



Websense, Inc. Web@Work Survey 2006

Conducted by Harris Interactive®
IT Decision-Maker Survey Results

Demographics

- 351 IT decision-makers in the U.S. were interviewed online from March 15 through March 24, 2006.
- Company Size:
 - Small (100-500): 23.9 percent
 - Medium (501-1000): 16 percent
 - Large (1000+): 60 percent
- The sampling error for this study is +/- 5.2 percent at the 95 percent confidence level.

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Internet Access at Work

- An average of four in five (79 percent) employees have internet access at work, as reported by IT decision-makers. (Last year: 78 percent) ¹
- Percent of employees with internet access by company size:
 - Small: 74.3 percent
 - Medium: 81.8 percent
 - Large: 80.8 percent

(No significant increase from last year.)

Awareness of Personal Surfing

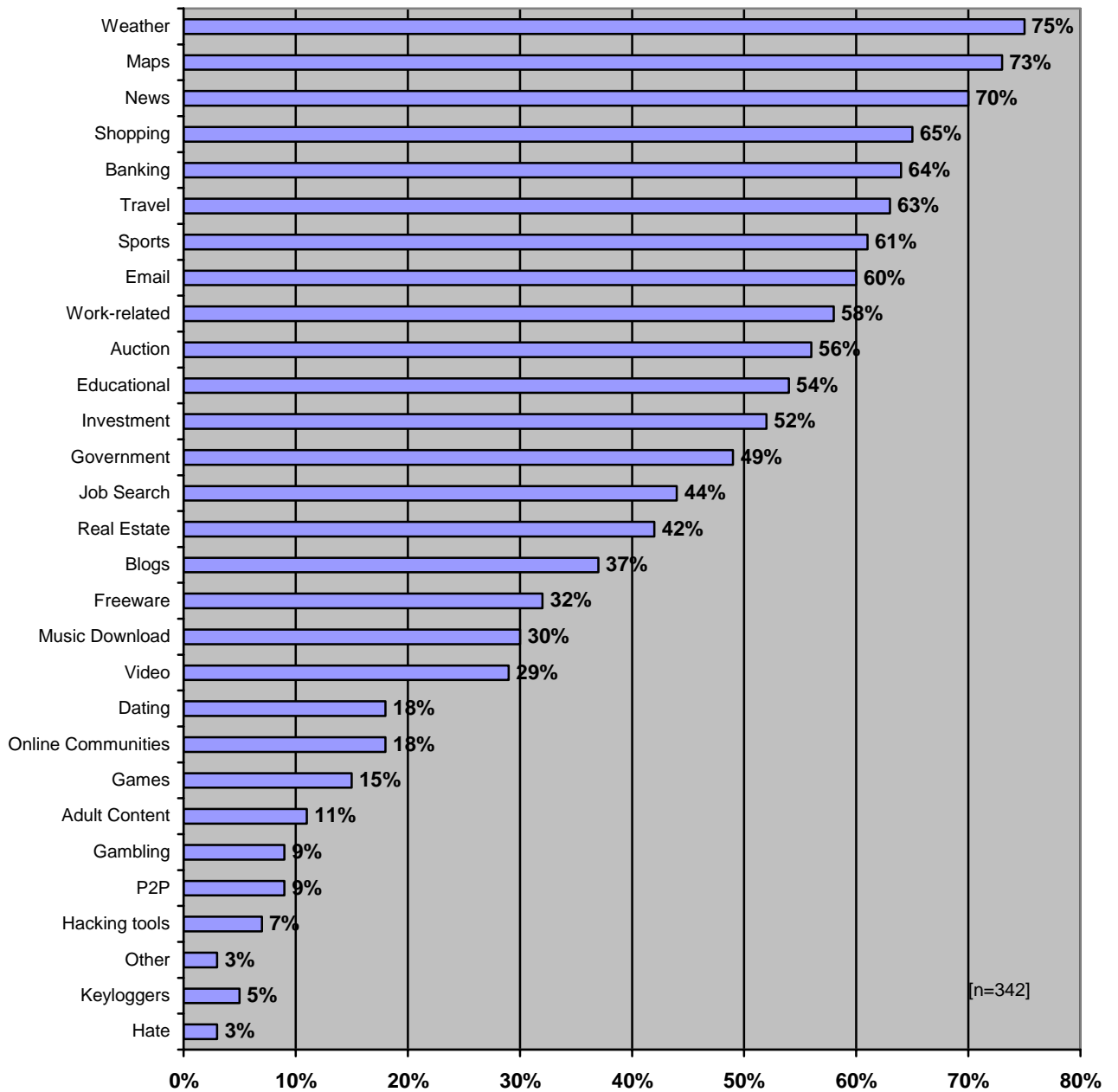
- There is still a huge discrepancy between how much time IT decision-makers think employees spend accessing non work-related internet sites at work vs. the time employees say they are spending. IT decision-makers estimated that employees spend 5.7 hours per week on personal surfing at work, but employees who admitted to personal surfing at work say they are spending only 3.06 hours per week on average.
- Small companies tend to think that their employees spend less time surfing the internet for personal reasons at work than employees at mid- and large-sized firms. (According to the employee survey, there were no significant differences.)

