



MORNING CONSULT

+



IBM Security

WORK FROM HOME STUDY

Survey Results

June 2020

Key Points



- 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.

Contents / Agenda



General WFH



Policy Changes



Device Use

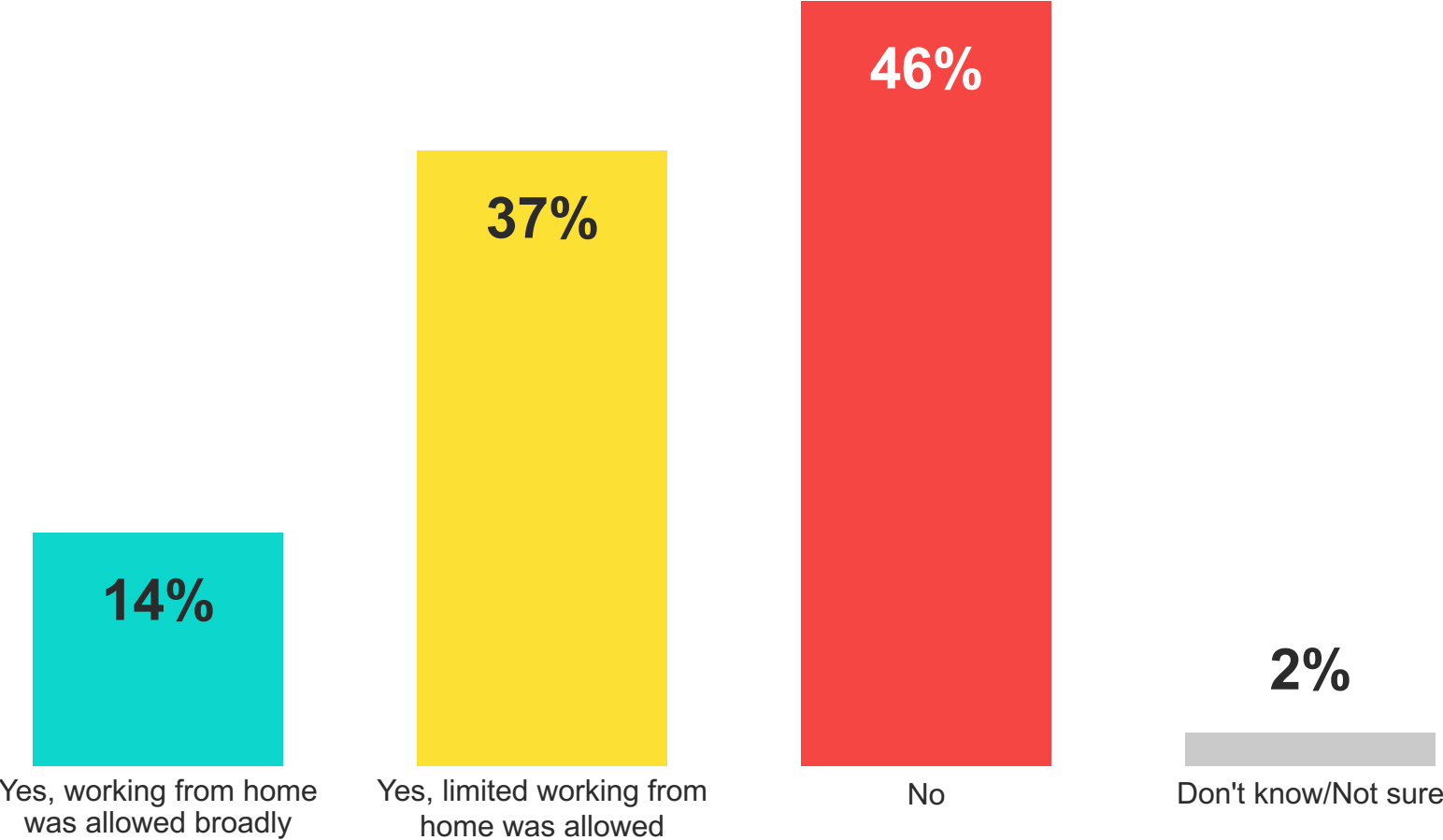


Concerns

General WFH

83% of employees were provided with little to no ability to work from home prior to the pandemic

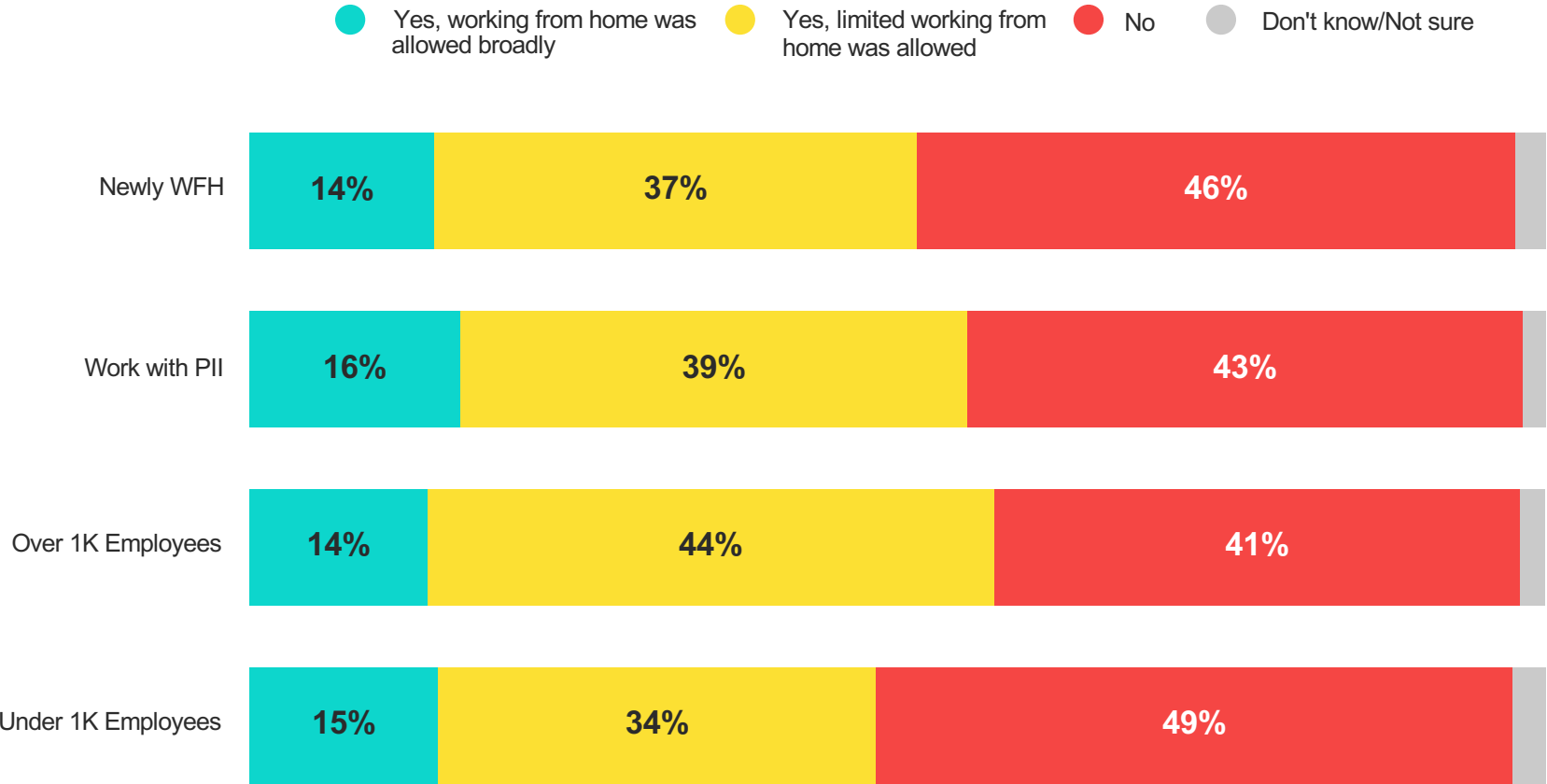
Before the COVID-19 pandemic, did your company support a remote work model?



General WFH

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?

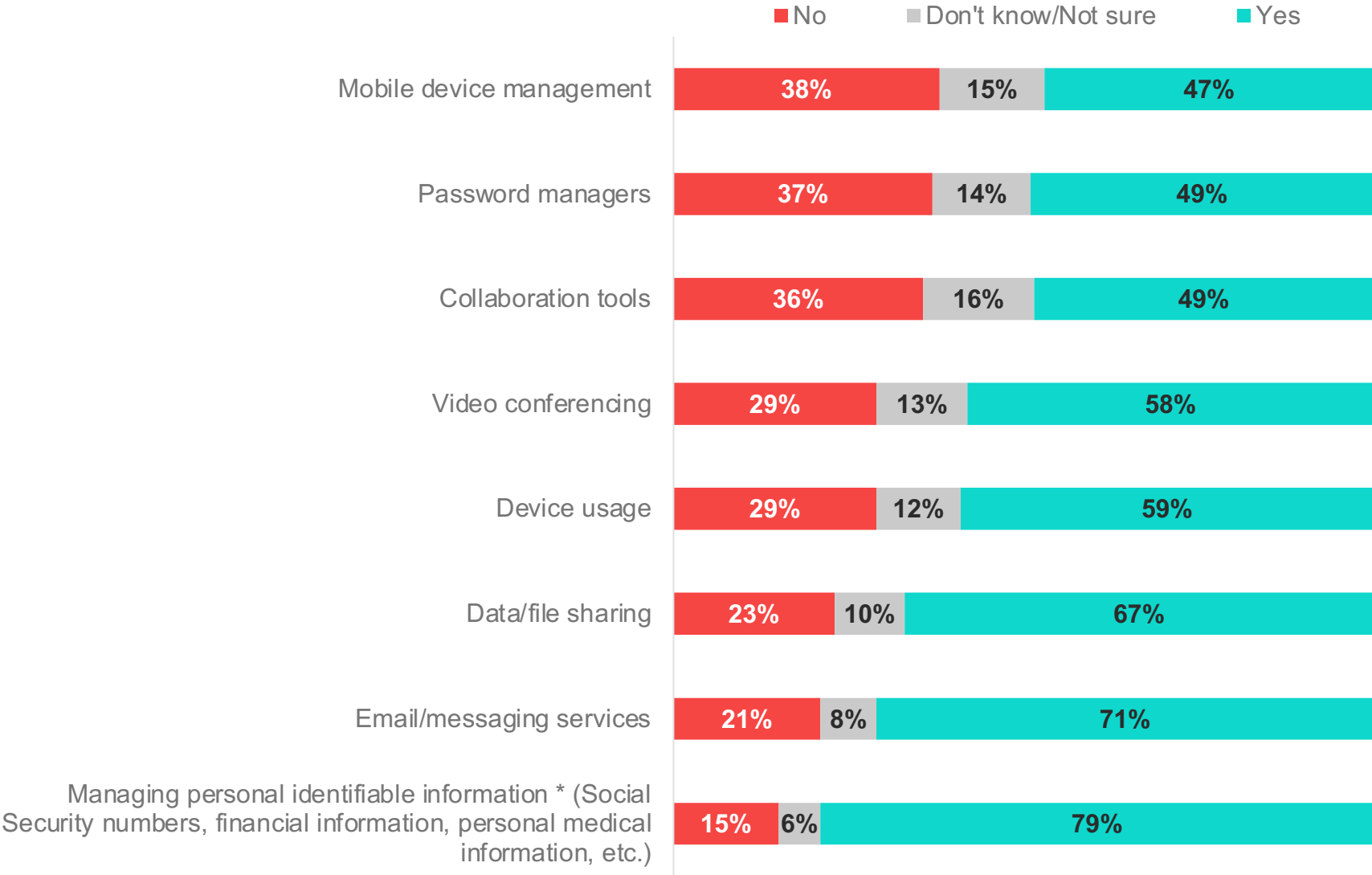


General WFH



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?



