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Airport Insecurity:

The Case of Missing & Lost Laptops

Executive Summary, U.S. Research

Ponemon Institute LLC

June 30, 2008

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Airport Insecurity: The Case of Missing & Lost Laptops

Key Findings Prepared by Larry Ponemon, June 30, 2008

Executive Summary

Do you ever worry about losing your laptop computer while rushing to catch a flight at a busy airport?

Everyday business travelers are putting the sensitive and confidential data of their organizations at risk when they travel through airports. Sponsored by Dell, Ponemon Institute conducted this study, *Airport Insecurity: The Case of Lost Laptops*, to understand the current risks posed to sensitive and confidential data contained in the laptops of business travelers.

Companies are dependent upon on a mobile workforce with access to information no matter where they travel. However, this mobility is putting companies at risk of having a data breach if a laptop containing sensitive information is lost or stolen. The findings of this study are important in helping companies understand what they should be doing to protect the information on their employees' laptops and to reduce the likelihood that their employees will lose laptops while traveling.

The objectives of this study are two-fold:

- To understand how major airports throughout the United States handle laptops that are lost, stolen or missing within their facilities. Our study determines the frequency, prevalence, and airport operating practices concerning lost or missing laptops at security checkpoints, departure gates, airport retail areas, lounges, and so forth.
- To assess business travelers' awareness and concern about data loss. For instance, what would they do if they lost their laptop or other portable data-bearing devices? What steps would they take after learning about this loss or theft? What have they done to protect or backup the information they carry?

Our research methods

To accomplish the first phase of this study, we conducted field research at 106 major airports across the nation to determine the frequency of lost or missing laptops at their locations.¹ In addition to laptop loss frequency, we captured information about airport operating practices concerning laptop recovery, reclamation rates, and disposal procedures.

We began the field research almost eight months ago. We conducted in-person and telephone interviews, speaking with airport personnel representing different departments or functional areas within the airport environment. Utilizing scripted interviews, our survey included security, baggage, facility, lost-and-found, and numerous other personnel to better understand how many laptops each week are lost or left behind within the airport ecosystem.

During the course of our research, we learned that most U.S. airports do not have a consistent or centralized approach for tracking lost, missing or stolen laptop computers within passenger terminals or functional areas. Hence, our methods required us to capture data across the entire airport environment. All responses were voluntarily provided and kept confidential.

¹ Thirty-six of the 106 airports included in this research are Bravo (B) Class (largest airport airspace designation by the Federal Aviation Administration (FAA)). The remaining 70 are Charlie (C) Class airports, which typically handle large commercial passenger traffic.



As we built our field research methods and survey tools, we decided to include all instances of lost or missing laptops, rather than just those computers permanently lost or stolen. Hence, our estimate includes temporarily missing laptops that ultimately ended up in the rightful hands of their owners.

Why did we make the decision to include temporary loss in the aggregated laptop loss statistic? Simply getting the laptop computer back does not guarantee that the data hasn't been wrongfully accessed and compromised. Previous studies the Ponemon Institute has conducted have focused on data breaches and we know that at least 42% of data breaches in the U.S. occur due to lost or stolen laptops and other portable data-bearing devices.²

For the second phase of research, we conducted a U.S. nationwide survey involving 864 business travelers in the airport environment. Our survey attempted to determine:

- How frequently do business travelers carry their company-assigned laptop computers?
- Do business travelers carry sensitive or confidential business information on their laptops? If so, what type of sensitive data do their laptops contain and do they take steps to protect the information?
- What steps do business travelers take to secure the laptops they carry and use in public venues?

Key Findings

Following are some of the most salient findings revealed in this comprehensive national research study of airports and business travelers:

1. Business travelers lose more than 12,000 laptops per week in U.S. airports.

Table 1 reports summary statistics about weekly lost, missing or stolen laptop computers within 106 airport locations.³ The average loss frequency among the largest U.S. airports is 286 laptops per week or 10,278 for all 36 Class B airports included in our study. The comparable frequency for the remaining large U.S. airports is 28 devices per week or 1,977 for all 70 Class C airports included in our study.

