

CIO Mobile Technology Survey

Introduction

The Enterprise Audit Team for IT Mobile Technology has created this survey to determine the following:

- How agency employees are currently using mobile technology.
- What areas of potential risk exist in the enterprise in regards to confidentiality, integrity, and availability.
- Best practices that are being used within state agencies.
- Employee's opinions on the impact of mobile technology on security.

For the purpose of this survey, **mobile technology** will be defined in the following ways (per FAC, 71A-1.002):

- **Mobile device** – a general term describing both mobile computing and mobile storage devices.
- **Mobile computing device** – a portable device that can process data (e.g., laptop, personal digital assistant, certain media players and cell phones).
- **Mobile storage device** – portable data storage media including external hard drives, thumb drives, floppy disks, recordable compact discs (CD-R/RW), recordable digital videodiscs (DVD-R/RW), or tape drives that may be easily attached to and detached from computing devices.

For the purpose of this survey, the following are defined according to AEIT's "Information Security Policy-Agency Guidelines":

- **Agency-owned device** – A device owned by the agency, which the agency ensures the hardware and software used is in compliance with agency standards.
- **Personally-owned device** – A device not owned by the agency, but which the agency ensures the hardware and software used is in compliance with agency standards.

Demographics

*1. Please enter your information:

Name:

Agency:

Email Address:

*2. What types of mobile devices does your agency authorize?

- My agency does not authorize mobile devices.
- My agency authorizes both agency and personally-owned devices.
- My agency only authorizes agency-owned devices.
- My agency only authorizes personally-owned devices.

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Trends Portion

The following questions and statements focus on mobile device trends within your Agency.

3. What types of mobile technology is your agency considering piloting, testing, or implementing? (Please check all that apply.)

- Laptop, Notebook, Netbook
- Tablet/Slate (No keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet Capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive
- None

Other (please specify)

4. What prompted this pilot or testing of mobile technology? (Please check all that apply.)

- Agency initiated
- Statewide/enterprise initiated
- Improving customer relations management
- Improving business processes/operations
- Reducing costs
- Responding to reduced staffing
- Continuity of Operations Plan (COOP)/emergency response plan

Other reason (please specify)

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5. What are the biggest obstacles to implementing mobile technology in your agency? (Please check all that apply.)

- Security
- Funding
- Inventory/tracking
- Keeping up with technology changes
- Loss/theft of devices
- Procurement process
- Quality of wireless service

Other (please specify)

6. In your opinion, how does/would allowing employees to use mobile devices for work-related activities affect the overall security of company networks and information?

	Agency-owned	Personally-owned
Significantly increases security	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat increases security	<input type="checkbox"/>	<input type="checkbox"/>
No impact on security	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat decreases security	<input type="checkbox"/>	<input type="checkbox"/>
Significantly decreases security	<input type="checkbox"/>	<input type="checkbox"/>

Agency Portion

The following questions and statements focus on the use of *agency-owned* mobile devices within your Agency.

7. What types of *agency-owned* mobile devices does your agency currently authorize? (Please check all that apply.)

- Laptop, Notebook, Netbook
- Tablet/Slate (No keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet Capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive

Other (please specify)

8. Why did your agency decide to authorize these types of *agency-owned* mobile technology? (Please check all that apply.)

- Agency initiated
- Statewide/enterprise initiated
- Improving customer relations management
- Improving business processes/operations
- Reducing costs
- Responding to reduced staffing
- Continuity of Operations Plan (COOP)/emergency response plan

Other reason (please specify)

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9. My agency has the following controls in place to mitigate the risks associated with agency-owned devices (Please check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive
Data backup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Password protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-virus protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encryption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User authentication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network/application/device hardening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote wipe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not have any controls in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. My agency has the following types of guidance to address mobile technology security risks for agency-owned devices (Please check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive
Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acknowledgement/Usage Agreement form(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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11. My agency prevents **confidential** or **exempt** information from being stored on the following *agency-owned* mobile devices (Please check all that apply):

- Laptop, Notebook, Netbook
- Tablet/Slate (No keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet Capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive
- Other
- Don't know
- Information is not allowed to be stored on mobile device

12. For all authorized mobile computing devices, does your agency have any standardized security configurations? (e.g., username, login, password, etc.)

- Yes
- No
- Do not know

13. How are configuration standards for mobile computing devices enforced? (Please check all that apply):

- Policies
- Procedures
- Training
- Automatic Software Update
- Acknowledgement/Usage Agreement form(s)
- Other
- None

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Personal Portion

The following questions and statements focus on the use of *personally-owned* devices within your Agency.

14. What types of *personally-owned* mobile devices does your agency authorize? (Please check all that apply.)

- Laptop, Notebook, Netbook
- Tablet/Slate (No keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet Capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive

Other (please specify)

15. Why did your agency decide to authorize these types of *personally-owned* mobile technology? (Please check all that apply.)