Number of hours per week IT decision-makers estimate that employees spend on personal surfing, by company size:

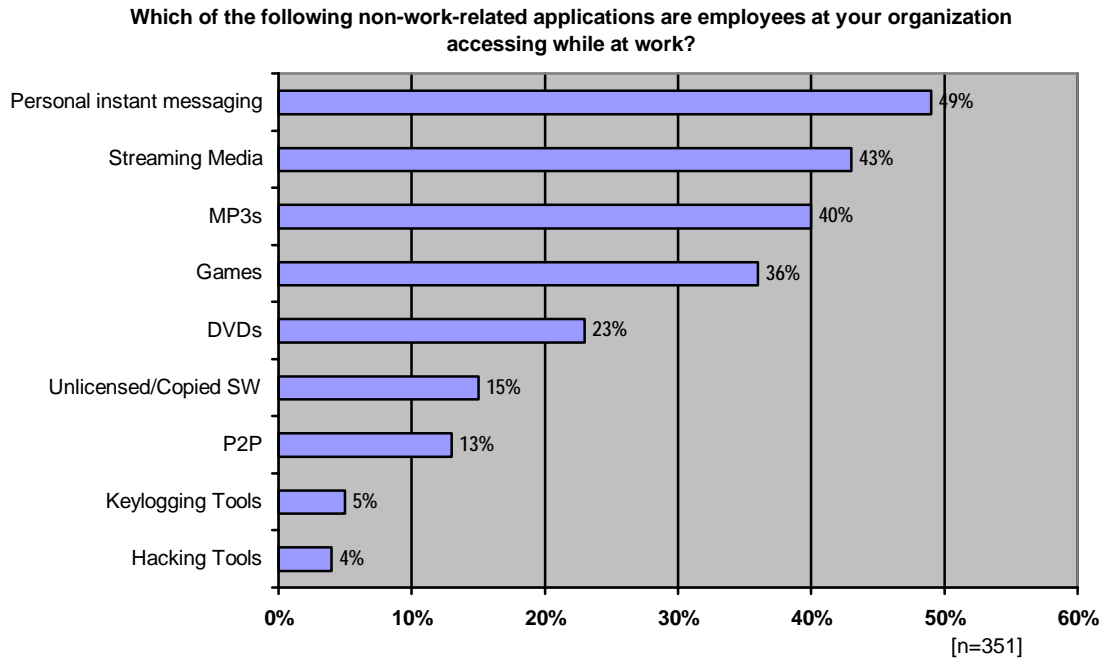
- Small: 4.5
- Medium: 6.7
- Large: 5.8
- When asked what types of non work-related websites employees at their company access, IT decision-makers cited Weather sites (75 percent), Map sites (73 percent), and News sites (70 percent) as the top sites. These are similar to what employees said were the top sites (Map sites 83 percent, News 80 percent, Weather 76 percent).

¹ The 2005 IT decision-makers survey was conducted online within the United States between February 21 and 28, 2005, among a nationwide cross section of 354 IT decision-makers in companies with more than 100 employees.

Which of the following non-work-related internet sites do employees at your firm ever access while at work?



Employee Application Use



Effect On Disk Space

- IT decision-makers estimate that 7.5 percent of their organization's total disk space is taken up by non work-related files, such as mp3's, photos, and movies. This is up from 6.0 percent last year.
- Mid-sized companies tend to have a greater percentage of their disk space taken up by non-work-related files, according to IT decision-makers. IT decision-makers report the average for mid-sized companies was 10.1 percent versus 5.6 percent for small companies and 7.6 percent for large companies.

Instant Messaging

- More than half (53 percent) of IT decision-makers report their companies do not have corporate-sanctioned instant messaging. This is down from 63 percent last year.
- IT decision-makers report that large companies are more likely to have corporate-sanctioned IM (51 percent) than small and medium-sized companies (38 percent and 43 percent, respectively).

Blogging

- Thirty-eight percent of IT decision-makers report their companies have a corporate policy to restrict employee blogging.
- IT decision-makers report small companies are less apt to have a policy to restrict employee blogging. Only 27 percent of small companies indicated they have a policy versus 39 percent of mid-sized companies and 43 percent of large companies.

Spyware

- 92 percent of IT decision-makers surveyed estimated that their organization has been infected by spyware at some point, compared to 93 percent in 2005.

Phishing

- Eighty-one percent of IT decision-makers indicated that their employees have ever received a phishing attack via email or IM.
- Forty-seven percent of IT decision-makers whose employees have received a phishing attack said that their employees have clicked through the URL on a phishing attack.
- Forty-four percent of IT decision-makers believe that employees in their company *cannot* accurately identify phishing sites. One-third (33 percent) believe that employees can accurately identify phishing sites, and 23 percent were unsure.