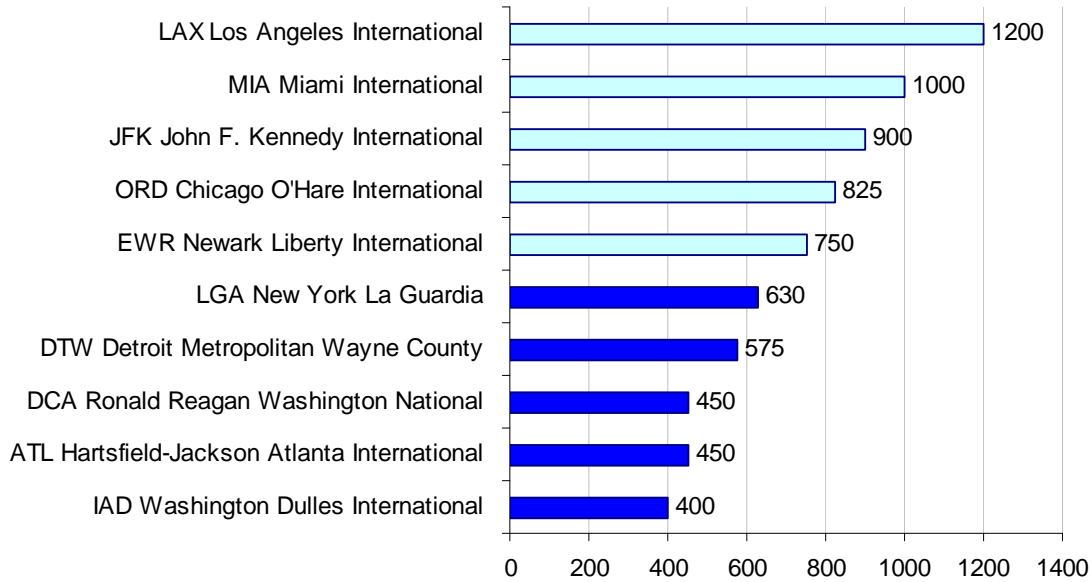
| Table 1 Summary of lost, missing or stolen laptops at U.S. airports | Freq. per week |
|------------------------------------------------------------------------|----------------|
| Class B airports average | 286 |
| Class B lost laptops per week for 36 airports | 10,278 |
| Class C airports average | 28 |
| Class C lost laptops per week for 70 airports | 1,977 |
| Total lost laptops per week | 12,255 |

² See: The Business Impact of Data Breach, Ponemon Institute, May 15, 2007.

³ Laptop loss frequencies were collected from a confidential field survey as either a direct weekly estimate or as a range variable as reported by airport personnel. Exact loss frequencies were typically not calculated or available for review.

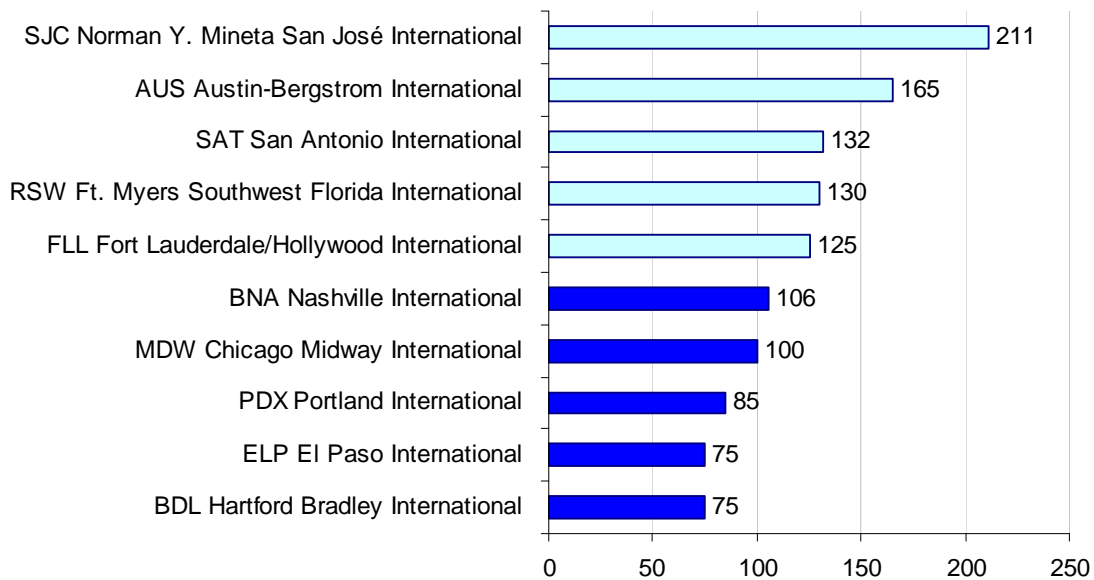


Bar Chart 1 reports the 10 U.S. Class B airports with the highest weekly frequency of laptop loss.



The five airports with the highest number of lost, missing or stolen laptops include Los Angeles International, Miami International, Kennedy International, and Chicago O'Hare. While Atlanta's Hartsfield-Jackson International is the busiest airport in the U.S., it is tied for eighth place (with Washington's Reagan National) for lost, stolen or missing laptop computers.

Bar Chart 2 reports the 10 U.S. Class C airports with the highest weekly frequency of laptop loss.





