Anonymous Survey about Computer Access Frustrations v4

The purpose of the study: To understand workers' frustrations and workarounds about access to computer systems. That is, we ask about barriers or inconveniences confronting personnel who seek to perform work they are supposed to accomplish. Personnel are sometimes denied access because of problems such as lost passwords, required password changes, forgetting a specific log-on name, altered rules, system breakdowns, need to access the system via a different computer than usually used, etc. It is not a study of hackers or those with malicious intent.

Your participation in this research study is voluntary. If you decide not to participate, you are free to stop at any time. Withdrawal will not interfere with your work or with your organization. If you have questions about your participation or rights in this research, you can discuss them with the study investigator or members of the study team. You may contact Prof. Ross Koppel, Ph.D. at the University of Pennsylvania at: rkoppel@sas.upenn.edu.

1. Which "industrial" sector best describes the principal business area of your organization? (Note that we do not ask for the name of your organization or any identifying information.) You may check more than one category.

- [ ] Agriculture, Forestry, Fishing and Hunting
- [ ] Mining, Quarrying, and Oil and Gas Extraction
- [ ] Utilities (electricity, water, waste treatment, etc.)
- [ ] Construction
- [ ] Manufacturing
- [ ] Wholesale Trade
- [ ] Retail Trade
- [ ] Transportation and Warehousing
- [ ] Information Technology

- [ ] Finance and Insurance
- [ ] Real Estate and Rental and Leasing
- [ ] Professional, Scientific, and Technical Consulting Services
- [ ] Management of Companies and Enterprises
- [ ] Administrative & Support & Waste Management & Remediation Services
- [ ] Educational Services
- [ ] Health Care and Social Assistance
- [ ] Arts, Entertainment, and Recreation

2. How would you define your role at your organization (may check more than one box, but indicate if that is your primary role):

	Yes, Primary	Yes, Secondary
I use computers to get my job done – but I'm not an IT professional	○	○
I work on the help desk in the IT Dept. of my organization	○	○
I'm part of the IT team that addresses requests for modifications/fixes	○	○
I'm a computer consultant working here	○	○
I write or maintain software or hardware here	○	○
I train staff on IT subjects	○	○
I sell software or hardware (I work for a vendor)	○	○
I work as a technician in the IT Dept of my organization	○	○
I help set computer security policy for my organization	○	○
I work in an administrative role in the IT Dept (e.g., office manager).	○	○

Other (please specify)

[   ]

3. Who sets policy about access to the computers and systems (e.g., desktops, network, laptops, servers) you use most often in the course of your work?

☐ No idea

☐ Individual workplace unit (e.g., my dept or my boss)

☐ Senior security or IT staff - Set at organization-wide level

☐ Regulatory rules (rules set by regulators)

☐ Professional or industry rules (e.g., all engineers will password protect…)

Other (please specify)

[   ]

4. To the best of your knowledge, are your organization's policies on computer access based on: (Check all that apply):

☐ Don't know

☐ Systematic analysis of use patterns,

☐ Local rules set by local leaders

☐ Rules set by executive management, political rules, regulators, etc

Other (please specify)

[   ]

5. Do those who set security policy on access ask for input from users?

◯ Yes

◯ Not sure, but suspect it's yes.

◯ Not sure, but suspect it's no

◯ No

◯ Don't know

Comment

[   ]

6. If "Yes" to above: To the best of your knowledge, was your input considered?

○ Yes

○ Not sure, but suspect it's yes.

○ Not sure, but suspect it's no

○ No

○ Don't know

Comment

[   ]

7. Some of us are frustrated by access policies that appear restrictive and may interfere with our work. On a scale from 1 to 5, where 1 = "Not frustrated, policy appears to be reasonable" to 5 = "Very frustrated, policy seems arbitrary or not responsive to workflow needs," please indicate your assessment:

1 (Not Frustrated)	2	3	4	5 (Very Frustrated)
○	○	○	○	○

Other (please specify)

[   ]

8. Even if you are frustrated by the access policy, do you see it as necessary to protect security, or do you see it as not well thought out, where the security benefit is less than the effort required to comply.