Viruses

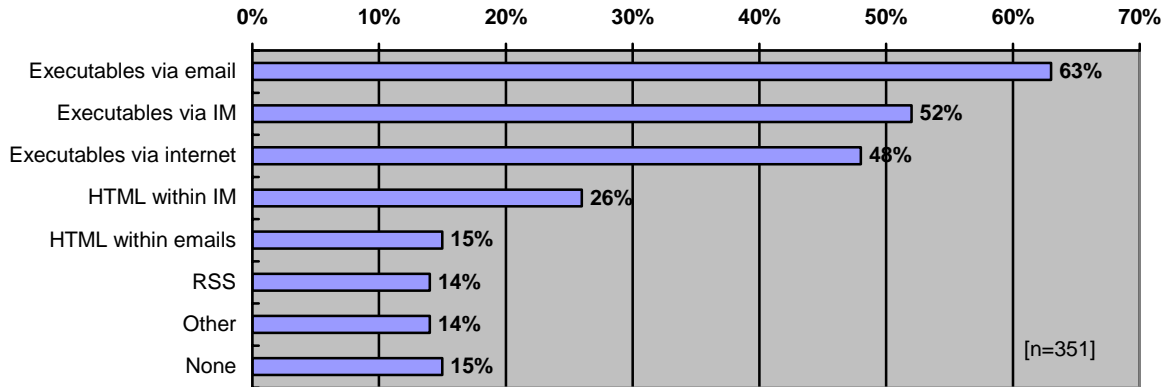
- Ninety-seven percent of IT decision-makers said that they were at least somewhat confident that their antivirus software is able to stop viruses from attacking their network, yet almost half (46 percent) of companies have been infected by a web-based virus, such as Toopher, Scob, Sober and/or Netsky worm.

Bots

- Nineteen percent of IT decision-makers indicated that they have had employees' work-owned computers or laptops infected with a bot. (60 percent indicated 'No' and 21 percent 'Unsure').
- Sixty-two percent of companies filter bot traffic in their network; 14 percent do not; 24 percent were unsure.
- Thirty-four percent of IT decision-makers said they are very or extremely confident that they can prevent bots from infecting employee laptops when not connected to the corporate network. Forty-three percent are somewhat confident and 23 percent are not very or not at all confident.

What Companies Block

Do you block any of the following for your employees?



Hacking Tools/Keyloggers

- Almost one in five (17 percent) organizations have had an employee launch a hacking tool or a keylogger within their network.

Threat of Web-Based Attacks

- Regarding the possibility of targeted web-based security attacks against their company (i.e., being hacked or being hit by a phishing scam), half (50 percent) of IT decision-makers said they are somewhat concerned; 26 percent are very or extremely concerned; and 23 percent are not very or not at all concerned.

USB Devices

- Almost three-quarters (73 percent) of IT decision-makers report employees have used a portable hard drive, such as a USB device, to download information.

Financial Impact

- In the past 12 months, the average financial loss per company due to internet security breaches was \$127,400.

- Not surprisingly, the larger the company, the greater the financial impact. IT decision-makers report that small companies averaged around \$15,000 in losses, medium-sized companies \$41,100, and large companies \$195,100.

Job Risk Due to Security Breaches

- When asked which IT security breaches could potentially put their job at risk, IT decision-makers cited system downtime caused by viruses (50 percent), intellectual property lost or stolen (44 percent), and internet security breached (38 percent), as the top three reasons for possible termination.

Which of the following IT security breaches do you think could potentially put your job at risk if they were to occur at your company?

| | |
|---|------------|
| System downtime caused by viruses | 50 percent |
| Intellectual property lost or stolen | 44 percent |
| Internet security breached | 38 percent |
| Legal threats due to pirated materials from employees | 37 percent |
| Bad press over internet security by employees | 32 percent |
| Individual's data lost through phishing | 31 percent |
| Denial of Service | 30 percent |
| None of these | 25 percent |

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Intellectual Property

- IT decision-makers exhibit concern regarding the loss of intellectual property. Forty percent said they are very or extremely concerned about a loss of corporate intellectual property; 35 percent are somewhat concerned; and only 25 percent are not very or not at all concerned.
- Almost half (48 percent) of IT decision-makers report their companies have software in place to combat the loss of corporate intellectual property. (30 percent do not have any software in place, and 22 percent were not sure.)

Methodology

Data for these surveys were collected by Harris Interactive on behalf of Websense. Harris Interactive is solely responsible for the online and telephone data collected and Websense is responsible for the data analysis and reporting. Both parties collaborated on the survey questionnaire.

The employee survey was conducted by telephone within the United States between March 16 and April 4, 2006 among a nationwide cross sample of 500 employees aged 18+ who have Internet access at work and work at a company with at least 100 employees. The IT decision-makers survey was conducted online within the United States between March 15 and March 24, 2006, among a nationwide cross section of 351 IT decision-makers in companies with more than 100 employees. Data were not weighted and are therefore only representative of those employees and IT decision-makers surveyed.

In theory, with probability samples of this size, one can say with 95 percent certainty that the overall employee results have a sampling error of plus or minus 4.4 percentage points and the overall IT decision-maker results have a sampling error of plus or minus 5.2 percentage points. The online sample is not a probability sample.

About Harris Interactive®

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