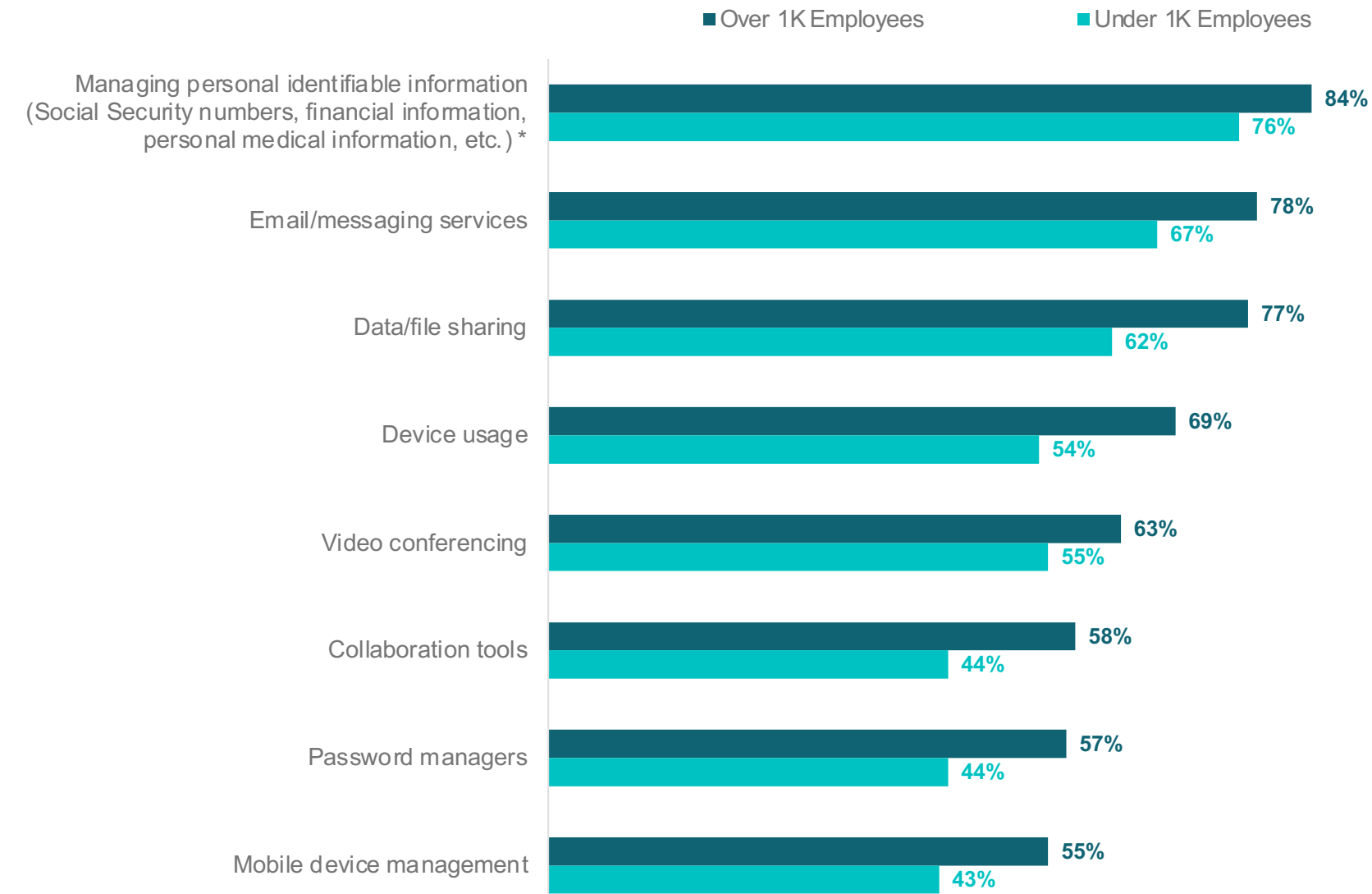
* Only asked of those who work with personal identifiable information

General WFH



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]



* Only asked of those who work with personal identifiable information

Contents / Agenda



General WFH



Policy Changes



Device Use

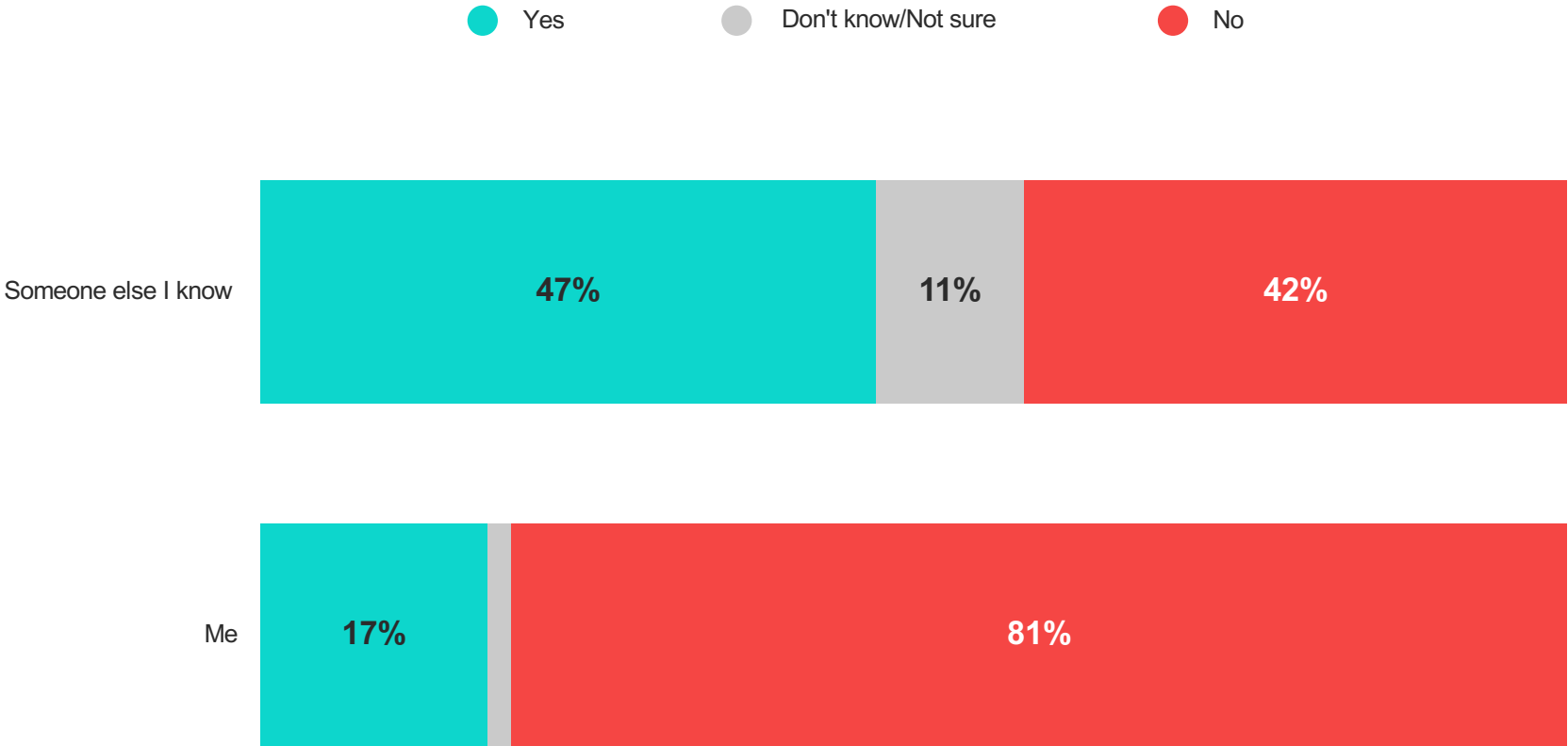


Concerns

Policy
Changes

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?

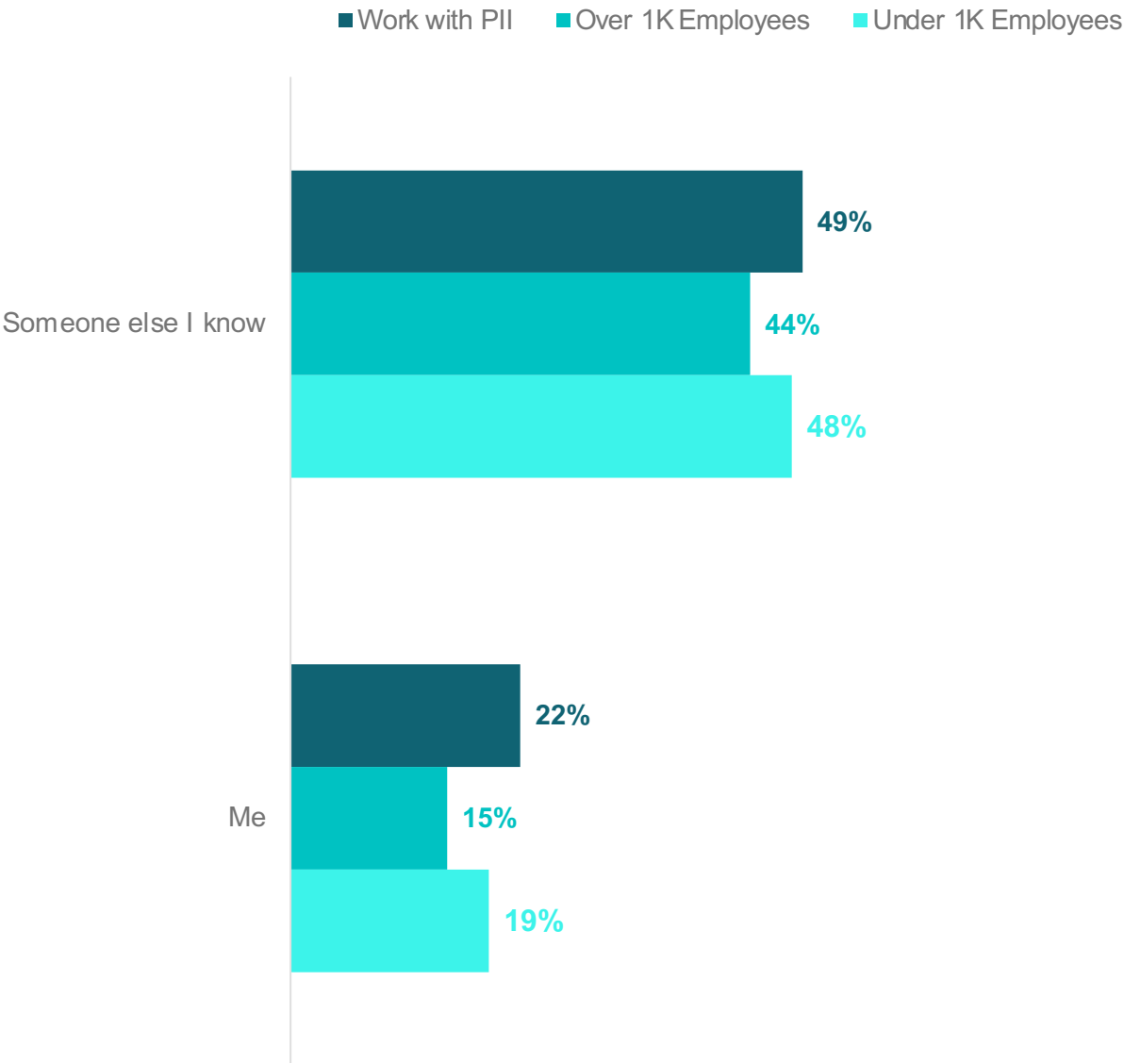


Policy
Changes



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]

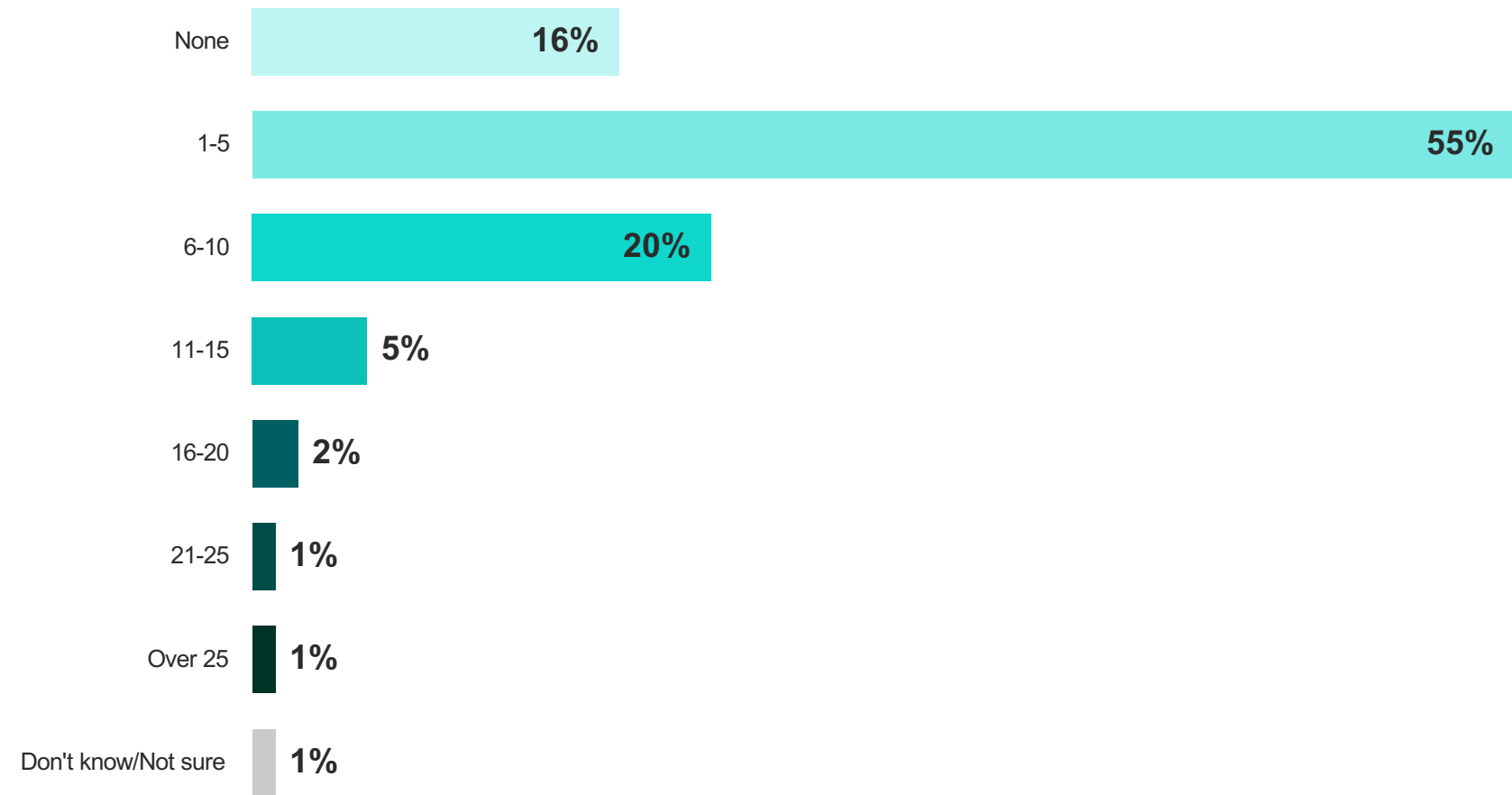


Policy Changes



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?