- Agency initiated
- Statewide/enterprise Initiated
- Improving customer relations management
- Improving business processes/operations
- Reducing costs
- Responding to reduced staffing
- Continuity of Operations Plan (COOP)/emergency response plan

Other reason (please specify)

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16. My agency has the following controls in place to mitigate the risks associated with personally-owned devices (Please check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive
Data backup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Password protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-virus protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encryption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User authentication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network/application/device hardening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote wipe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not have any controls in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. My agency has the following types of guidance to address mobile technology security risks for personally-owned devices (Please check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive
Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acknowledgement/Usage Agreement form(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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18. My agency allows confidential or exempt information to be stored on the following *personally-owned* mobile devices (Please check all that apply):

- Laptop, Notebook, Netbook
- Tablet/Slate
- Smartphone
- Cellphone
- Personal digital assistant
- Flash drive/external hard drive
- Other
- Don't know
- Information is not allowed to be stored on mobile devices

19. For all supported mobile computing devices, does your agency have any standardized security configurations? (e.g., username, login, passwords, etc.)

- Yes
- No
- Do not know

20. How are configuration standards for mobile computing devices enforced? (Please check all that apply):

- Policies
- Procedures
- Training
- Acknowledgement/Usage Agreement form(s)
- Other
- None

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Trends Portion

The following questions and statements focus on mobile device trends within your Agency.

21. What types of mobile technology is your agency considering piloting, testing, or implementing? (Please check all that apply.)

- Laptop, Notebook, Netbook
- Tablet/Slate (No keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet Capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive
- None

Other (please specify)

22. What prompted this pilot or testing of mobile technology? (Please check all that apply.)

- Agency initiated
- Leveraging emerging technology
- Statewide/enterprise initiated
- Improving customer relations management
- Improving business processes/operations
- Reducing costs
- Responding to reduced staffing
- Continuity of Operations Plan (COOP)/emergency response plan

Other reason (please specify)

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23. What are the biggest obstacles to implementing mobile technology in your agency? (Please check all that apply.)

- Security
- Funding
- Inventory/tracking
- Keeping up with technology changes
- Loss/theft of devices
- Procurement process
- Quality of wireless service

Other (please specify)

24. In your opinion, how does/would allowing employees to use mobile devices for work-related activities affect the overall security of company networks and information?

	Agency-owned	Personally-owned
Significantly increases security	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat increases security	<input type="checkbox"/>	<input type="checkbox"/>
No impact on security	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat decreases security	<input type="checkbox"/>	<input type="checkbox"/>
Significantly decreases security	<input type="checkbox"/>	<input type="checkbox"/>

25. How are mobile computing devices connecting to your agency's IT infrastructure? (Please check all that apply):

- Wi-Fi
- VPN
- DSL
- VoIP
- T1
- Other

26. What practices within your agency could be improved?

27. Please share your agency's best practices:

FINAL

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Agency Portion

The following questions focus on the use of agency-owned mobile devices within your Agency.

28. What types of agency-owned mobile devices does your agency currently authorize? (Please check all that apply.)

- Laptop, Notebook, Netbook
- Tablet/Slate (no keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive
- None

Other (please specify)

29. Why did your agency decide to authorize these types of agency-owned mobile technology? (Please check all that apply.)

- Agency initiated
- Statewide/enterprise initiated
- Improving customer relations management
- Improving business processes/operations
- Reducing costs
- Responding to reduced staffing
- Continuity of Operations Plan (COOP)/emergency response plan

Other (please specify)

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30. My agency has the following controls in place to mitigate the risks associated with agency-owned devices (Please check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive
Data backup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Password protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-virus protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encryption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User authentication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network/application/device hardening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote wipe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not have any controls in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31. My agency has the following types of guidance to address mobile technology security risks for agency-owned devices (Please check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive
Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acknowledgement/Usage Agreement form(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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32. My agency prevents confidential or exempt information from being stored on the following agency-owned mobile devices (Please check all that apply):

- Laptop, Notebook, Netbook
- Tablet/Slate
- Smartphone
- Cellphone
- Personal digital assistant
- Flash drive/external hard drive
- Other
- Don't know
- Information is not allowed to be stored on mobile devices

33. For all authorized mobile computing devices, does your agency have any standardized security configurations? (e.g., username, login, passwords, etc.)

- Yes
- No
- Do not know

34. How are configuration standards for mobile computing devices enforced? (Please check all that apply):

- Policies
- Procedures
- Training
- Acknowledgement/Usage Agreements form(s)
- Other
- None

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Trends Portion

The following questions focus on mobile device trends within your Agency.

35. What types of mobile technology is your agency considering piloting, testing, or implementing? (Please check all that apply.)