2. Only 33% of laptops within the Lost and Found departments in airports are reclaimed.⁴

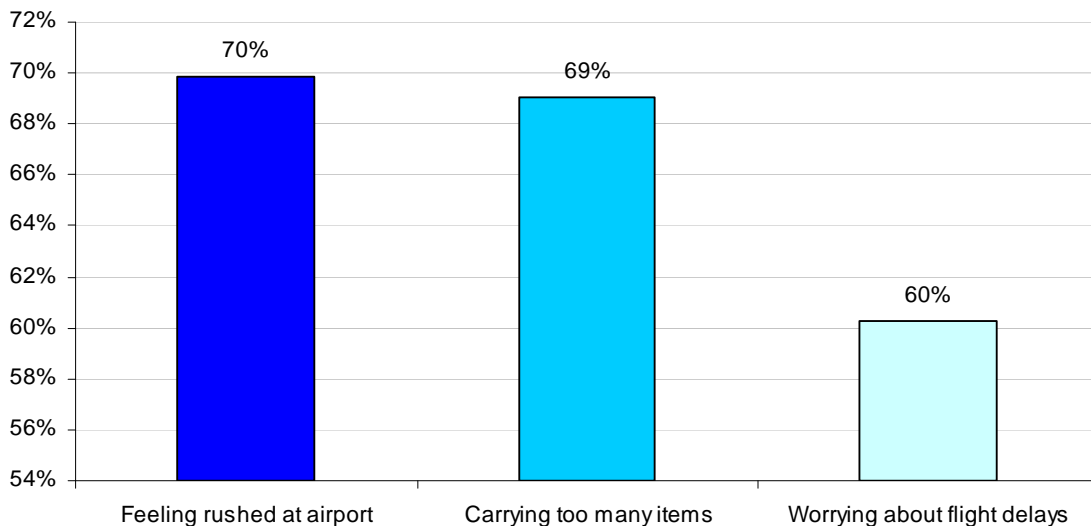
The other 67% of subsequently found laptops that arrive in Lost and Found departments remain in the airport until they are disposed of. As a result, there are potentially millions of files containing sensitive or confidential data that may be accessible to a large number of airport employees and contractors.

| Table 2 Average repatriation statistics | Class B | Class C | Overall |
|--------------------------------------------|---------|---------|---------|
| Reclaimed before flight | 22% | 15% | 17% |
| Reclaimed after flight | 9% | 20% | 16% |
| Total reclaimed laptops from lost in found | 31% | 25% | 33% |
| Never reclaimed (extrapolated) | 69% | 65% | 67% |

3. Over 70% of business travelers feel rushed when trying to get on their flights and 60% worry that delays due to security checkpoints will cause them to miss their flight.

The stress of rushing to catch a flight combined with the number of items business travelers typically carry (i.e., laptops, cell phones, PDAs, briefcases, luggage, etc.), creates a situation that is conducive to property loss. The rate of loss may be exacerbated by checkpoint security procedures that require passengers to separate from their personal property during electronic scanning or pat-down procedures.

Bar Chart 3 reports business travelers' state of mind at airports. Each bar reports the percentage of respondents who strongly agree or agree to each of the three attributions presented.



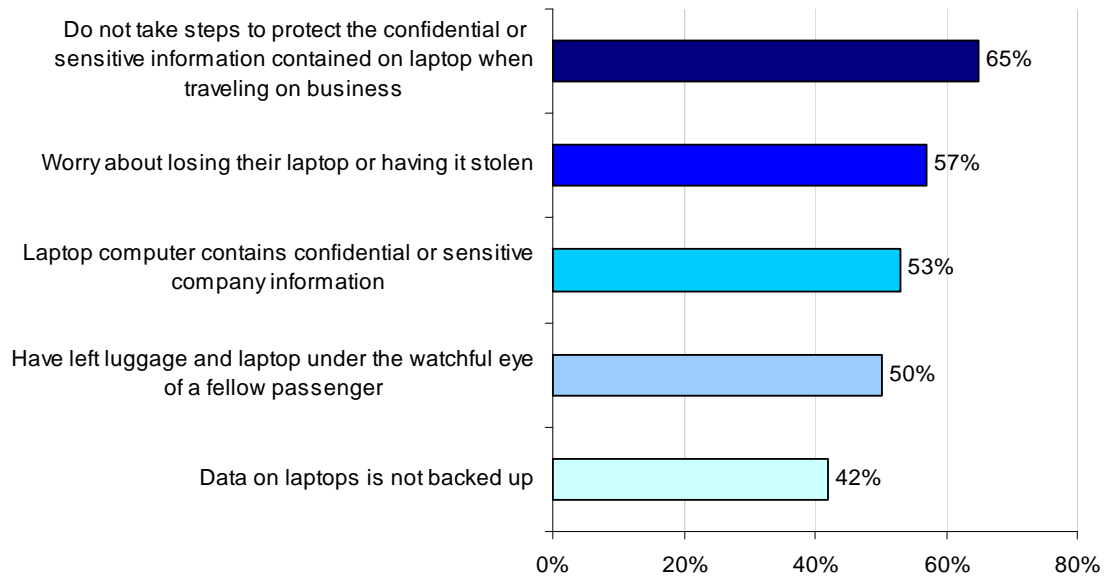
4. Over 53% of business travelers say that their laptops contain confidential or sensitive information. However, 65% of these travelers admit they do not take steps to protect or secure the information contained on their laptop.⁵

⁴ These figures are derived from field interviews of airport personnel. The percentages are extrapolated from only those laptop computers that ultimately find their way to a lost in found (or property holding) department and not all laptops that are indicated as missing, lost or stolen



