2012 Deloitte-NASCIO Cybersecurity Study
State Officials Questionnaire
- Aggregate Results (NASACT)

November, 2012

Note: This document has been produced for the sole use of National Association of State Chief Information Officers (NASCIO) and National Association of State Auditors, Comptrollers and Treasurers (NASACT) to provide a view of NASACT’s affiliated members’ aggregated response for the 2012 Deloitte-NASCIO cybersecurity survey.
The 2012 Deloitte-NASCIO cybersecurity study – An overview

Objectives

• Assess state of enterprise cybersecurity programs. Compare with:
• Identify additional trends in the states
  – Preparedness to secure emerging Mobile and Cloud adoption.
  – NASCIO security services taxonomy1 based maturity model.
• Provide state leadership with insights and identify trends to help them in making informed, strategic cybersecurity decisions.
• Assess awareness level with an expanded business survey respondents.

Participation

• 50 state CISOs (or equivalents) responded to the CISO version of the survey, which consisted of 64 questions.
• 63 state officials provided insight with business stakeholders' perspectives on cybersecurity. The participant affiliations included:
  – National Association of State Auditors, Controllers and Treasurers (NASACT).
  – National Association of Attorneys General (NAAG).
  – National Association of Secretaries of State (NASS).
  – National Association of State Personnel Executives (NASPE).
  – National Association of State Chief Administrators (NASCA).

Note: This aggregate report provides a high level comparison of similar questions between the State Officials and the CISO versions of the 2012 Deloitte-NASCIO cybersecurity study.
Q4 Please indicate if you are affiliated with one of the following associations.

- National Association of State Auditors, Controllers and Treasurers (NASACT) - 30%
- National Association of Attorneys General (NAAG) - 10%
- National Association of Secretaries of State (NASS) - 5%
- National Association of State Personnel Executives (NASPE) - 30%
- National Association of State Chief Administrators (NASCA) - 11%

63 state officials participated in the 2012 Deloitte-NASCIO cybersecurity study.
Q5 On a scale of 1 to 5, please indicate how you consider the importance of information security to your state government? (1 = Least Important, 5 = Most Important).

92% of state officials feel that cybersecurity is very important for the state (4 or 5).
Q6 On a scale of 1 to 5, please indicate how you consider the importance of information security to your agency/office? (1 = Least Important, 5 = Most Important).

92% of state officials feel that cybersecurity is very important for the agency/office (4 or 5).
Q7 In your opinion, are business and cybersecurity initiatives aligned with each other in your agency/office?

74% of the Chief Information Security Officers (CISOs) and 52% of the state officials indicated that their business and cybersecurity initiatives are somewhat aligned. 16% of the CISOs and 37% of the state officials indicated that the initiatives are appropriately aligned.
Q8 What major barriers does your agency/office face in addressing cybersecurity?

- Lack of cybersecurity education and awareness: 42.1%
- Lack of legislative support: 21.1%
- Inadequate competency of cybersecurity professionals: 5.3%
- Inadequate availability of cybersecurity professionals: 21.1%
- Lack of an cybersecurity strategy (i.e., shifting priorities): 36.8%
- Lack of visibility and influence within the enterprise: 21.1%
- Lack of sufficient funding: 47.4%
- Lack of support from business stakeholders: 21.1%
- Not applicable/Do not know (please describe below): 15.8%

The CISOs (86%) and state officials (54%) indicated that their major barrier in addressing cybersecurity is lack of sufficient funding.
Q9 To the extent of your visibility, please characterize the year-over-year trending in your cybersecurity budget for your agency/office for the years 2010 and 2011.

- 44% of the CISOs and 54% of the state officials indicated that the cybersecurity budget has remained the same year-over-year.
- 34% of the CISOs and 13% of the state officials indicated a reduction in the cybersecurity budget.
Q10 Do your employees and contractors receive cybersecurity education or awareness training at least annually?

51% of the CISOs and 48% of the state officials indicated that they provide cybersecurity training (at least annually) for employees and contractors.
Q11 Are you personally involved in any of the following in your agency/office?

- Participate in cybersecurity events (e.g., trainings, summits and seminars): 57.9%
- Lead or organize cybersecurity events (e.g., trainings, summits and seminars): 36.8%
- Decisions regarding handling of employee policy violations: 47.4%
- Investigations or prosecution of cybercrime: 10.5%
- Decisions regarding referral of potential electronic crime to law enforcement: 31.6%
- Decisions regarding cybersecurity policy: 63.2%

68% of the state officials indicated that they are involved in decisions regarding cybersecurity policy.
Q12 Which of the following are the top three privacy concerns to your agency/office?

CISOs (86%) and state officials (82.5%) indicated that their top privacy concern is the unauthorized access to personal information.
Q13 How confident are you in the cybersecurity practices of your third parties (contractors, service providers, business partners)?

74% of the CISOs and only 53% of the state officials indicated they are somewhat confident in the cybersecurity practices of their third parties.
Q14a Indicate your level of confidence of your agency/office’s measures to protect information assets from threats originating internally.

- Not applicable/Do not know: 5.6%
- Extremely confident: 16.7%
- Very confident: 22.2%
- Somewhat confident: 50.0%
- Not confident at all: 5.6%

Only 10% of the CISOs are very confident in protecting state’s assets against internal threats whereas 29% of the State Officials very confident of their agency’s measures to protect against internal threats.
Q14b Indicate your level of confidence of your agency/office’s measures to protect information assets from threats originating externally.

Only 24% of the CISOs are very confident in protecting state's assets against external threats whereas 37% of the State Officials very confident of their agency’s measures to protect against external threats.
Q15 Please indicate the types of security breaches that has impacted your agency in the past 12 months?

58% of the CISOs and 22% of the state officials indicated that the primary cause of external breaches was due to malicious software originating from outside the enterprise.

44% of the state officials and only 18% of the CISOs indicated that their agency has not been breached by external attacks in the past 12 months.
Q16 Over the past 12 months, please provide an estimate of the cost of handling security breaches in your organization.

- None: 55.6%
- Do not know: 33.3%
- Less than <$100000: 11.1%
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