WORK FROM HOME STUDY
Survey Results
June 2020
1. 93% of those newly working from home are confident in their company’s ability to keep personal identifiable information (PII) secure while working remotely, yet 53% are using their personal laptops for work – often with no new tools to secure it, and 45% haven’t received any new training.

2. More than half have yet to be given any new security policies on how to securely work from home, leaving 47% concerned about impending cybersecurity risks.

3. 53% of employees are using their personal laptops and computers for business operations while WFH, however 61% also say their employer hasn’t provided tools to properly secure those devices.

4. More than half have not been provided with new guidelines on how to handle PII while working from home, despite more than 42% newly being required to do so as consumers lean on customer service representatives for a variety of services.

5. 66% have not been provided with new password management guidelines, which could be why 35% are still reusing passwords for business accounts.

Methodology
This poll was conducted between June 4–June 7, 2020 among a national sample of 2,001 U.S. adults who are newly working from home due to COVID-19. The interviews were conducted online and the general population data were rake weighted to approximate a census-stratified target sample of U.S. adults based on age and gender. Results from the full survey have a margin of error of plus or minus 2 percentage points.
83% of employees were provided with little to no ability to work from home prior to the pandemic

Before the COVID-19 pandemic, did your company support a remote work model?

- Yes, working from home was allowed broadly: 14%
- Yes, limited working from home was allowed: 37%
- No: 46%
- Don't know/Not sure: 2%
Employees of larger companies were more likely to say their company supported a remote work model before the COVID-19 pandemic compared to smaller companies.

Before the COVID-19 pandemic, did your company support a remote work model?

- **Yes, working from home was allowed broadly**
- **Yes, limited working from home was allowed**
- **No**
- **Don't know/Not sure**

### General WFH

<table>
<thead>
<tr>
<th></th>
<th>Under 1K Employees</th>
<th>Over 1K Employees</th>
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</thead>
<tbody>
<tr>
<td>Newly WFH</td>
<td>15%</td>
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<tr>
<td>Work with PII</td>
<td></td>
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<tr>
<td>Over 1K Employees</td>
<td>14%</td>
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<td>Work with PII</td>
<td></td>
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<td>No</td>
<td></td>
<td></td>
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<tr>
<td>Don't know/Not sure</td>
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</tbody>
</table>

**Before the COVID-19 pandemic, did your company support a remote work model?**
Over half (53%) are not aware or unsure of any company security policies around mobile device management

Are you aware of any company security policies around the following areas?

<table>
<thead>
<tr>
<th>Area</th>
<th>No</th>
<th>Don't know/Not sure</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile device management</td>
<td>38%</td>
<td>15%</td>
<td>47%</td>
</tr>
<tr>
<td>Password managers</td>
<td>37%</td>
<td>14%</td>
<td>49%</td>
</tr>
<tr>
<td>Collaboration tools</td>
<td>36%</td>
<td>16%</td>
<td>49%</td>
</tr>
<tr>
<td>Video conferencing</td>
<td>29%</td>
<td>13%</td>
<td>58%</td>
</tr>
<tr>
<td>Device usage</td>
<td>29%</td>
<td>12%</td>
<td>59%</td>
</tr>
<tr>
<td>Data/file sharing</td>
<td>23%</td>
<td>10%</td>
<td>67%</td>
</tr>
<tr>
<td>Email/messaging services</td>
<td>21%</td>
<td>8%</td>
<td>71%</td>
</tr>
<tr>
<td>Managing personal identifiable information * (Social Security numbers, financial information, personal medical information, etc.)</td>
<td>15%</td>
<td>6%</td>
<td>79%</td>
</tr>
</tbody>
</table>

* Only asked of those who work with personal identifiable information
Employees that work at larger companies were more likely to say they are aware of company security policies across all the areas.

Are you aware of any company security policies around the following areas? [% saying yes]

- Managing personal identifiable information (Social Security numbers, financial information, personal medical information, etc.)*
- Email/messaging services
- Data/file sharing
- Device usage
- Video conferencing
- Collaboration tools
- Password managers
- Mobile device management

* Only asked of those who work with personal identifiable information
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Nearly half (47%) who are newly working from home said someone else they know posted a picture of their work from home set up on social media, but less than two in ten (17%) said they posted a picture of their work from home set up on social media.

Have you or someone else you know posted a picture of their work from home set up on social media?
Respondents who work with PII were slightly more likely to say they posted a picture of their work from home set up on social media.

Have you or someone else you know posted a picture of their work from home set up on social media? [% saying yes]

- Work with PII
  - Over 1K Employees: 49%
  - Under 1K Employees: 48%
- Me
  - Over 1K Employees: 15%
  - Under 1K Employees: 19%
- Someone else I know
  - Over 1K Employees: 44%
Over half (55%) of those newly working from home said they conduct 1-5 meetings via video conferencing per week, and another 20% said they conduct 6-10 meetings via video conferencing per week.

On average, how many meetings do you conduct via video conferencing per week?