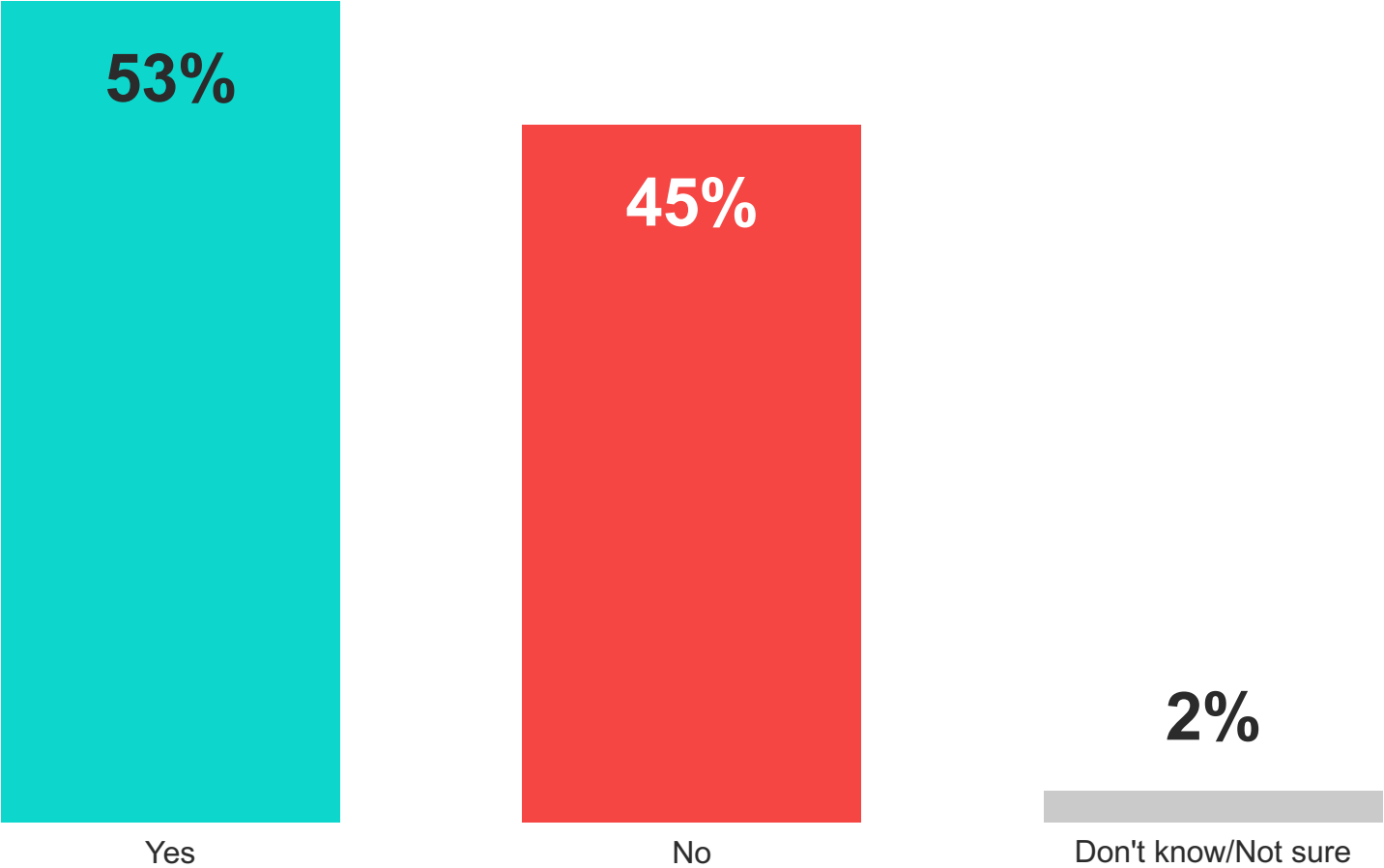


Policy Changes



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

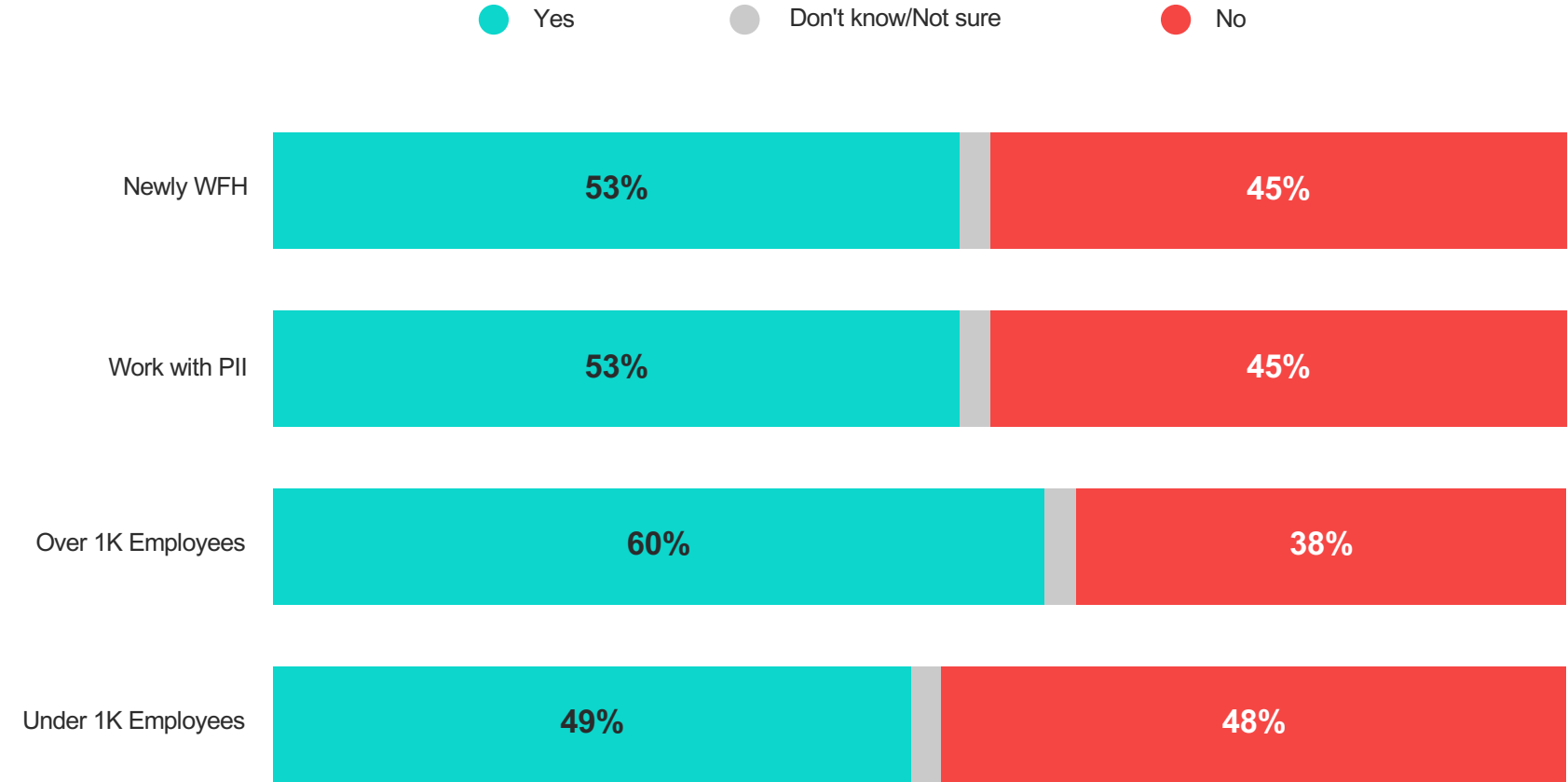
Has your employer provided any special training on protecting the security of your devices as you shifted to working from home?



Policy
Changes

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?

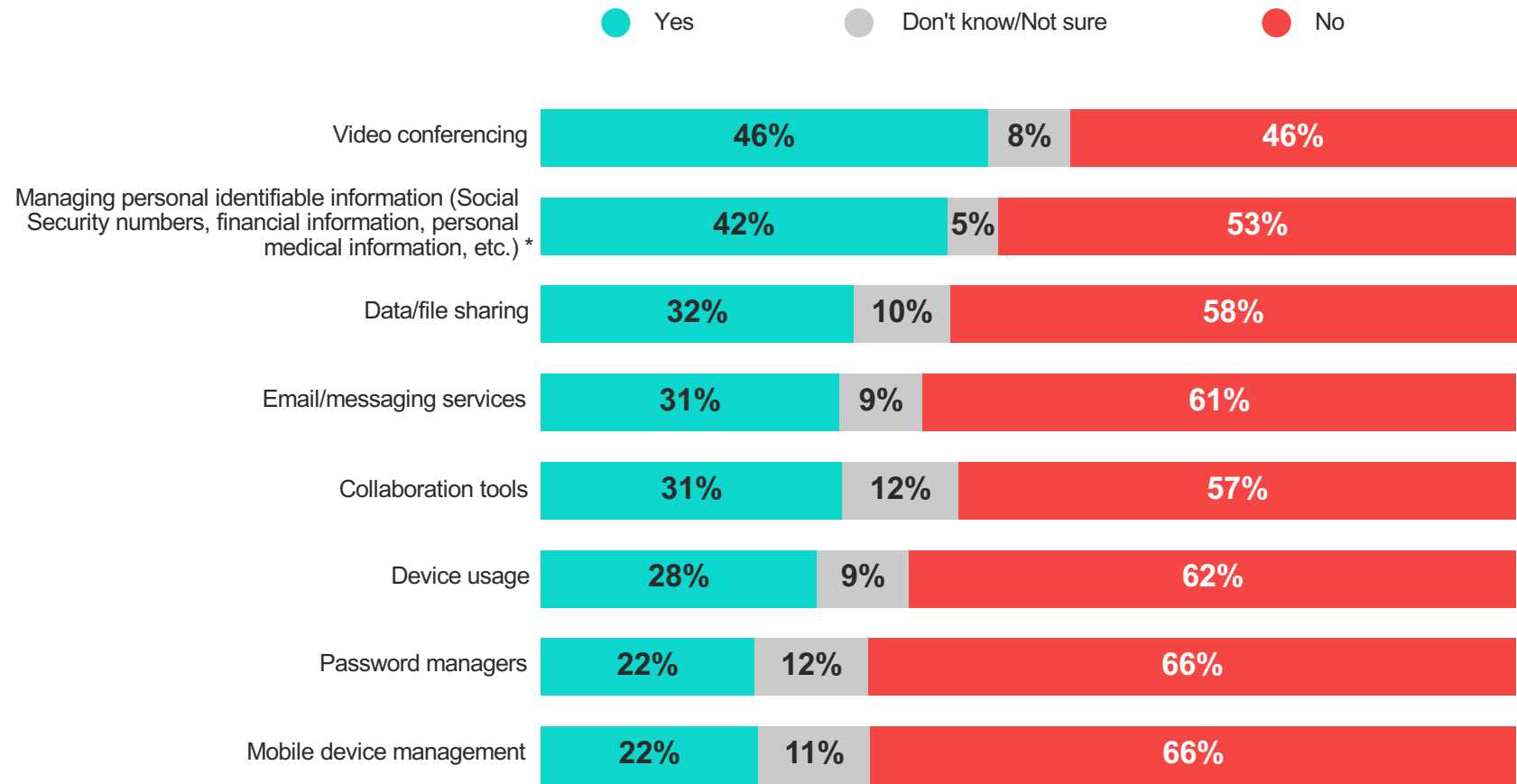


Policy Changes



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?