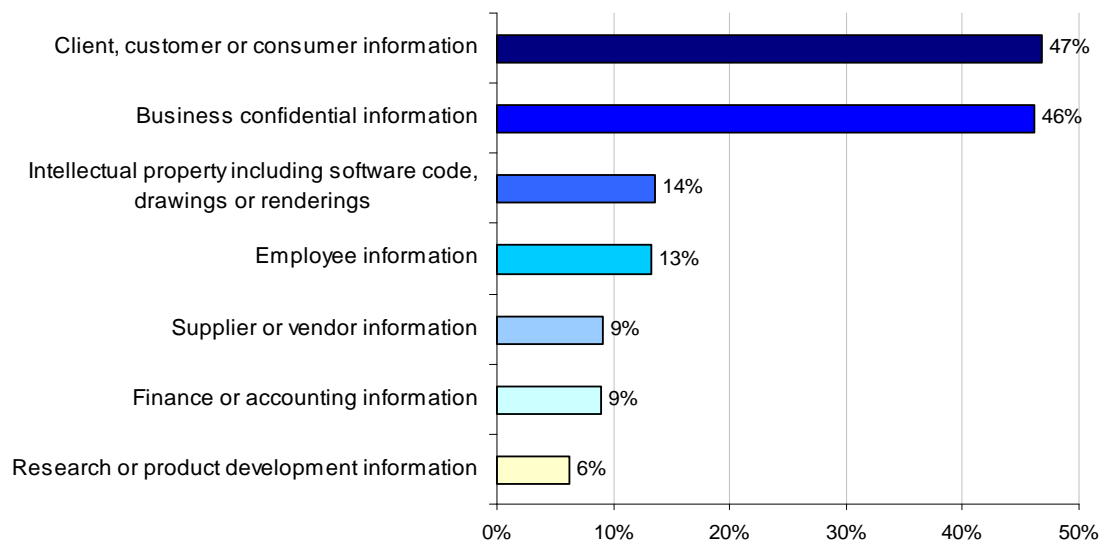
As noted below, 57% worry about losing their laptop and more than 50% say they have left their luggage and laptop under the watchful eye of a fellow passenger. More than 42% of respondents admit that they do not back up the data in their laptop computers.

Bar Chart 4 reports business travelers' percentage affirmative responses to five survey questions.



The types of company information contained on business traveler's laptop computers include customer or consumer data (47%), business confidential information (46%), intellectual property such as software code, drawings or renderings (14%), and employee records (13%).

Bar Chart 5 reports the types of company information contained on laptops.



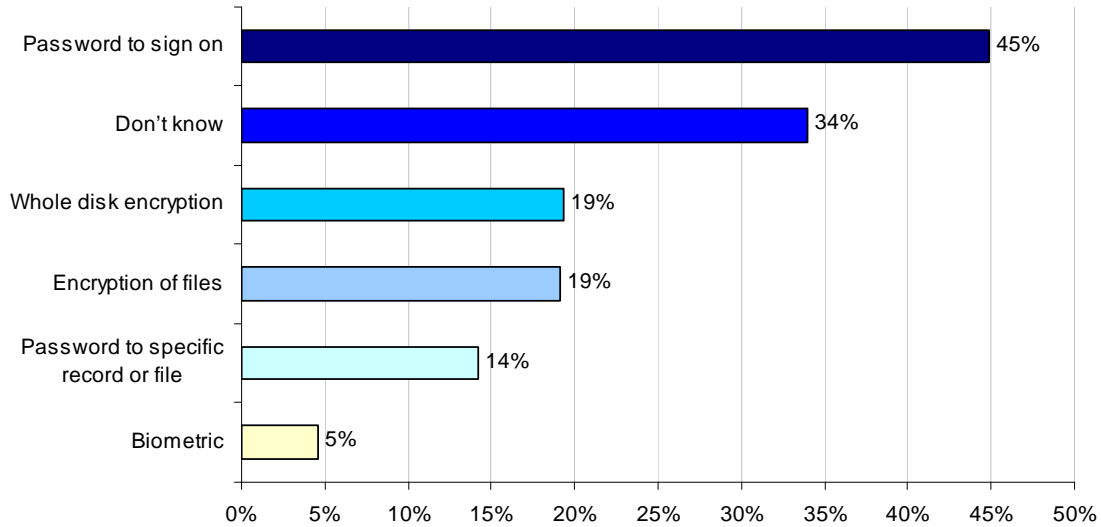
⁵ The 65% is calculated from two survey items Q19a (No) and Q19b (Don't Know) responses from the business traveler's survey.



5. More than 34% of business travelers who say they do take steps to protect the sensitive or confidential information in their laptop computers don't know how this information is protected.

