

# CYBERSECURITY TRAINING IN THE WORKPLACE

In support of National Small Business Week (April 30–May 6, 2017) and ESET’s ongoing advocacy of cybersecurity education—including its free Cybersecurity Awareness Training—ESET commissioned a survey to better understand the role of cybersecurity training in the workplace from the employee perspective.

## **ESET SURVEY REVEALS THAT MORE THAN ONE IN THREE AMERICANS RECEIVES NO CYBERSECURITY TRAINING IN THE WORKPLACE**

Despite the proliferation of cyberattacks on businesses, more than 30% of organizations don’t provide any form of cybersecurity training to employees; the smaller the organization, the more likely it is for employees to not receive and training/education in the workplace. Plus, almost half of respondents would take a cybersecurity training course, even if it were optional.

## SURVEY FINDINGS AND ANALYSIS

### **MOST ORGANIZATIONS DO NOT OFFER A REGULAR, RECURRING PROGRAM OF CYBERSECURITY TRAINING FOR THEIR EMPLOYEES. SOME ORGANIZATIONS OFFER NO CYBERSECURITY TRAINING AT ALL:**

- 33% of respondents said they had not received any form of cybersecurity training at their organization
- 62% of respondents said they do not receive recurring cybersecurity training, including:
  - ▶ 33% said “no” they don’t receive any cybersecurity training
  - ▶ 13% answered “yes, only when I first joined the company,” and
  - ▶ 16% responded they “don’t know” if they have received any training in their workplace

### **THE SMALLER THE SIZE OF THE COMPANY, THE MORE LIKELY IT IS THAT THE EMPLOYEE DOES NOT RECEIVE ANY CYBERSECURITY TRAINING IN THEIR WORKPLACE:**

- 1-25 employees: 55% answered “no”
- 26-100 employees: 43% answered “no”
- 101-499 employees: 30% answered “no”
- 500-1000 employees: 29% answered “no”
- 1001+ employees: 17% answered “no”

### **ALMOST HALF OF RESPONDENTS WOULD TAKE A CYBERSECURITY TRAINING COURSE IN THEIR WORKPLACE, EVEN IF IT WERE OPTIONAL:**

- 49% indicated “yes”
- 30% said “I don’t know”
- 21% responded “no”

## PEOPLE WOULD LIKE TO SEE CYBERSECURITY TRAINING OFFERED IN A MIX OF DIFFERENT FORMATS:

- 22% said “videos/animated slides with audio”
- 17% chose “an in-person, live presentation”
- 8% responded “document with tips”
- 53% indicated “a mix of the above”

## SELF-ADMITTED CYBERSECURITY KNOWLEDGE GAPS ARE PARTICULARLY ACUTE IN EMERGING TOPICS (SUCH AS RANSOMWARE AND MOBILE DEVICE THREATS). WORKERS APPEAR TO BE IN ALMOST EQUAL NEED OF EDUCATION FOR ALL TOPICS EXCEPT “PASSWORDS.” RESPONDENTS SAID THEY FEEL LIKE THEIR LARGEST CYBERSECURITY KNOWLEDGE GAPS ARE IN THE FOLLOWING AREAS (THEY COULD PICK MORE THAN ONE ANSWER):

- 30% said “email threats (e.g., phishing)”
- 30% chose “protecting mobile devices”
- 29% indicated “ransomware”
- 29% responded “smart or connected devices (IoT)”
- 16% chose “creating strong passwords”

## SELF-REPORTED CYBERSECURITY KNOWLEDGE SHOWS PEOPLE ARE “SOMEWHAT AWARE” OF CYBERSECURITY BEST PRACTICES MOST OF THE TIME. HOWEVER, MANY STILL ARE NOT AT ALL CONFIDENT IN THEIR KNOWLEDGE:

- 20% of respondents said they are “not at all aware” of cybersecurity best practices
- 28% said “very aware”
- 52% indicated they were “somewhat aware”

## MOST PEOPLE INDICATE THAT THEIR KNOWLEDGE OF CYBERSECURITY BEST PRACTICES HAS NOT INCREASED SINCE THEY BEGAN WORKING FOR THEIR ORGANIZATION—UNDERSTANDABLY SO SINCE MANY DO NOT RECEIVE TRAINING:

- 48% indicated their cybersecurity knowledge had “increased”
- 45% said “stayed the same”
- 8% said “decreased”

## THE HIGHER THE REPORTED ANNUAL INCOME, THE MORE LIKELY IT IS THE RESPONDENT RECEIVES ONGOING CYBERSECURITY TRAINING IN THEIR WORKPLACE:

- Those who made more than \$150,000 annually answered “yes, ongoing” 66% of the time, the highest figure
- Respondents who made less than \$24,999 received ongoing training least frequently, 28% of the time

### Methodology:

ESET Cybersecurity Training in the Workplace survey of 400-600 U.S. respondents between the age of 25 and 65+. All respondents answered “yes” (90%) or “maybe” (10%) to being currently employed at an organization that requires them to use a computer. Conducted by ESET North America and Google Survey, March 2017.