* Only asked of those who work with personal identifiable information

Contents / Agenda



General WFH



Policy Changes



Device Use



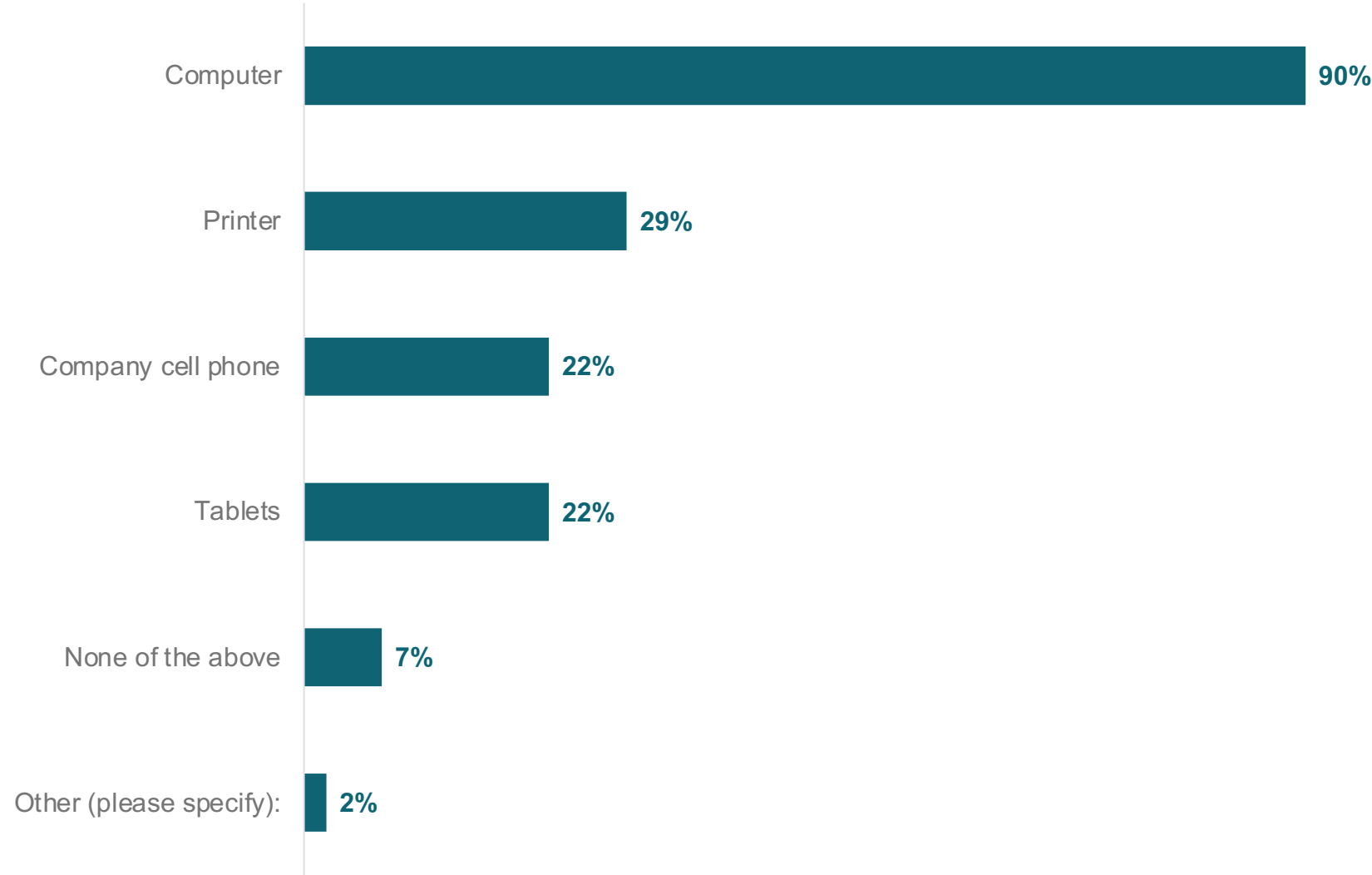
Concerns

Device Use



90% of newly working from home employees said their computer is connected to their home network

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

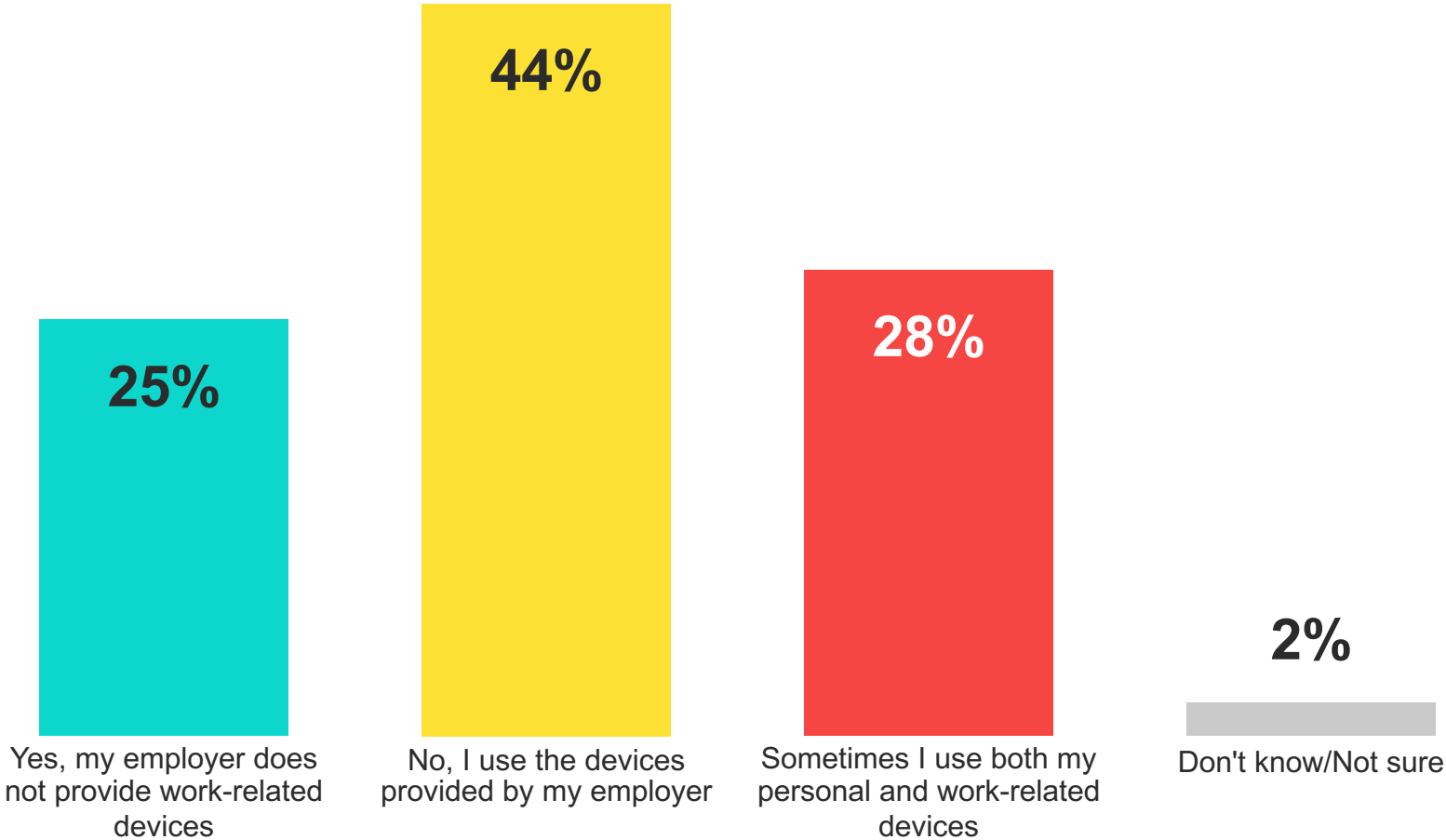


Device Use



Over half (53%) of those newly working from home said they use personal devices for work or both personal and work-related devices

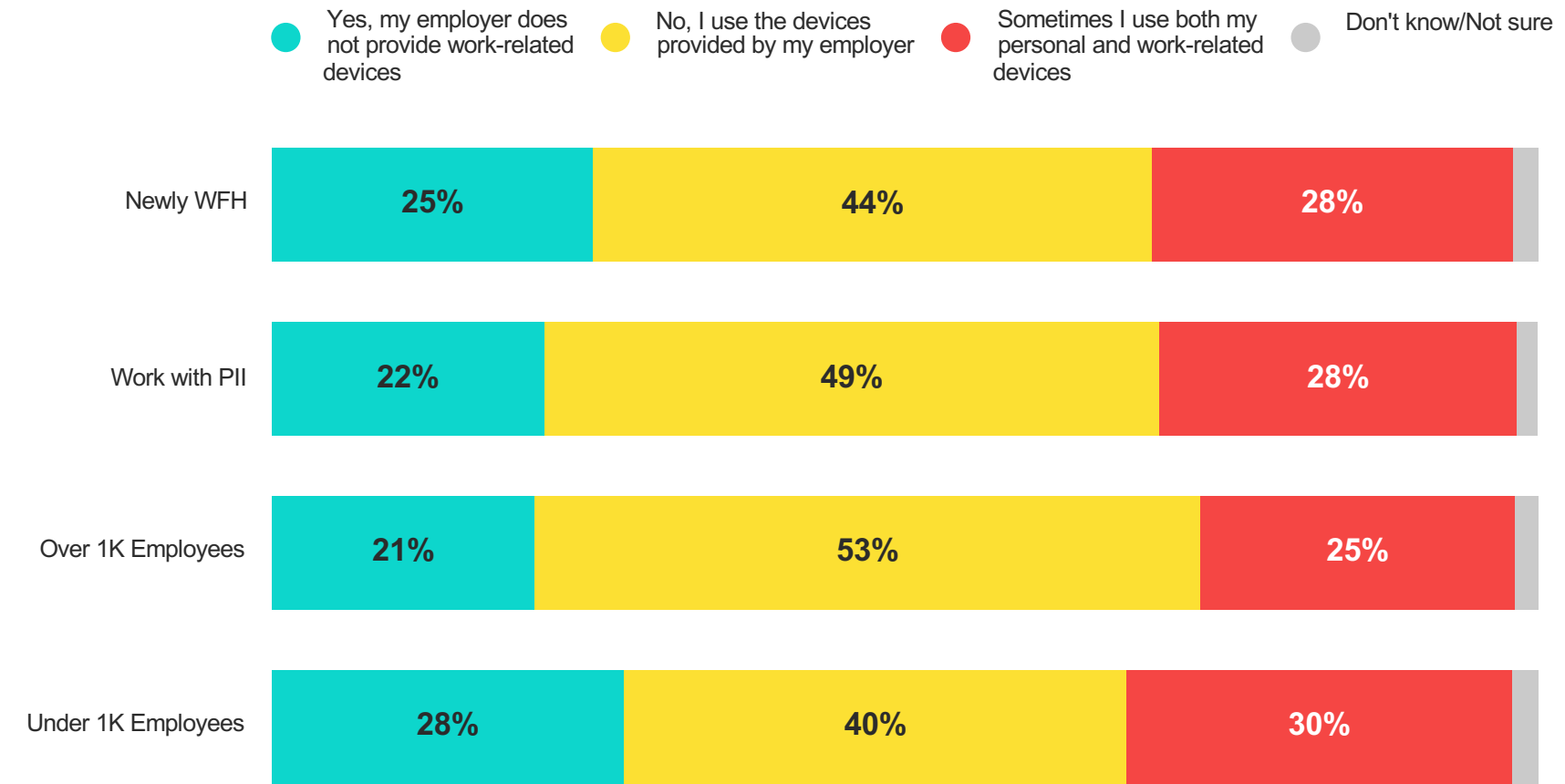
Aside from a cell phone, do you use any personal devices for work?



Device Use

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?

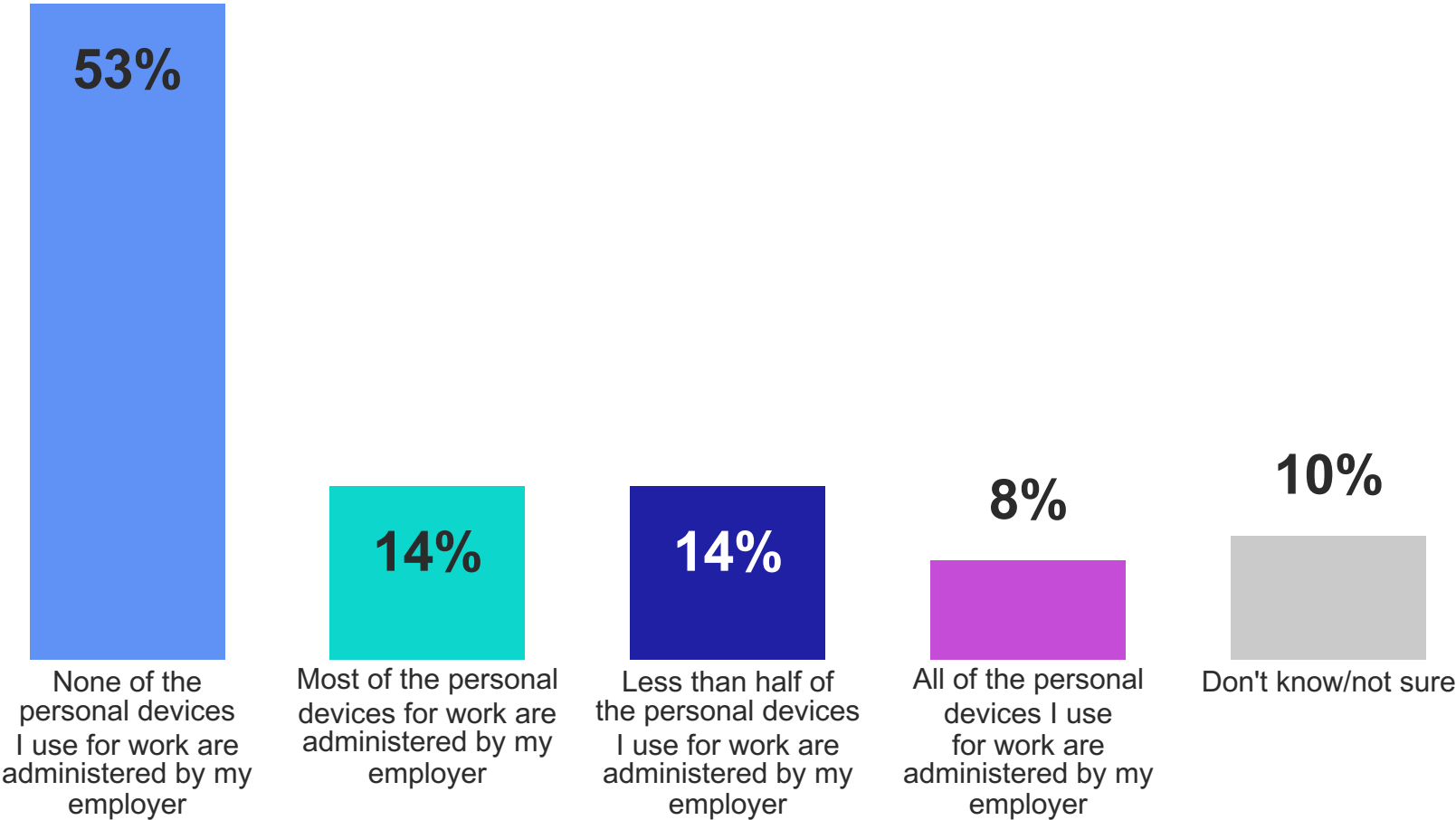


Device Use



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?