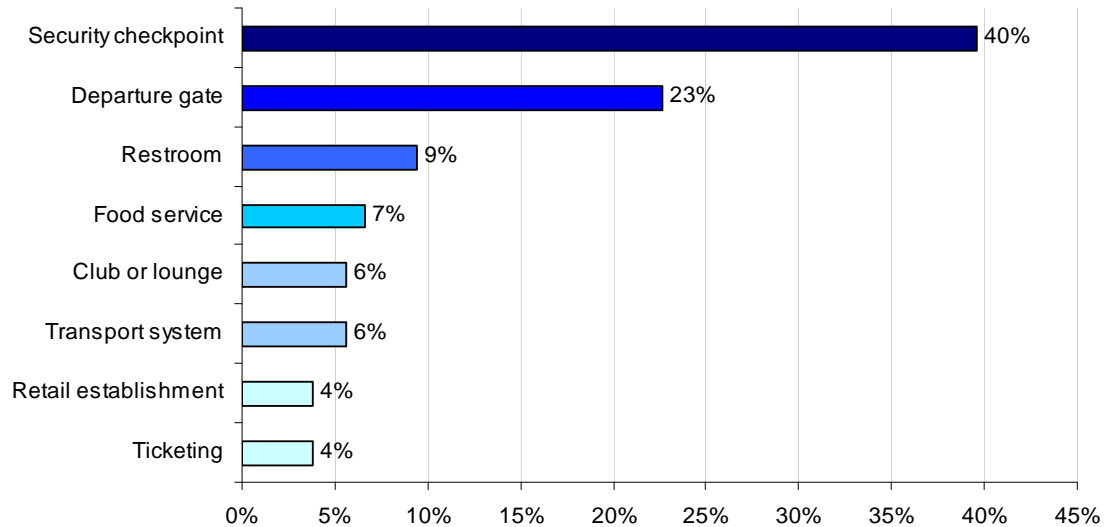
About 45% of respondents say they use passwords when signing on to their computer. More than 38% use either disk encryption or encrypt specific records or files. Less than 5% of respondents utilize a biometric tool such as a fingerprint reader.

Bar Chart 6 reports the security protections utilized by 53% of business travelers.



6. According to U.S. airport representatives, the most common airport locations where laptops are lost or missing include security checkpoints (40%) and departure gates (23%).

Bar Chart 7 reports the airport locations where laptop computers are lost and reclaimed.





Recommendations and Conclusion

Lost laptops in airports are a serious issue for business travelers and their companies. As revealed in this study, very often business travelers' laptops contain sensitive or confidential business information that is vulnerable to a data breach.

According to our *Cost of Data Breach Study*, the average business cost when confidential personal information is lost or stolen is **\$197 per record**.⁶ Obviously, even one missing laptop can become a serious problem for any organization. To avoid having this occur, we recommend the following simple steps.

- Label your laptop. Provide your full contact information so that if the device is found, airport personnel will be able to reach you or your company quickly.
- Allow enough time. Airline travel is a hassle that only gets worse when you don't allow enough time. Stupid mistakes can be avoided if you slow down your pace.
- Carry less and think ahead. Have a mental strategy when removing laptops and other possessions prior to screening at a security checkpoint.
- Take appropriate security measures to protect your information. Consider the use of encryption technologies and always backup your system.
- Think twice about the information you carry on your laptop. Is it really necessary to have so much information accessible on your computer?
- Know who to call. Airports need to do a better job coordinating the lost and found process, especially when it concerns the loss of a laptop computer or other data-bearing devices.

⁶ See: U.S. Cost of Data Breach Study, Ponemon Institute, LLC, November 2007



Appendix I: Missing & Lost Laptops at U.S. Airport Locations

Field research completed on June 19, 2008

Legend: B = Class Bravo (largest U.S. airports/airspace); C = Class Charlie (large U.S. airports/airspace); and I = major international airports in Canada and Latin America.

| Class | Airport Code | Estimated Weekly Frequency of Laptop Loss |
|-------|------------------------------------------------|-------------------------------------------|
| B | PHX Phoenix Sky Harbor International | 200 |
| B | LAX Los Angeles International | 1200 |
| B | SAN San Diego International Lindbergh Field | 10 |
| B | SFO San Francisco International | 350 |
| B | DEN Denver International | 175 |
| B | MIA Miami International | 1000 |
| B | MCO Orlando International | 50 |
| B | TPA Tampa International | 200 |
| B | ATL Hartsfield-Jackson Atlanta International | 450 |
| B | HNL Honolulu International | 5 |
| B | ORD Chicago O'Hare International | 825 |
| B | CVG Cincinnati/Northern Kentucky International | 30 |
| B | MSY Louis Armstrong New Orleans International | 100 |
| B | BWI Baltimore/Washington International | 125 |
| B | BOS Logan International (Boston) | 200 |
| B | DTW Detroit Metropolitan Wayne County | 575 |
| B | MSP Minneapolis-St. Paul International | 200 |
| B | MCI Kansas City International | 25 |
| B | STL Lambert-St. Louis International | 35 |
| B | LAS Las Vegas McCarran International | 240 |
| B | EWR Newark Liberty International | 750 |
| B | JFK John F. Kennedy International | 900 |
| B | LGA New York La Guardia | 630 |
| B | CLT Charlotte/Douglas International | 60 |
| B | CLE Cleveland-Hopkins International | 50 |
| B | PHL Philadelphia International | 275 |
| B | PIT Pittsburgh International | 85 |
| B | MEM Memphis International | 75 |
| B | DAL Dallas Love Field | 5 |
| B | DFW Dallas Fort Worth International | 250 |
| B | HOU Houston William P. Hobby | 175 |
| B | IAH George Bush Intercontinental (Houston) | 125 |
| B | SLC Salt Lake City International | 3 |
| B | DCA Ronald Reagan Washington National | 450 |
| B | IAD Washington Dulles International | 400 |
| B | SEA Seattle-Tacoma International | 50 |
| C | BHM Birmingham International | 3 |
| C | ANC Ted Stevens Anchorage International | 0 |
| C | TUS Tucson International | 15 |
| C | LIT Little Rock Adams Field | 20 |