- None: 16%
- 1-5: 55%
- 6-10: 20%
- 11-15: 5%
- 16-20: 2%
- 21-25: 1%
- Over 25: 1%
- Don't know/Not sure: 1%
Nearly half (45%) of respondents newly working from home said their employer has not provided special training on protecting the security of devices while working from home.

Has your employer provided any special training on protecting the security of your devices as you shifted to working from home?

- Yes: 53%
- No: 45%
- Don't know/Not sure: 2%
Respondents from larger companies were more likely to have received special training on protecting the security of devices while working from home than employees at smaller companies.

Has your employer provided any special training on protecting the security of your devices as you shifted to working from home?

- **Newly WFH**: 53% Yes, 45% No
- **Work with PII**: 53% Yes, 45% No
- **Over 1K Employees**: 60% Yes, 38% No
- **Under 1K Employees**: 49% Yes, 48% No
Over half of those newly working from home said their employer did not introduce or were unsure of new security policies around video conferencing (54%) and managing PII (58%).

As you have shifted to working from home, did your employer introduce any new security policies in the following areas?

- Video conferencing: 46% Yes, 8% Don't know/Not sure, 46% No
- Managing personal identifiable information (Social Security numbers, financial information, personal medical information, etc.): 42% Yes, 5% Don't know/Not sure, 53% No
- Data/file sharing: 32% Yes, 10% Don't know/Not sure, 58% No
- Email/messaging services: 31% Yes, 9% Don't know/Not sure, 61% No
- Collaboration tools: 31% Yes, 12% Don't know/Not sure, 57% No
- Device usage: 28% Yes, 9% Don't know/Not sure, 62% No
- Password managers: 22% Yes, 12% Don’t know/Not sure, 66% No
- Mobile device management: 22% Yes, 11% Don’t know/Not sure, 66% No

* Only asked of those who work with personal identifiable information
90% of newly working from home employees said their computer is connected to their home network

Device Use

Which of the following devices that you use for work are connected to your home network? Please select all that apply.

- Computer: 90%
- Printer: 29%
- Company cell phone: 22%
- Tablets: 22%
- None of the above: 7%
- Other (please specify): 2%
Over half (53%) of those newly working from home said they use personal devices for work or both personal and work-related devices.

Aside from a cell phone, do you use any personal devices for work?

- Yes, my employer does not provide work-related devices: 25%
- No, I use the devices provided by my employer: 44%
- Sometimes I use both my personal and work-related devices: 28%
- Don't know/Not sure: 2%
Employees at smaller companies were more likely to say they use personal devices for work or both personal and work-related devices for work than employees at larger companies.

Aside from a cell phone, do you use any personal devices for work?

- **Yes, my employer does not provide work-related devices**
- **No, I use the devices provided by my employer**
- **Sometimes I use both my personal and work-related devices**
- **Don't know/Not sure**

**Newly WFH**
- 25% Yes
- 44% No
- 28% Sometimes

**Work with PII**
- 22% Yes
- 49% No
- 28% Sometimes

**Over 1K Employees**
- 21% Yes
- 53% No
- 25% Sometimes

**Under 1K Employees**
- 28% Yes
- 40% No
- 30% Sometimes
Over half (53%) of respondents who are newly working from home said none of the personal devices they use for work are administered by their employer.

How many of those personal devices you use for work were administered by your employer through the use of a mobile device management system, such as Android for Work, Samsung Knox, or IBM MaasS360?

- 53%: None of the personal devices I use for work are administered by my employer
- 14%: Most of the personal devices for work are administered by my employer
- 14%: Less than half of the personal devices I use for work are administered by my employer
- 8%: All of the personal devices I use for work are administered by my employer
- 10%: Don't know/not sure
Respondents working with PII were more likely to say the personal devices they use for work were administered by their employer

How many of those personal devices you use for work were administered by your employer through the use of a mobile device management system, such as Android for Work, Samsung Knox, or IBM MaasS360?

Device Use

![Bar chart showing the distribution of responses for different categories of employees and work with PII.](image)
Over half (53%) of respondents who are newly working from home use their personal laptop or computer to conduct work from home.

Device Use

Do you use your personal laptop or computer to conduct work from home?

- **Yes**: 53%
- **No**: 47%
- **Don't know/Not sure**: 0%
Nearly six in ten (58%) of employees at smaller companies use their personal laptop to work from home, while only 42% of employees at larger companies use their personal laptop to work from home.

**Do you use your personal laptop or computer to conduct work from home?**

<table>
<thead>
<tr>
<th>Category</th>
<th>Yes</th>
<th>Don't know/Not sure</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly WFH</td>
<td>53%</td>
<td></td>
<td>47%</td>
</tr>
<tr>
<td>Work with PII</td>
<td>50%</td>
<td></td>
<td>50%</td>
</tr>
<tr>
<td>Over 1K Employees</td>
<td>42%</td>
<td></td>
<td>57%</td>
</tr>
<tr>
<td>Under 1K Employees</td>
<td>58%</td>
<td></td>
<td>41%</td>
</tr>
</tbody>
</table>

*IBM Security Work from Home Study*
Over six in ten (61%) who are use their personal laptop to conduct work from home said their employer did not provide any tools to secure their personal laptop or computer

Did your employer provide any tools to secure your personal laptop or computer? *

- **34%** Yes
- **61%** No
- **5%** Don't know/Not sure

* Only asked of those who use their personal laptop to conduct work from home
Over half (52%) of respondents working with PII who are using their personal laptop to conduct work from home said their employer did not provide tools to secure their personal laptop or computer.