1 (Thoughtfully developed)	2	3	4	5 (More of a hindrance than anything else)
○	○	○	○	○

9. If people have a theory or belief about why the access rules may appear non-responsive to workflow needs, is it (can indicate multiple reasons):

	Very Likely	Likely	Un-likely	Don't know	NA. Rules responsive
Not applicable: Users find access policies generally reasonable	○	○	○	○	○
Users may assume policy makers not fully aware of workflow needs for all tasks	○	○	○	○	○
Perceived lack of concern by those in charge of computer security	○	○	○	○	○
Perceived arrogance of those in charge of security ("I know what is best for you – don't question my authority…")	○	○	○	○	○
Externally-imposed regulations which do not appear to be reasonable, dictating access rules	○	○	○	○	○
Using security as an excuse for laziness, e.g., they should fix something but just say it must be as is because of "security"	○	○	○	○	○

Other (please specify)

[ ]

10. In general, please indicate how these access rules (see below) are perceived by most people in your organization. (Select a button for each and/or write an explanation in the "It's Complicated" box.)

	Generally sensible	Some-times sensible	Not sensible	Don't know
Log-on rules	○	○	○	○

It's complicated, Please explain…

[ ]

	Generally sensible	Some-times sensible	Not sensible	Don't know
Need to use different passwords for different applications	○	○	○	○

It's complicated, Please explain…

	Generally sensible	Some-times sensible	Not sensible	Don't know
Passwords—Complexity	○	○	○	○

It's complicated, Please explain…

	Generally sensible	Some-times sensible	Not sensible	Don't know
Passwords change frequency	○	○	○	○

It's complicated, Please explain…

	Generally sensible	Some-times sensible	Not sensible	Don't know
Access granting practices used by management	○	○	○	○

It's complicated, Please explain…

	Generally sensible	Some-times sensible	Not sensible	Don't know
Inactivity- timing out rules	○	○	○	○

It's complicated, Please explain…

	Generally sensible	Some-times sensible	Not sensible	Don't know
Systems with different access rules	○	○	○	○

It's complicated, Please explain…

	Generally sensible	Some-times sensible	Not sensible	Don't know
Who gets access & why	○	○	○	○

It's complicated, Please explain…

Question 11, Introduction:

Often, restricting access to legitimate users has unintended consequences for the organization. Obviously, there are tradeoffs between access and security; it's very hard to get it right for all settings. Here are examples of unintended outcomes from restricting access.

>Patient harmed because access to medications denied
>Work delayed or lost
>Colleague dismissed
>Requires 2 extra minutes ~34 times a day
>Makes me hate this system
>Prevents teamwork because we all need simultaneous access

11. Now, please briefly tell us of unwanted outcomes you may have heard about because of restricted access to legitimate users. (Can include examples from above, also).

12. Do you think upper level managers understand how some computer security rules adversely affect productivity?

( ) Yes, and they try to fix it

( ) Yes, they know but they can't fix it

( ) Yes, they know but don't care

( ) Not sure, but suspect it's yes.

( ) Not sure, but suspect it's no

( ) No

( ) Don't know

Other (please specify)

13. We've all been given rules about access security. Some may be easy to follow, others may be hard or seemingly impossible to follow (e.g., instructions are incomprehensible, requires information we don't have). Of the current access security rules with which you are familiar, please indicate the percent you estimate people (Should total to 100%):

a) Don't comply: rules are extremely difficult or impossible to complete or follow

[   ]

b) Not worth the effort: rules could be completed in theory but requires so much effort and/or so reduces productivity that they are routinely ignored or worked around.

[   ]

c) Can comply, but people routinely don't

[   ]

d) Can comply, and people routinely do.

[   ]

14. If you wish, please give brief examples of the types of access rule compliance issues you were thinking about regarding the above question.

[   ]

15. When do you think most personnel would find circumvention of the access rules is justified? (Check as many as applies.)

☐ Critical task, e.g., saving a life, keeping the grid up

☐ When the rules are so foolish that nothing else makes sense

☐ Access associated with role(s) make no sense, e.g., members of the same team can't see all of the information because only some have official access

☐ When allocation of access is foolish, e.g., people hired before November have access but others with similar functions and responsibilities don't

☐ When everyone else is circumventing a specific rule

☐ When people were officially taught to use a workaround

16. [Almost done, Thank you.] If you were able to change access rules to make work more efficient, but not endanger security, what recommendations might you suggest?

17. In general, thinking about computer use in your work, what is most frustrating about your job?

18. What useful computer-related practices or techniques would you teach a new colleague in the same role as yours to accomplish daily tasks?

19. Thank you very much. If you wish to add additional comments or suggestions, you may do so in the box below. Please remember not to indicate your name or the name of the organization where you may work.