| | | |
|---|-----------------------------------------------|-----|
| C | XNA Fayetteville/Springdale Arkansas Regional | 3 |
| C | BUR Burbank Bob Hope | 15 |
| C | OAK Metropolitan Oakland International | 65 |
| C | ONT Ontario International | 25 |
| C | SMF Sacramento International | 3 |
| C | SBA Santa Barbara Municipal | 3 |
| C | SNA John Wayne-Orange County | 8 |
| C | SJC Norman Y. Mineta San José International | 211 |
| C | COS City of Colorado Springs Municipal | 30 |
| C | BDL Hartford Bradley International | 75 |
| C | DAB Daytona Beach International | 25 |
| C | FLL Fort Lauderdale/Hollywood International | 125 |
| C | JAX Jacksonville International | 20 |
| C | PBI Palm Beach International | 30 |
| C | PNS Pensacola Regional | 1 |
| C | RSW Ft. Myers Southwest Florida International | 130 |
| C | SFB Orlando Sanford International | 5 |
| C | SRQ Sarasota/Bradenton International | 8 |
| C | TLH Tallahassee Regional | 25 |
| C | CSG Columbus Metropolitan | 3 |
| C | BOI Boise Air Terminal/Gowen Field | 3 |
| C | CMI Champaign/Urbana | 3 |
| C | MDW Chicago Midway International | 100 |
| C | MLI Moline Quad City International | 1 |
| C | IND Indianapolis International | 30 |
| C | DSM Des Moines International | 1 |
| C | LEX Lexington Blue Grass Field | 1 |
| C | SDF Louisville International-Standiford Field | 12 |
| C | BTR Baton Rouge Metropolitan/Ryan Field | 8 |
| C | PWM Portland International Jetport | 50 |
| C | FNT Flint Bishop International | 50 |
| C | GRR Grand Rapids Gerald R. Ford International | 35 |
| C | JAN Jackson International | 10 |
| C | LNK Lincoln Airport | 5 |
| C | OMA Omaha Eppley Airfield | 10 |
| C | RNO Reno/Tahoe International | 15 |
| C | MHT Manchester-Boston Regional | 22 |
| C | ABQ Albuquerque International Sunport | 25 |
| C | ALB Albany International | 18 |
| C | BUF Buffalo Niagara International | 5 |
| C | ISP Islip/Long Island MacArthur | 10 |
| C | ROC Greater Rochester International | 20 |
| C | SYR Syracuse Hancock International | 1 |
| C | FAY Fayetteville Regional/Grannis Field | 3 |
| C | GSO Greensboro Piedmont Triad International | 10 |
| C | RDU Raleigh-Durham International | 25 |
| C | CAK Akron Canton International | 5 |



| | | |
|---|----------------------------------------------|-----|
| C | DAY James M. Cox Dayton International | 1 |
| C | OKC Oklahoma City Will Rogers World | 8 |
| C | TUL Tulsa International | 8 |
| C | PDX Portland International | 85 |
| C | SJU San Juan Luis Muñoz Marin International | 3 |
| C | PVD T. F. Green Airport (Providence) | 21 |
| C | GSP Greenville-Spartanburg International | 3 |
| C | MYR Myrtle Beach International | 3 |
| C | BNA Nashville International | 106 |
| C | AUS Austin-Bergstrom International | 165 |
| C | ELP El Paso International | 75 |
| C | LBB Lubbock International | 1 |
| C | SAT San Antonio International | 132 |
| C | BTV Burlington International | 5 |
| C | ORF Norfolk International | 8 |
| C | ROA Roanoke Regional Airport | 0 |
| C | RIC Richmond International | 1 |
| C | CRW Charleston Yeager | 1 |
| C | MKE Milwaukee General Mitchell International | 25 |



Appendix II: U.S. Business Traveler Survey

Survey completed on June 19, 2008

The following table reports survey items pertaining to laptop security. The response rate = 5.68%.

| Description | Total | Pct% |
|-------------------------------------|--------|---------|
| Sampling frame | 33,736 | 100.00% |
| Bounce back | 6,011 | 17.82% |
| Total responses | 1982 | 5.88% |
| Reliability rejections | 65 | 0.19% |
| Net sample after reliability checks | 1,917 | 5.68% |

The following are the screening question used to finalize sample.

| 1. Background | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|
| Q1. How many times in a year do you fly a commercial airline for business ? Please select the number of airline trips taken during the past 12 months. | Pct% | |
| 0 trips (stop) | 11.2% | -214 |
| 1 to 5 trips | 7.9% | |
| 6 to 10 trips | 53.6% | |
| 11 to 25 trips | 21.9% | |
| More than 25 trips | 5.3% | |
| Total | 100.0% | |

| | | |
|--------------------------------------------------------------------|------|------|
| Q2. Do you typically carry your laptop when traveling on business? | Pct% | |
| Yes | 51% | |
| No (stop) | 49% | -839 |
| Total | 100% | |

| | |
|-----------------------------------------------------------|------------|
| Adjusted sample size after two screening questions | 864 |
|-----------------------------------------------------------|------------|

