9 2%	2 1%	9 2%	7 2%	4 2%	7 2%	4 1%
Coordinator (all mentions)	11 2%	1 1%	9 2%	4 2%	7 2%	6 2%	4 2%	3 1%	8 3%
Data services	9 2%	1 1%	8 2%	3 2%	6 2%	4 1%	5 2%	4 1%	5 2%
Computer technician	8 1%	3 2%	5 1%	2 1%	6 1%	6 2%	2 1%	6 2%	2 1%
Technician (unspecified)	8 1%	5 3% B	3 1%	1 1%	7 2%	8 2% F	0 -	6 2%	2 1%
Trainer/retention specialist	6 1%	0 -	6 1%	0 -	6 1%	4 1%	2 1%	3 1%	3 1%
Quality assurance/tester	6 1%	1 1%	5 1%	1 -	5 1%	3 1%	3 1%	3 1%	3 1%
Other technician (specified)	12 2%	3 2%	8 2%	2 1%	9 2%	10 3% F	0 -	9 3%	3 1%
Other network positions	8 1%	1 1%	6 1%	2 1%	6 1%	5 1%	3 1%	5 2%	3 1%

D. What is your job title?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro			
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
Other		A	B	C	D	E	F	G	H
	93 15%	22 15%	70 16%	11 6%	77 19% C	55 16%	24 11%	34 12%	56 18% G
None	5 1%	2 1% B	0 -	0 -	3 1%	3 1%	2 1%	2 1%	3 1%
(DK/NS)	6 1%	2 1%	2 -	3 2%	3 1%	2 1%	4 2%	2 1%	3 1%

E. How long have you been an IT professional?

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
1 year or less	29 5%	11 8%	18 4%	4 2%	25 6%	29 8% F	0 -	18 6%	10 3%
2 to 3 years	105 17%	29 20%	74 17%	24 14%	78 18%	105 30% F	0 -	77 27% H	27 9%
4 to 5 years	107 18%	34 23%	73 17%	41 23% D	66 16%	107 30% F	0 -	76 26% H	31 10%
6 to 10 years	115 19%	30 20%	81 18%	36 21%	74 18%	115 32% F	0 -	67 23% H	47 15%
11 to 15 years	67 11%	11 7%	54 12%	26 15%	41 10%	0 - 30% E	67 70% E	31 11%	36 12%
More than 15 years	155 26%	27 18%	125 28% A	43 25%	112 27%	0 -	155 70% E	12 4%	143 47% G
(DK/NS)	24 4%	6 4%	17 4%	0 -	20 5% C	0 -	0 -	8 3%	13 4%

F. How old are you?

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F - G/H

	All IT Pros	Company Size		Employment Level		Length Of Time IT Pro		Age	
		Fewer than 100 employees	100 employees or more	Final recommendations/significant input	Informal input/no input	10 years or less	More than 10 years	18-39	40 and older
		A	B	C	D	E	F	G	H
Base: All respondents	602	148	442	174	416	356	222	289	307
18 to 24	29 5%	9 6%	20 4%	8 5%	20 5%	28 8% F	0 -	29 10% H	0 -
25 to 29	86 14%	23 16%	62 14%	25 14%	60 15%	82 23% F	1 -	86 30% H	0 -
30 to 34	81 14%	23 16%	56 13%	28 16%	51 12%	72 20% F	8 4%	81 28% H	0 -
35 to 39	93 15%	21 14%	72 16%	33 19%	59 14%	56 16%	34 15%	93 32% H	0 -
40 to 44	84 14%	21 14%	61 14%	29 17%	53 13%	37 10%	44 20% E	0 -	84 27% G
45 to 49	89 15%	19 13%	68 15%	19 11%	67 16%	36 10%	48 22% E	0 -	89 29% G
50 or older	134 22%	30 20%	100 23%	32 18%	101 24%	42 12%	87 39% E	0 -	134 44% G
(DK/NS)	6 1%	2 1%	3 1%	0 -	5 1%	3 1%	0 -	0 -	0 -