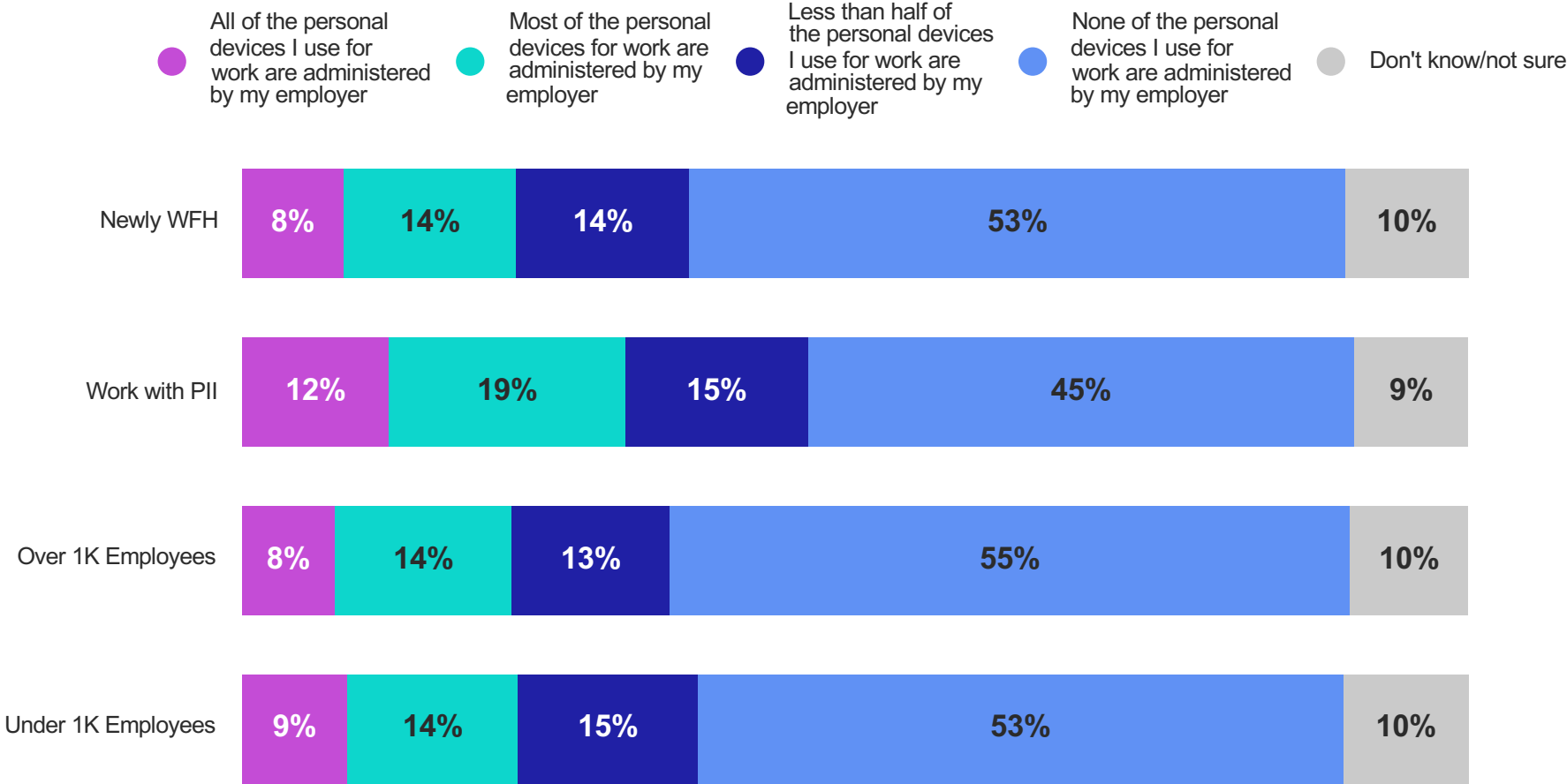


Device Use



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?

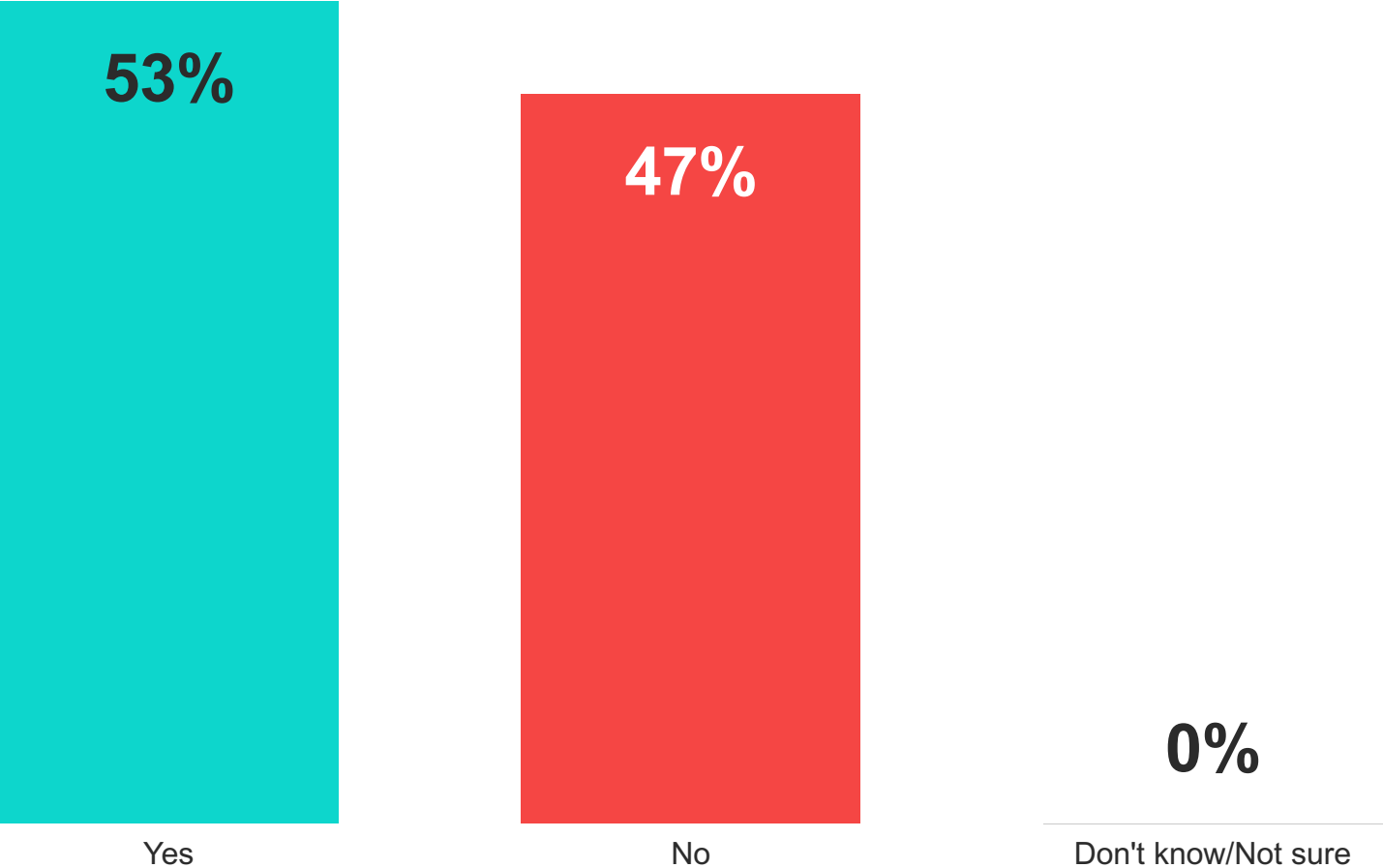


Device Use



Over half (53%) of respondents who are newly working from home use their personal laptop or computer to conduct work from home

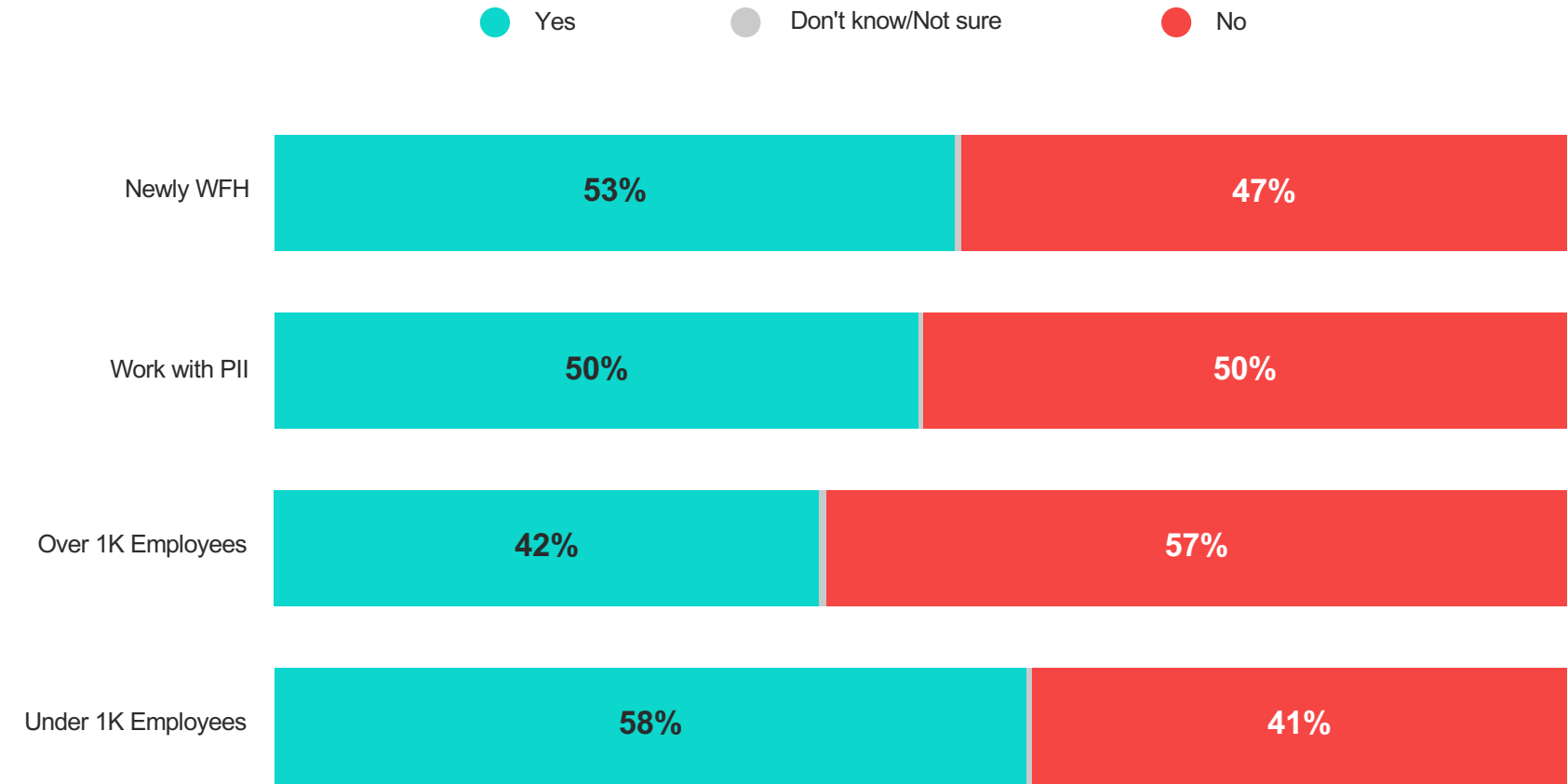
Do you use your personal laptop or computer to conduct work from home?



Device Use

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?