The following tables provide the percentage frequencies of survey results for a sample of business travelers located in the United States. Pct% = percentage frequency where the table sums to 100% (only one choice allowed). Total% = percentage frequency where the table sums to > 100% (more than one choice allowed).

| | |
|-------------------------------------------------------------------------------------------|------|
| Q3. What percentage of your business travel is international (outside your home country)? | Pct% |
| None | 19% |
| Less than 10% | 38% |
| Between 11 to 20% | 19% |
| Between 21 to 50% | 9% |
| More than 50% | 14% |
| Total | 100% |

| | |
|--------------------------------------------------------------|------|
| Q4. Are you a member of one or more frequent flyer programs? | Pct% |
| Yes | 88% |
| No | 12% |
| Total | 100% |



| 2. Airport experience | |
|--------------------------------------------------------------------------------------------------------|------|
| Q5. I often need to rush from the time I arrive at the airport to the time I'm seated on the airplane. | Pct% |
| Strongly agree | 38% |
| Agree | 32% |
| Unsure | 6% |
| Disagree | 19% |
| Strongly disagree | 6% |
| Total | 100% |

| | |
|------------------------------------------------------------------------------------------------------------------|------|
| Q6. When I travel, the items I carry with me make it difficult to maneuver through airport security checkpoints. | Pct% |
| Strongly agree | 33% |
| Agree | 36% |
| Unsure | 9% |
| Disagree | 18% |
| Strongly disagree | 4% |
| Total | 100% |

| | |
|-------------------------------------------------------------------------------------------------|------|
| Q7. I often worry about missing my flight because of time delays caused by security procedures. | Pct% |
| Strongly agree | 19% |
| Agree | 42% |
| Unsure | 13% |
| Disagree | 17% |
| Strongly disagree | 9% |
| Total | 100% |

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| Q8. Despite the hassle, I believe that checking my laptop or notebook computer separately from other carry-on items increases passenger safety and security. | Pct% |
| Strongly agree | 5% |
| Agree | 7% |
| Unsure | 23% |
| Disagree | 40% |
| Strongly disagree | 24% |
| Total | 100% |

| | |
|---------------------------------------------------------------|------|
| Q9 Do you worry about losing your laptop or having it stolen? | Pct% |
| Yes | 57% |
| No | 43% |
| Total | 100% |

| | |
|-----------------------------------------------------------------------------------------------|------|
| Q10. Have you ever left your luggage and laptop under the watchful eye of a fellow passenger? | Pct% |
| Yes | 50% |
| No | 50% |
| Total | 100% |



| 3. Confidential data on your laptop | |
|---------------------------------------------------------------------------------------|------|
| Q17. Does your laptop computer contain confidential or sensitive company information? | Pct% |
| Yes | 53% |
| No (Go to Part 5) | 47% |
| Total | 100% |

| | |
|-------------------------------------------------------------------------------------------------------|--------|
| Q18. Please check the types of information that may reside on your laptop when traveling on business. | Total% |
| Client, customer or consumer information | 47% |
| Employee information | 13% |
| Business confidential information | 46% |
| Finance or accounting information | 9% |
| Research or product development information | 6% |
| Supplier or vendor information | 9% |
| Intellectual property including software code, drawings or renderings | 14% |
| Other (please specify) | 2% |
| Total | 146% |

| | |
|-----------------------------------------------------------------------------------------------------------------------------------|------|
| Q19a. Do you take steps to protect the confidential or sensitive information contained on your laptop when traveling on business? | Pct% |
| Yes | 53% |
| No | 47% |
| Total | 100% |

| | |
|----------------------------------------------------------------|--------|
| Q19b. If yes, how do you protect this information? | Total% |
| Information is not protected | 9% |
| Encryption of files | 19% |
| Encryption of the hard disk | 19% |
| Passwords when signing on | 45% |
| Test question or private facts when signing on | 3% |
| Biometric device (such as figure print reader) when signing on | 5% |
| Password protection to specific records or files | 14% |
| Other (explain) | 1% |
| Don't know | 34% |
| Total | 150% |

| | |
|----------------------------------------------------------------------------------------------------------|--------|
| Q19c. What would you do if your laptop was lost when traveling on business? Please check all that apply. | Total% |
| Nothing | 16% |
| Retrace my steps and contact the lost and found department of different places I visited | 27% |
| Contact my company and ask them for advice | 58% |
| Contact legal authorities or law enforcement | 3% |
| Other (please specify) | 3% |
| Total | 106% |



| Q20. If your laptop was lost or misplaced at an airport, what do you think are the chances it would be recovered by you or your organization? | Pct% |
|-----------------------------------------------------------------------------------------------------------------------------------------------|------|
| No chance | 35% |
| Less than 10% | 42% |
| Between 11 to 30% | 16% |
| Between 31 to 50% | 5% |
| Between 51 to 70% | 0% |
| Between 71 to 90% | 1% |
| Over 90% | 1% |
| Total | 100% |