- Laptop, Notebook, Netbook
- Tablet/Slate (No keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet Capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive
- None

Other (please specify)

36. What prompted this pilot or testing of mobile technology? (Please check all that apply.)

- Agency initiated
- Statewide/enterprise initiated
- Improving customer relations management
- Improving business processes/operations
- Reducing costs
- Responding to reduced staffing
- Continuity of Operations Plan (COOP)/emergency response plan

Other reason (please specify)

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37. What are the biggest obstacles to implementing mobile technology in your agency? (Please check all that apply.)

- Security
- Funding
- Inventory/tracking
- Keeping up with technology changes
- Loss/theft of devices
- Procurement process
- Quality of wireless service

Other (please specify)

38. In your opinion, how does/would allowing employees to use mobile devices for work-related activities affect the overall security of company networks and information?

	Agency-owned	Personally-owned
Significantly increases security	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat increases security	<input type="checkbox"/>	<input type="checkbox"/>
No impact on security	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat decreases security	<input type="checkbox"/>	<input type="checkbox"/>
Significantly decreases security	<input type="checkbox"/>	<input type="checkbox"/>

39. How are mobile computing devices connecting to your agency's IT infrastructure? (Please check all that apply):

- Wi-Fi
- VPN
- DSL
- VoIP
- T1
- Other

40. What practices within your agency could be improved?

41. Please share your agency's best practices:

FINAL

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Personal Portion

The following questions and statements focus on the use of *personally-owned* devices within your Agency.

42. What types of *personally-owned* mobile devices does your agency authorize? (Please check all that apply.)

- Laptop, Notebook, Netbook
- Tablet/Slate (no keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive

Other (please specify)

43. Why did your agency decide to authorize these types of *personally-owned* mobile technology? (Please check all that apply.)

- Agency initiated
- Statewide/enterprise Initiated
- Improving customer relations management
- Improving business processes/operations
- Reducing costs
- Responding to reduced staffing
- Continuity of Operations Plan (COOP)/emergency response plan

Other (please specify)

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44. My agency has the following controls in place to mitigate the risks associated with personally-owned devices (Please check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive
Data backup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Password protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-virus protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encryption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User authentication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network/application/device hardening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote wipe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not have any controls in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

45. My agency has the following types of guidance to address mobile technology security risks for personally-owned devices (Please check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive
Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acknowledgement/Usage Agreement form(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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46. My agency prevents confidential or exempt information from being stored on the following *personally-owned* mobile devices (Please check all that apply):

- Laptop, Notebook, Netbook
- Tablet/Slate
- Smartphone
- Cellphone
- Personal digital assistant
- Flash drive/external hard drive
- Other
- Don't know
- Information is not allowed to be stored on mobile devices

47. For all supported mobile computing devices, does your agency have any standardized security configurations? (e.g., username, login, passwords, etc.)

- Yes
- No
- Do not know

48. How are configuration standards for mobile computing devices enforced? (Please check all that apply):

- Policies
- Procedures
- Training
- Acknowledgement/Usage Agreement form(s)
- Other
- None

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Trends Portion

The following questions focus on mobile device trends within your Agency.

49. What types of mobile technology is your agency considering piloting, testing, or implementing? (Please check all that apply.)

- Laptop, Notebook, Netbook
- Tablet/Slate (No keyboard, touchscreen computing, i.e. iPad)
- Smartphone (Blackberry, Android, iPhone, etc.)
- Cellphone (Internet Capability)
- Cellphone (No internet capability)
- Personal digital assistant (Palm)
- Flash drive/external hard drive
- None

Other (please specify)

50. What prompted this pilot or testing of mobile technology? (Please check all that apply.)

- Agency initiated
- Statewide/enterprise initiated
- Improving customer relations management
- Improving business processes/operations
- Reducing costs
- Responding to reduced staffing
- Continuity of Operations Plan (COOP)/emergency response plan

Other reason (please specify)

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51. What are the biggest obstacles to implementing mobile technology in your agency? (Please check all that apply.)

- Security
- Funding
- Inventory/tracking
- Keeping up with technology changes
- Loss/theft of devices
- Procurement process
- Quality of wireless service

Other (please specify)

52. In your opinion, how does/would allowing employees to use mobile devices for work-related activities affect the overall security of company networks and information?

	Agency-owned	Personally-owned
Significantly increases security	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat increases security	<input type="checkbox"/>	<input type="checkbox"/>
No impact on security	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat decreases security	<input type="checkbox"/>	<input type="checkbox"/>
Significantly decreases security	<input type="checkbox"/>	<input type="checkbox"/>

53. How are mobile computing devices connecting to your agency's IT infrastructure? (Please check all that apply):

- Wi-Fi
- VPN
- DSL
- VoIP
- T1
- Other

54. What practices within your agency could be improved?

55. Please share you agency's best practices:

FINAL

Thank you for taking the time to complete this survey.

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