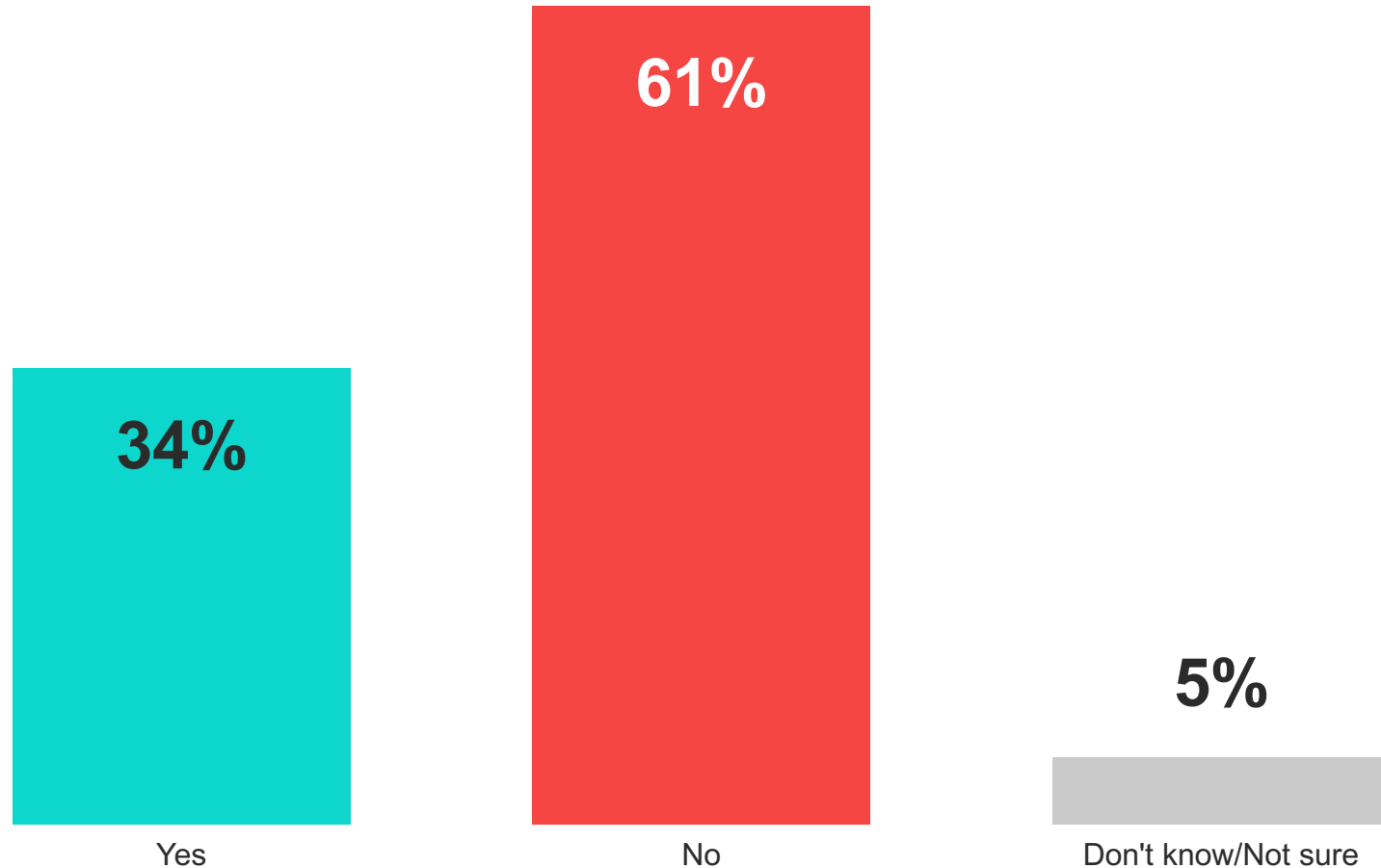


Device Use



Over six in ten (61%) who 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? **

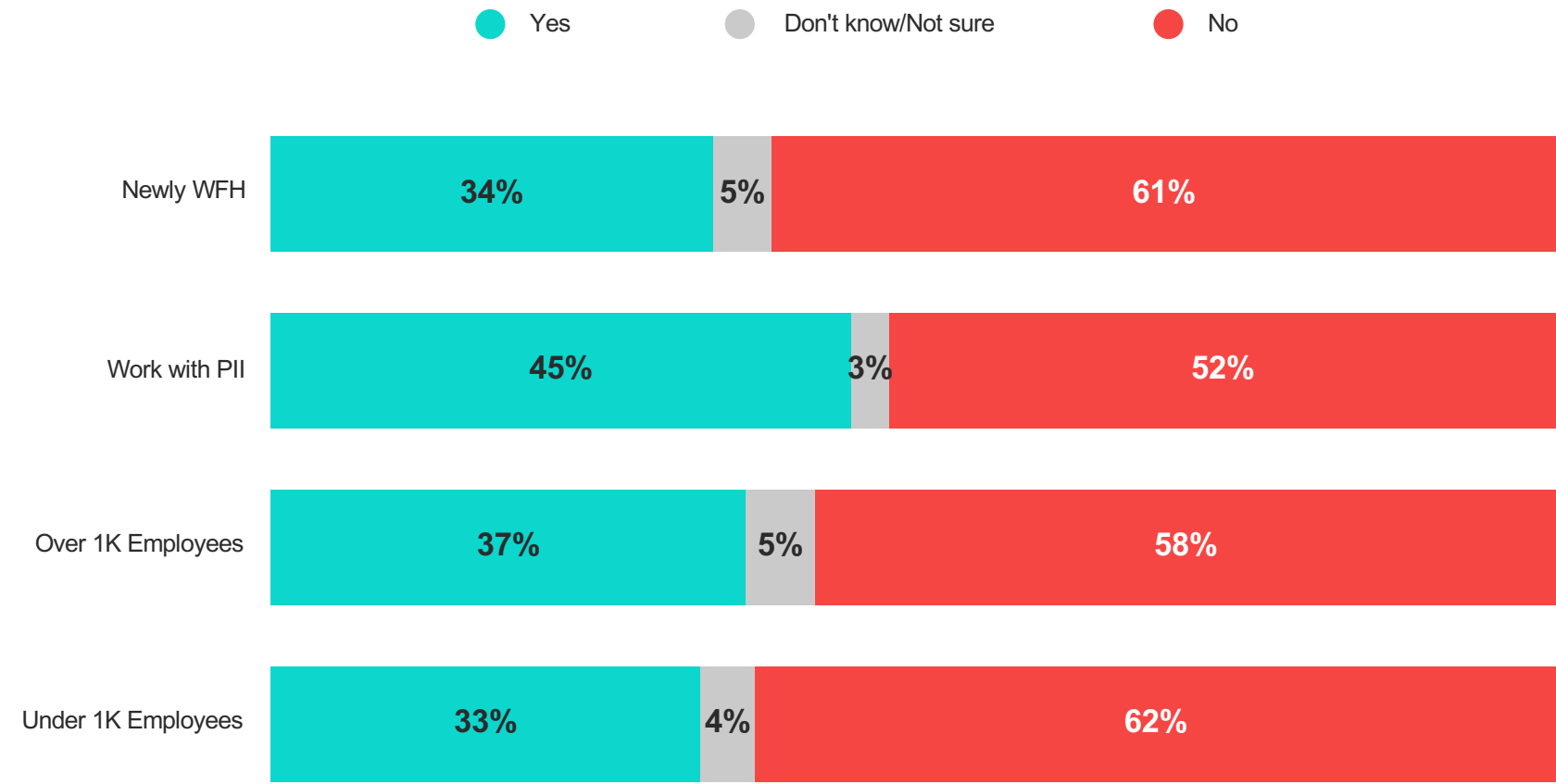


* Only asked of those who use their personal laptop to conduct work from home

Device Use

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? **



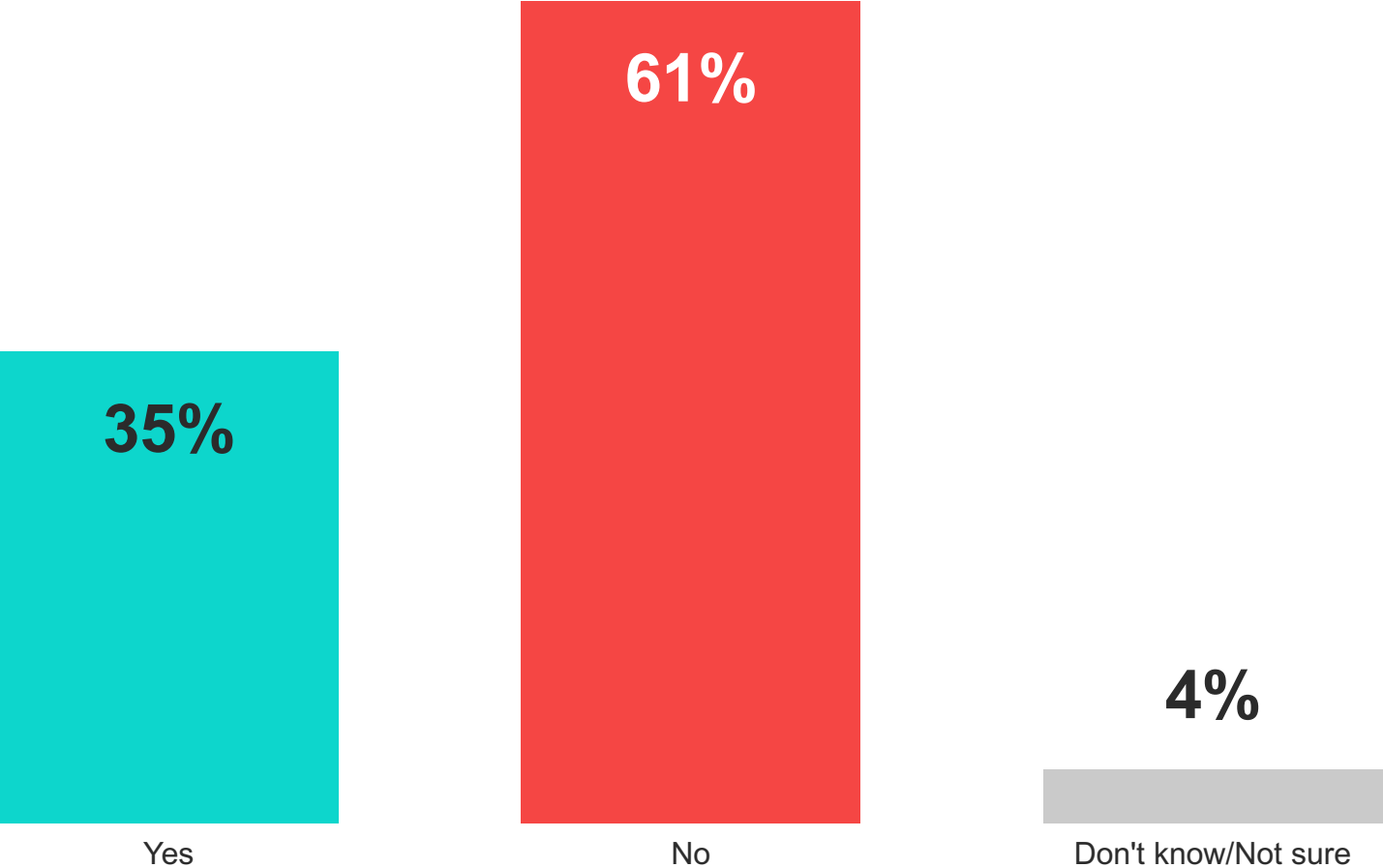
* Only asked of those who use their personal laptop to conduct work from home

Device Use



Over a third (35%) of those newly working from home said they reuse passwords for business applications or accounts

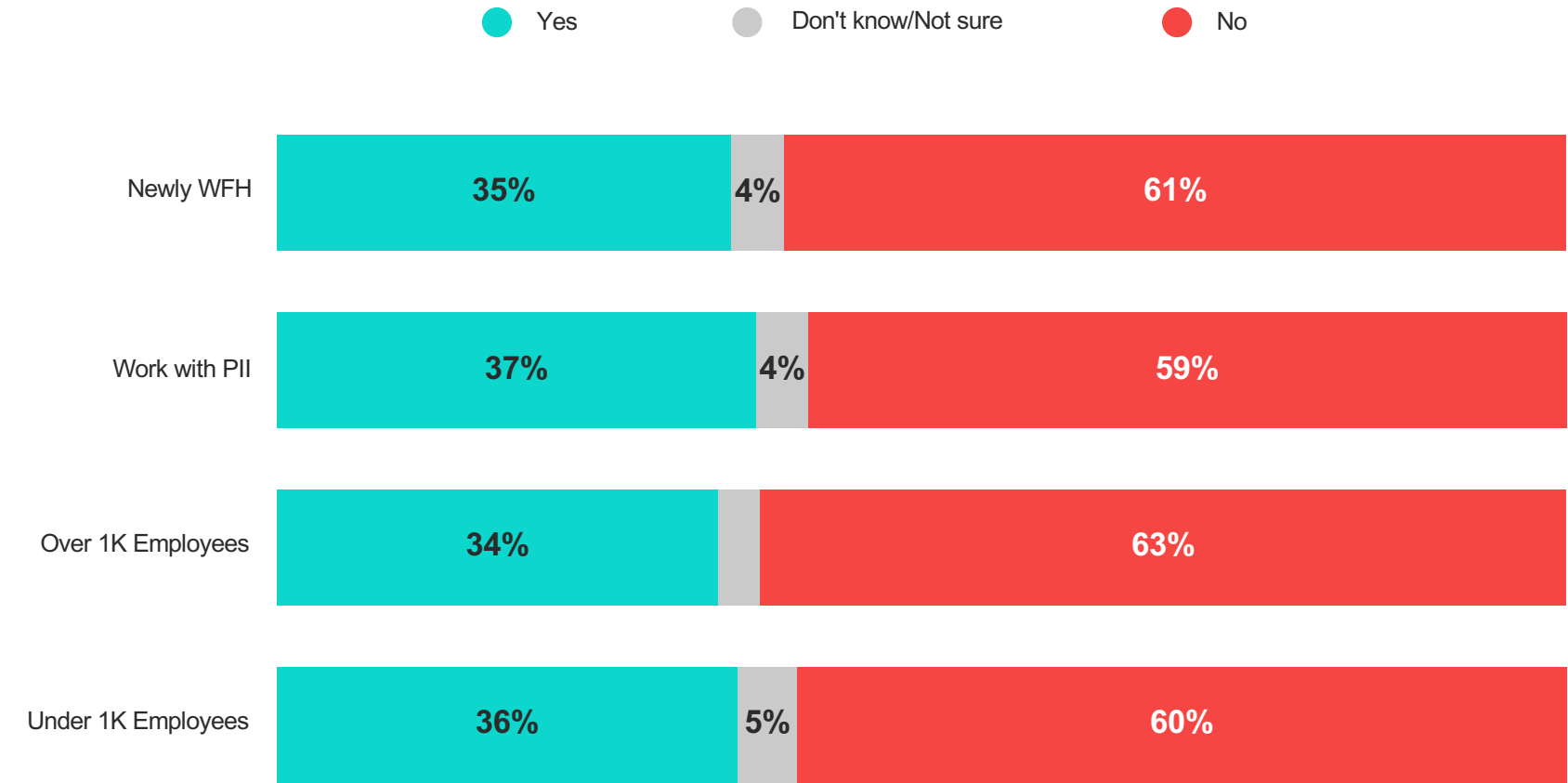
Do you reuse passwords for any of your business applications or accounts?



