

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, certain terms have been defined for your convenience. These terms are denoted in **bold purple** and the definitions appear when you allow your cursor to rest on the word. **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.

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 select your position type:

- Career Service
- Select Exempt Service
- Senior Management Service
- Other Professional Service (OPS)
- Non State Employee (i.e. Consultant, Contractor, etc.)

2. How long have you worked for the Agency?

- Less than one year
- One to three years
- Four to six years
- Seven to ten years
- More than ten years

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Agency Question

For the purpose of this survey, certain terms have been defined for your convenience. These terms are denoted in **bold purple** and the definitions appear when you allow your cursor to rest on the word.

*3. Do you use an **agency-owned** mobile device?

- Yes
- No
- Do not know

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AGENCY PORTION

For the purpose of this survey, certain terms have been defined for your convenience. These terms are denoted in **bold purple** and the definitions appear when you allow your cursor to rest on the word.

4. What types of **agency-owned** mobile devices do you use for work-related purposes? (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)

5. How do you use your **agency-owned** mobile device for work-related purposes? (Please check all that apply.)

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive	Other
Access a work information system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document/spreadsheet software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social networking (Facebook, Twitter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video streaming (Youtube)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Texting/Instant messaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calendar	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. My *agency-owned* mobile devices are protected in the following way (check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive	Other
Data backup	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Anti-virus protection	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
User authentication	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Remote wipe	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive	Other
Policies	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Personal Question

For the purpose of this survey, certain terms have been defined for your convenience. These terms are denoted in **bold purple** and the definitions appear when you allow your cursor to rest on the word.

***8. Do you use a *personally-owned* mobile device for work-related purposes?**

- Yes
- No
- Do not know

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PERSONAL PORTION

For the purpose of this survey, certain terms have been defined for your convenience. These terms are denoted in **bold purple** and the definitions appear when you allow your cursor to rest on the word.

9. What types of **personally-owned** mobile devices do you use for work-related purposes? (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

10. How do you use your **personally-owned** mobile device for work-related purposes? (Please check all that apply.)

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive	Other
Access a work information system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document/spreadsheet software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social networking (Facebook, Twitter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video streaming (Youtube)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Texting/Instant messaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calendar	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>

11. My *personally-owned* mobile devices are protected in the following way (check all that apply):

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive	Other
Data backup	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Anti-virus protection	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
User authentication	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Remote wipe	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Laptop, Notebook, Netbook	Tablet/Slate	Smartphone	Cellphone	Personal digital assistant	Flash drive/external hard drive	Other
Policies	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Do you feel that any personal activities performed on your *personally-owned* device are confidential and not subject to workplace scrutiny?

- Yes
- No

TRENDS PORTION

For the purpose of this survey, certain terms have been defined for your convenience. These terms are denoted in **bold purple** and the definitions appear when you allow your cursor to rest on the word.

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

14. Would you be willing to use your *personally-owned* mobile device for work-related purposes?

- Yes
- No

15. Have you been asked to use your *personally-owned* mobile device for work-related purposes?

- Yes
- No

16. How can mobile technology be used to better perform your job functions? (Please specify any applications that you think would be useful for your job.)

TRENDS PORTION - Confidentiality Questions

For the purpose of this survey, certain terms have been defined for your convenience. These terms are denoted in **bold purple** and the definitions appear when you allow your cursor to rest on the word.

The following questions pertain to confidential or exempt information on mobile devices.

***17. I know what information within my work area is *confidential or exempt*.**

- Yes
- No
- Don't know
- Not applicable

***18. When was the last time you were trained by your agency on the risks of storing *confidential or exempt* information on *agency-owned mobile devices*?**

- Not applicable
- During new employee orientation
- Within the last year
- 1-3 years ago
- More than 3 years ago
- Never

***19. When was the last time you were trained by your agency on the risks of storing *confidential or exempt* information on *personally-owned mobile devices*?**

- Not applicable
- During new employee orientation
- Within the last year
- 1-3 years ago
- More than 3 years ago
- Never

***20. I have stored *confidential or exempt* information on the following *mobile devices*:
(check all that apply)**

	Agency-Owned	Personally-Owned
Not applicable	<input type="checkbox"/>	<input type="checkbox"/>
Laptop, Notebook, Netbook	<input type="checkbox"/>	<input type="checkbox"/>
Tablet/Slate (no keyboard, touchscreen computing, i.e. iPad)	<input type="checkbox"/>	<input type="checkbox"/>
Smartphone (Blackberry, Android, iPhone, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Cellphone (Internet capability)	<input type="checkbox"/>	<input type="checkbox"/>
Cellphone (No internet capability)	<input type="checkbox"/>	<input type="checkbox"/>
<i>Personal digital assistant (Palm)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Flash drive/external hard drive</i>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

F U N D A M E N T A L