Did your employer provide any tools to secure your personal laptop or computer? *

- Newly WFH: 34% Yes, 5% Don't know/Not sure, 61% No
- Work with PII: 45% Yes, 3% Don't know/Not sure, 52% No
- Over 1K Employees: 37% Yes, 5% Don't know/Not sure, 58% No
- Under 1K Employees: 33% Yes, 4% Don't know/Not sure, 62% No

* Only asked of those who use their personal laptop to conduct work from home
Over a third (35%) of those newly working from home said they reuse passwords for business applications or accounts.

Do you reuse passwords for any of your business applications or accounts?

- Yes: 35%
- No: 61%
- Don't know/Not sure: 4%
Employees at smaller companies were slightly more likely to reuse passwords for business applications of accounts than employees at larger companies.

Do you reuse passwords for any of your business applications or accounts?

- **Newly WFH**
  - Yes: 35%
  - Don’t know/Not sure: 4%
  - No: 61%

- **Work with PII**
  - Yes: 37%
  - Don’t know/Not sure: 4%
  - No: 59%

- **Over 1K Employees**
  - Yes: 34%
  - Don’t know/Not sure: 4%
  - No: 63%

- **Under 1K Employees**
  - Yes: 36%
  - Don’t know/Not sure: 5%
  - No: 60%
IBM SECURITY WORK FROM HOME STUDY

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Nearly half (47%) of those newly working from home say they are concerned about cybersecurity risks while working from home.

How concerned are you about cybersecurity risks while working from home?

- 36% Somewhat concerned
- 38% Not very concerned
- 11% Very concerned
- 13% Not at all concerned
- 2% Don't know/Not sure
Employees at smaller companies were more concerned about cybersecurity risks while working from home than employees at larger companies.

How concerned are you about cybersecurity risks while working from home?

<table>
<thead>
<tr>
<th>Concerns</th>
<th>Very concerned</th>
<th>Somewhat concerned</th>
<th>Don't know/Not sure</th>
<th>Not very concerned</th>
<th>Not at all concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly WFH</td>
<td>11%</td>
<td>36%</td>
<td>38%</td>
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<td>Work with PII</td>
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<td>37%</td>
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<td></td>
</tr>
<tr>
<td>Over 1K Employees</td>
<td>10%</td>
<td>33%</td>
<td>40%</td>
<td>16%</td>
<td></td>
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<tr>
<td>Under 1K Employees</td>
<td>12%</td>
<td>37%</td>
<td>38%</td>
<td>12%</td>
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</tbody>
</table>
Eight in ten of those newly working from home said they are confident in their employer’s ability to handle cyber threats that come from a remote work model.

How confident are you in your employer’s ability to handle cyber threats that come from a remote work model?

- Very confident: 33%
- Somewhat confident: 47%
- Not very confident: 12%
- Not at all confident: 3%
- Don’t know/Not sure: 6%
Employees of larger companies were more confident in their employer’s ability to handle cyber threats that come from a remote work model.

How confident are you in your employer’s ability to handle cyber threats that come from a remote work model?

<table>
<thead>
<tr>
<th>Category</th>
<th>Very confident</th>
<th>Somewhat confident</th>
<th>Don't know/Not sure</th>
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<td></td>
</tr>
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<td>29%</td>
<td>48%</td>
<td>6%</td>
<td>14%</td>
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</table>
About four in ten (42%) of respondents who are newly working from home said they work with personal identifiable information in their job.

Do you work with personal identifiable information (Social Security numbers, financial information, personal medical information, etc.) in your job?

- Yes: 56%
- No: 42%
- Don't know/Not sure: 2%
93% are confident in their company's ability to keep the PII they work with secure while working from home

How confident are you in your company's ability to keep the personal identifiable information (Social Security numbers, financial information, personal medical information, etc.) that you work with secure while working remotely? *

- Very confident: 56%
- Somewhat confident: 37%
- Not very confident: 5%
- Not at all confident: 1%
- Don't know/Not sure: 1%

* Only asked of those who work with personal identifiable information
Over half (56%) of those newly working from home feel very confident in their company’s ability to keep the PII they work with secure while working from home.

How confident are you in your company’s ability to keep the personal identifiable information (Social Security numbers, financial information, personal medical information, etc.) that you work with secure while working remotely? *

- Very confident
- Somewhat confident
- Don't know/Not sure
- Not very confident
- Not at all confident

**Concerns**

<table>
<thead>
<tr>
<th>Category</th>
<th>Very Confident</th>
<th>Somewhat Confident</th>
<th>Don't know/Not sure</th>
<th>Not very confident</th>
<th>Not at all confident</th>
</tr>
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<tbody>
<tr>
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<td>37%</td>
<td>5%</td>
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<td></td>
</tr>
<tr>
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