Device Use

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?



Contents / Agenda



General WFH



Policy Changes



Device Use

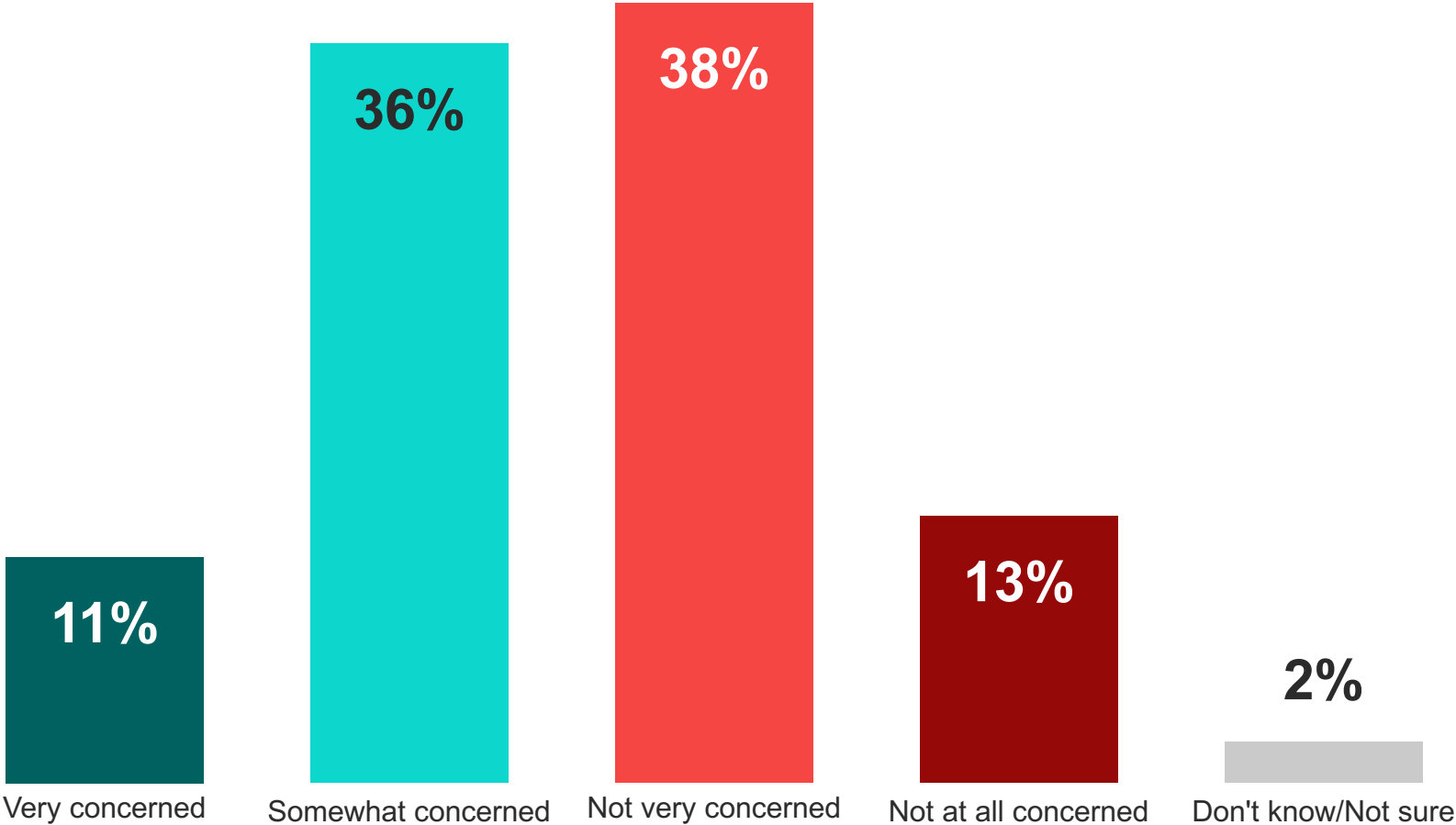


Concerns

Concerns

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

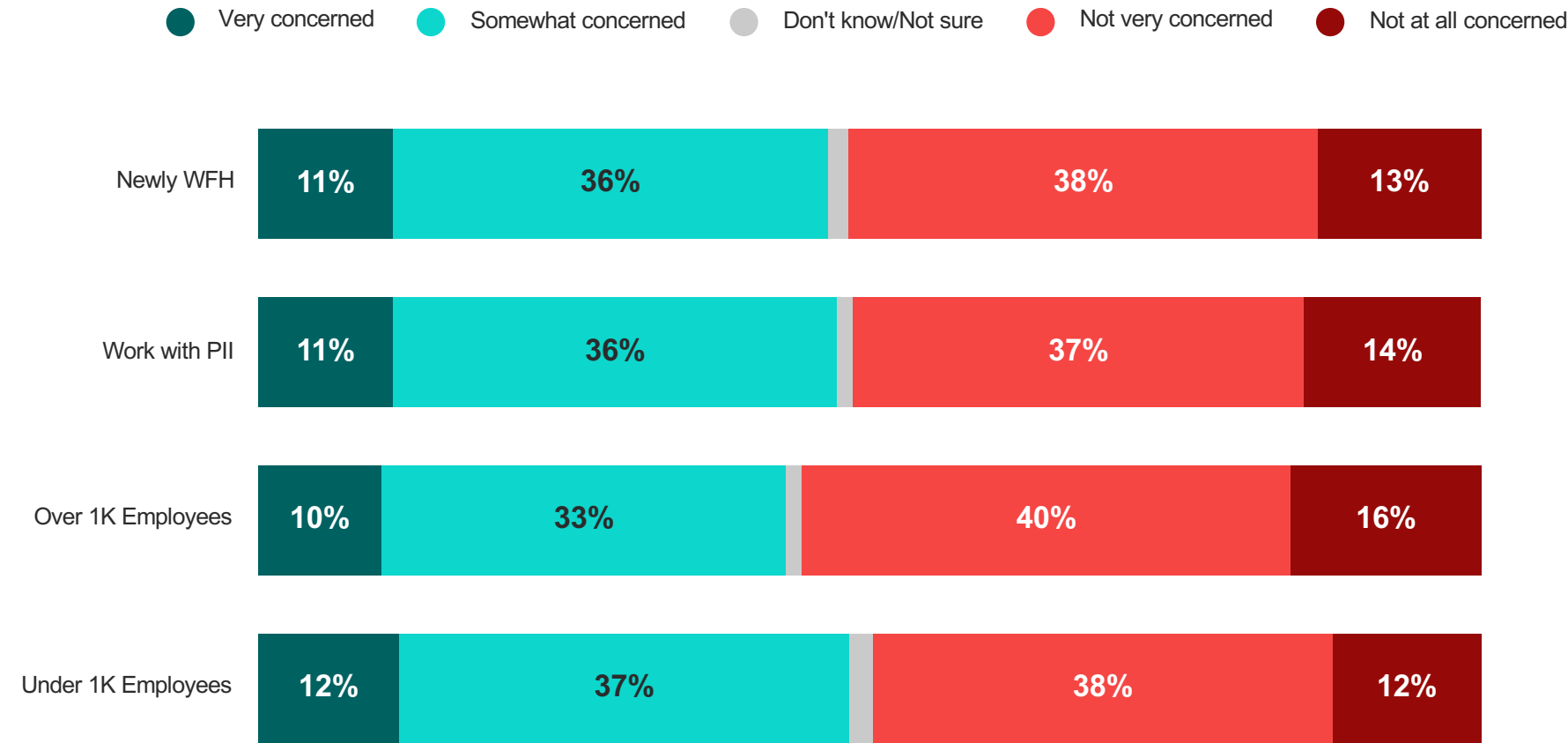
How concerned are you about cybersecurity risks while working from home?



Concerns

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?

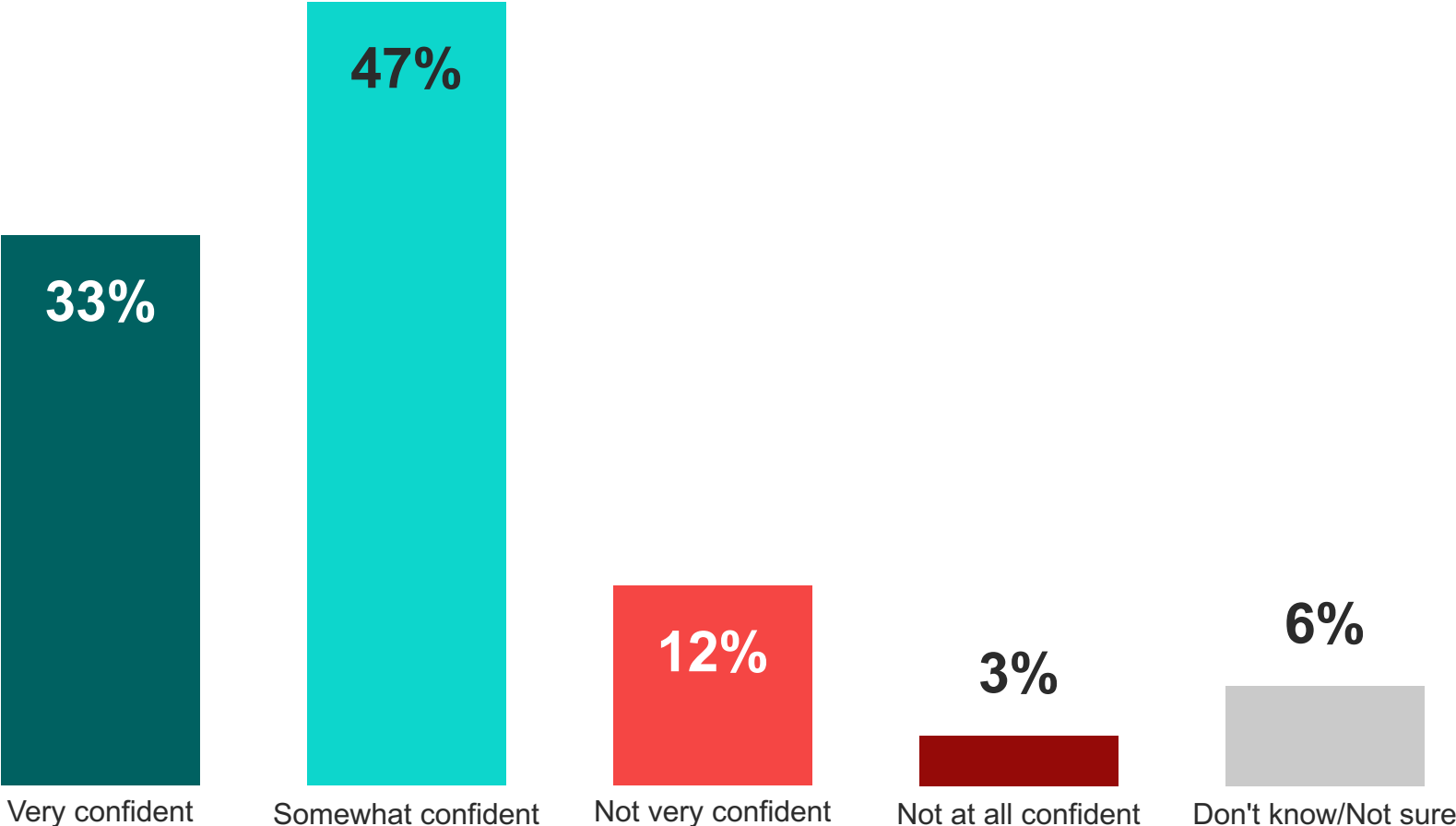


Concerns



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

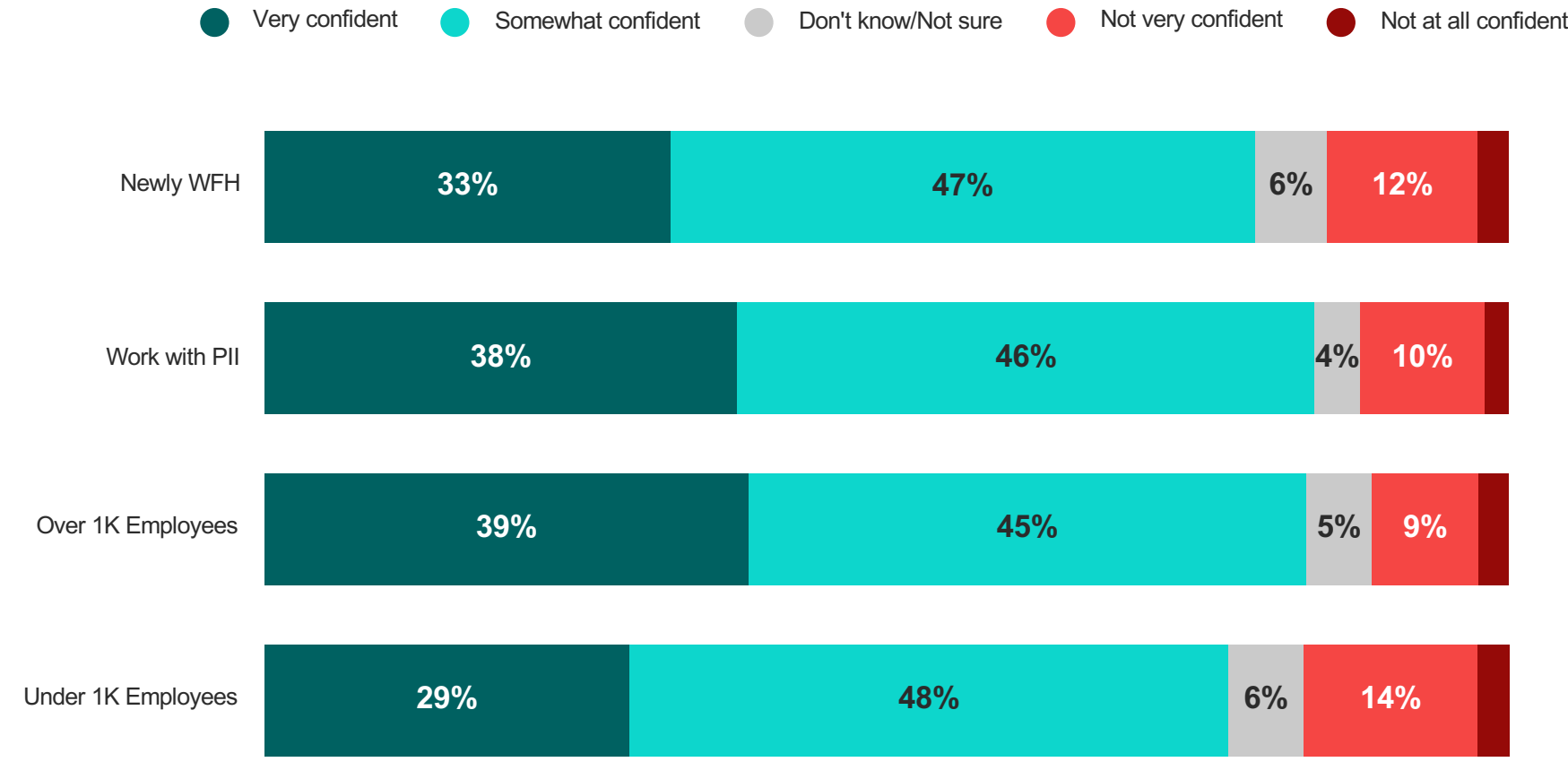
How confident are you in your employer's ability to handle cyber threats that come from a remote work model?