| Q21. Have you ever lost a laptop computer? | Pct% |
|--------------------------------------------|------|
| Yes | 1% |
| No | 99% |
| Total | 100% |

| Q22. How would you go about retrieving the data lost on your missing laptop computer? | Pct% |
|---------------------------------------------------------------------------------------|------|
| I routinely backup my data | 13% |
| My company routinely backs up my data | 38% |
| My data is not backed up | 42% |
| I don't know | 6% |
| Total | 100% |

| Q23. Do you know anyone who has lost a laptop computer while traveling on business? | Pct% |
|-------------------------------------------------------------------------------------|------|
| Yes | 84% |
| No | 16% |
| Total | 100% |

5. Demographics: Please check the most appropriate response to each item listed below.

| Please check your age range? | Pct% |
|------------------------------|------|
| 18 to 25 | 13% |
| 26 to 35 | 30% |
| 36 to 45 | 23% |
| 46 to 55 | 19% |
| 56 to 65 | 10% |
| 66 to 75 | 4% |
| 75+ | 1% |
| Total | 100% |

| Have you ever been notified that your personal information was lost or stolen? | Pct% |
|--------------------------------------------------------------------------------|------|
| Yes | 70% |
| No | 15% |
| Unsure | 15% |
| Total | 100% |



| How important to you is the protection of your privacy rights? | Pct% |
|----------------------------------------------------------------|------|
| Very important | 48% |
| Important | 41% |
| Not important | 9% |
| Irrelevant | 2% |
| Total | 100% |

| What is your highest level of education attained? | Pct% |
|---------------------------------------------------|------|
| High school | 9% |
| Vocational | 7% |
| Some university | 34% |
| University degree | 40% |
| Post graduate | 9% |
| Doctorate | 2% |
| Total | 100% |

| What best describes your employment status today? | Pct% |
|---------------------------------------------------|------|
| Full time employee | 58% |
| Part time employee | 13% |
| Business owner | 5% |
| Contractor | 9% |
| Military | 6% |
| Retired | 0% |
| Unemployed | 5% |
| Student | 4% |
| Total | 100% |

| Approximately, what is your household income? | Pct% |
|-----------------------------------------------|------|
| Less than \$20,000 | 1% |
| \$20,000 to \$40,000 | 1% |
| \$41,000 to \$60,000 | 12% |
| \$61,000 to \$80,000 | 13% |
| \$81,000 to \$100,000 | 25% |
| \$101,000 to \$150,000 | 29% |
| \$151,000 to \$200,000 | 13% |
| \$201,000+ | 6% |
| Total | 100% |



| Where is your job function located? | Pct% |
|-------------------------------------|------|
| Sales | 24% |
| Marketing & communications | 12% |
| Finance & accounting | 8% |
| Research & development | 2% |
| Administration | 3% |
| General management | 20% |
| Procurement & logistics | 10% |
| Information technology | 14% |
| Legal & compliance | 3% |
| Public affairs | 1% |
| Other | 2% |
| Total | 100% |

| How long have you used a laptop computer for business? | Pct% |
|--------------------------------------------------------|------|
| Less than 1 year | 1% |
| Between 1 to 3 years | 18% |
| Between 4 to 5 years | 55% |
| Between 6 to 8 years | 23% |
| Between 9 to 10 years | 2% |
| More than 10 years | 1% |
| L | 100% |

| What is the worldwide headcount of your organization? | Pct% |
|-------------------------------------------------------|------|
| Less than 500 people | 3% |
| 500 to 1,000 people | 9% |
| 1,001 to 5,000 people | 19% |
| 5,001 to 25,000 people | 33% |
| 25,001 to 75,000 people | 30% |
| More than 75,000 people | 7% |
| Total | 100% |

| What is your location? | Pct% |
|------------------------|------|
| Northeast | 20% |
| Mid-Atlantic | 18% |
| Midwest | 18% |
| Southeast | 13% |
| Southwest | 13% |
| Pacific | 18% |
| Total | 100% |

| Please check | Pct% |
|--------------|------|
| Female | 47% |
| Male | 53% |
| Total | 100% |



| Who has responsibility for backing up your laptop data? | Pct% |
|---------------------------------------------------------|------|
| I am responsible | 10% |
| No one is responsible | 31% |
| My company is responsible | 41% |
| Don't know | 18% |
| Total | 100% |

Ponemon Institute

Advancing Responsible Information Management

Ponemon Institute is dedicated to independent research and education that advances responsible information and privacy management practices within business and government. Our mission is to conduct high quality, empirical studies on critical issues affecting the management and security of sensitive information about people and organisations.

As a member of the **Council of American Survey Research Organisations (CASRO)**, we uphold strict data confidentiality, privacy and ethical research standards. We do not collect any personally identifiable information from individuals (or company identifiable information in our business research). Furthermore, we have strict quality standards to ensure that subjects are not asked extraneous, irrelevant or improper questions.