Concerns

Employees of larger companies were more confident in their employer’s ability to handle cyber threats that come from a remote work model

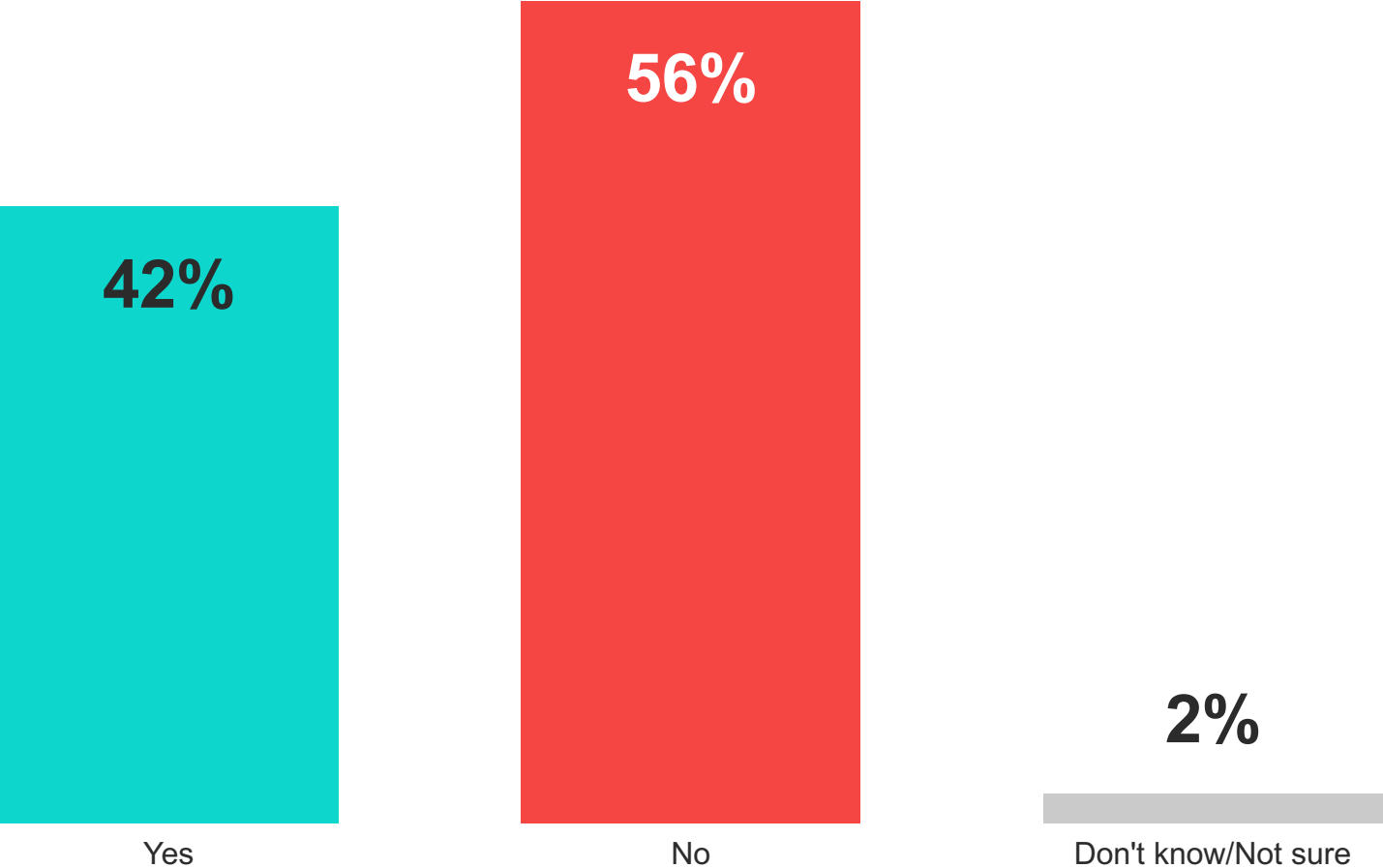
How confident are you in your employer's ability to handle cyber threats that come from a remote work model?



Concerns

About four in ten (42%) of respondents who are newly working from home said they work with personal identifiable information in their job

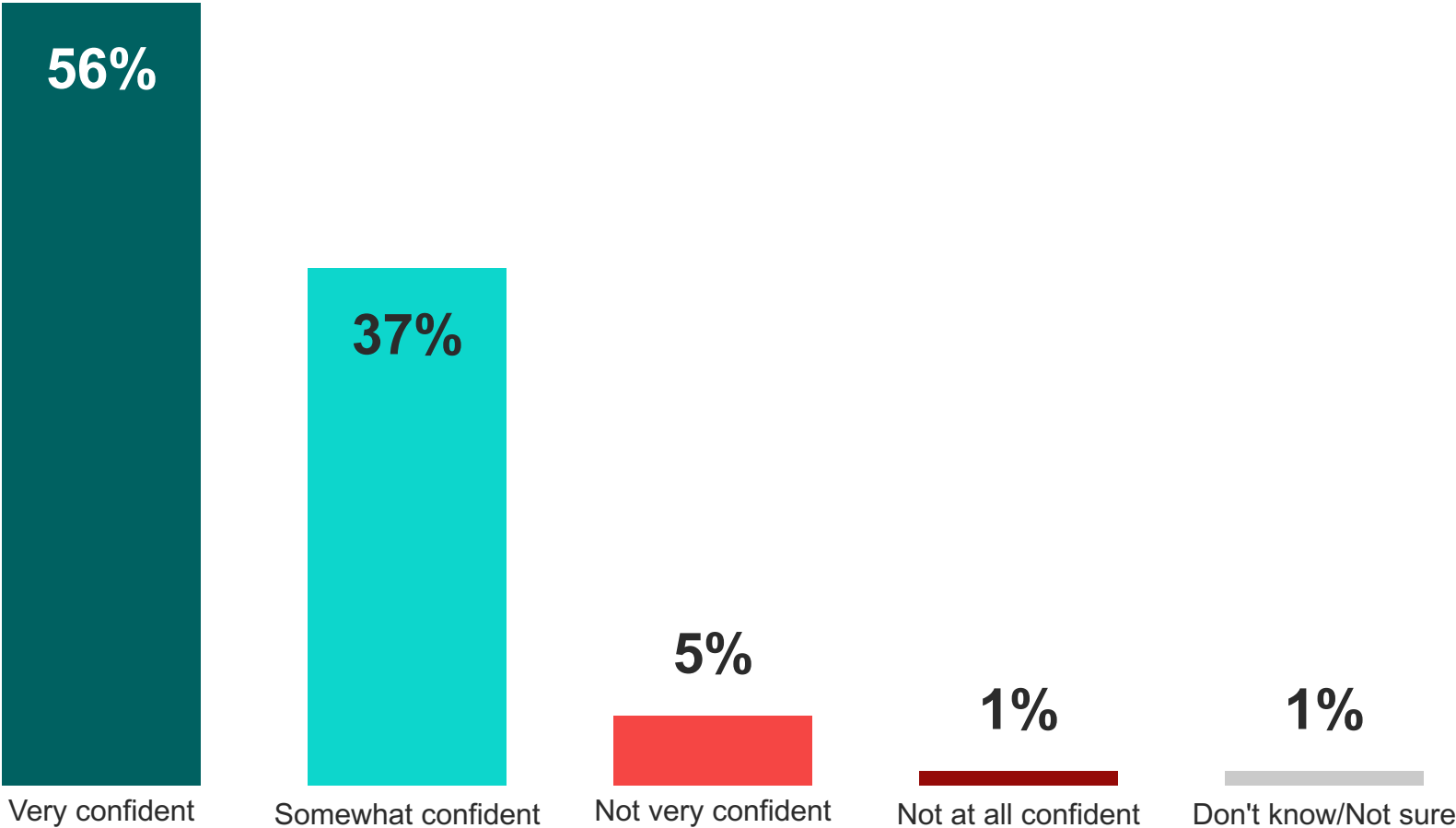
Do you work with personal identifiable information (Social Security numbers, financial information, personal medical information, etc.) in your job?



Concerns

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? **

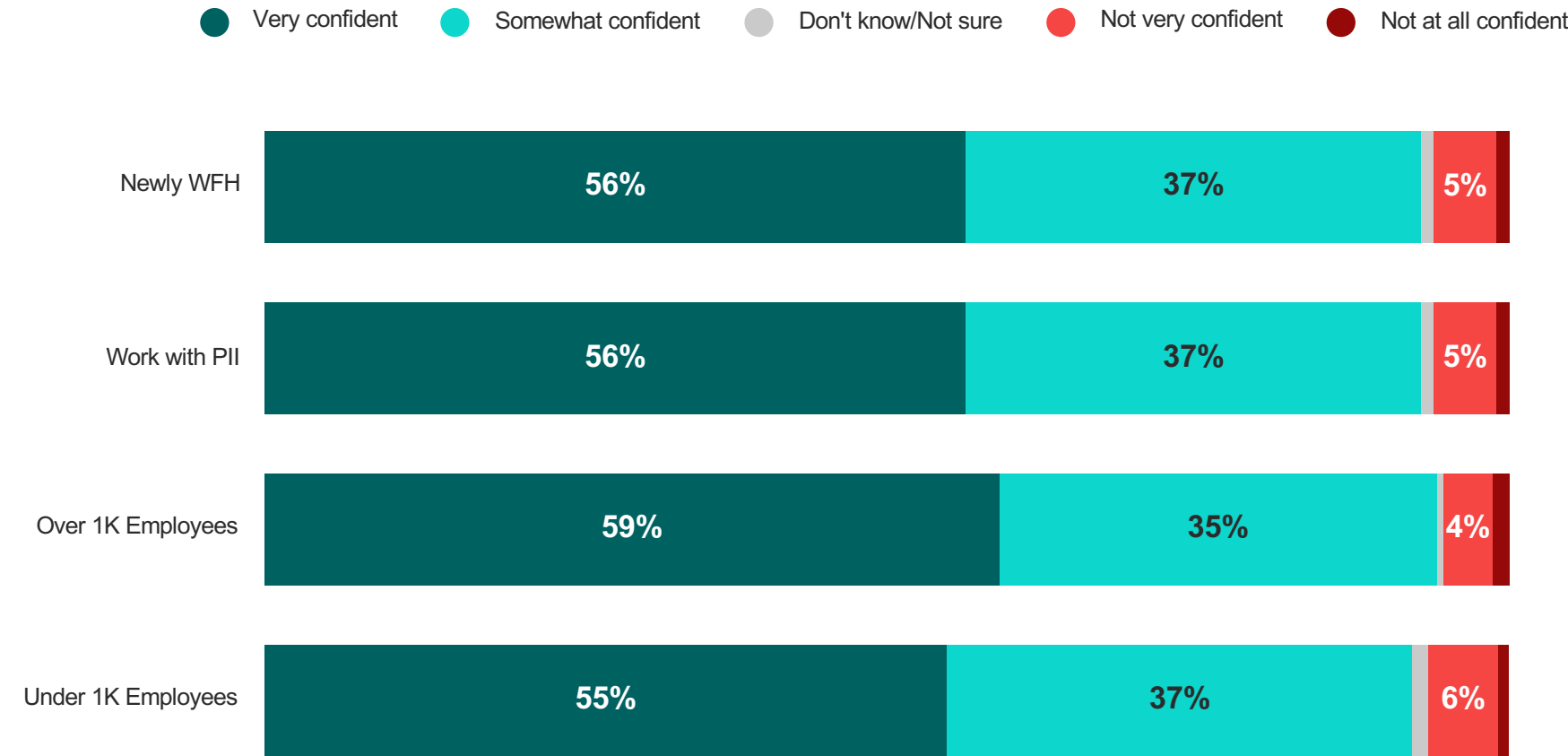


* Only asked of those who work with personal identifiable information

Concerns

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? *



* Only asked of those who work with personal identifiable information

