

IT Security Officer Survey April 2008

Thank you for participating in this ECAR study, which seeks to understand the important characteristics and career paths of those engaged in IT security management in higher education. This survey is intended for the person **assigned day-to-day management responsibility for central IT security** at your institution. If you are not that person, we request that you refer this survey to the person in your institution you believe fulfills that role.

This survey takes about 20-25 minutes to complete.

If you wish to preview the survey before completing it, a PDF version is available from the ECAR survey instruments Web site, <http://www.educause.edu/SurveyInstruments/1004>

Our survey software allows you to:

- > **Print.** To *print a blank copy of the survey* before completing it, click “Printable version of this survey” in the header. Once you have completed the online survey, you can *print your responses* by clicking the “Review” button at the end of the survey.
- > **Save partially completed surveys.** To save and return to a partially completed survey, set a Favorite (Bookmark) for the survey and then click the SAVE button. If cookies are enabled in your browser, when you return to the survey you will be taken to the place you left off.
- > **Review, revise, print, and save responses.** You may review your answers before submitting your responses (i.e., before clicking the “Finish” button). Choose the “Review” button to review, print, and save your responses. ***We strongly suggest that you print and save your responses before you submit them.***

Please complete this survey by Friday, April 25, 2008.

All data and information collected by the EDUCAUSE Center for Applied Research are used strictly for the purposes of research and analysis for the benefit of ECAR subscribers and EDUCAUSE members. EDUCAUSE does not make personally or institutionally identifiable information or data available to its members, sponsors, contractors, or others.

We appreciate your time and participation. If you have any questions or concerns, please e-mail ecar@educause.edu

Once again, thank you for your input! Click the *Next* button to begin the survey.

Section 1: About You and Your Current Position

1.1 Survey ID. *Required. Obtain your survey ID from the e-mail invitation you received for this survey.* _____

1.2 Are you the person who is assigned the day-to-day management responsibility for central IT security in your institution? *Required. Note: If you answer No, you will be directed to the end of the survey. If there is someone else at your institution who has been assigned day-to-day management responsibility for central IT security, we ask that you forward the survey invitation e-mail to that person.*

- No <Go to end of survey>
 Yes <Go to 1.3>

1.3 What is your age?

(Drop-down menu from Under 18 to 70 in one-year increments, plus over 70 and Decline to answer.)

1.4 What is your gender?

- Male
 Female
 Decline to answer

1.5 What is your official title? _____

1.6_1.27 What are your areas of responsibility as IT security officer? Please indicate whether you have primary responsibility for each area, provide support for it, or have no responsibility.

	Primary	Support	No Responsibility
1.6 Access controls			
1.7 Application security			
1.8 Authentication and authorization controls			
1.9 Budget and fiscal management			
1.10 Change management			
1.11 Coordination with law enforcement			
1.12 Data and information management (classification, retention, destruction)			
1.13 Database security			
1.14 Digital forensics			
1.15 Disaster recovery			
1.16 Incident management			

1.17 Identity management			
1.18 Network security and firewall management			
1.19 Personnel clearances or background checks			
1.20 Policy development and administration			
1.21 Procurement of systems, software, and services			
1.22 Regulation and standards compliance			
1.23 Risk assessment and management			
1.24 Security architecture			
1.25 Supervision of employees			
1.26 Systems security			
1.27 Training and awareness of users about security issues			

1.28 What percentage of time do you work on IT security responsibilities?

(Dropdown list from 100 to 1, in 1% increments)

1.29 To what position do you directly report? Please select the one that fits the best.

- Chancellor/president
- Provost
- Vice president/vice provost (non-CIO)
- Chief information officer (or equivalent)
- Chief technology officer (or equivalent)
- Associate/assistant/deputy chief information officer
- Associate/assistant/deputy chief technology officer
- Director of administrative computing
- Director of academic computing
- Director of networking
- Other IT management
- Director of internal audit
- Director of compliance
- Director of public safety
- Other non-IT management

1.30 How many years have you worked in your current position?

(Dropdown list from Less than 1 year to 30 years in one-year increments, including Over 30 years.)

1.31 What is your salary?

- | | | |
|---|--|--|
| <input type="checkbox"/> Less than \$20,000 | <input type="checkbox"/> \$80,000–89,999 | <input type="checkbox"/> \$150,000–159,999 |
| <input type="checkbox"/> \$20,000–29,999 | <input type="checkbox"/> \$90,000–99,999 | <input type="checkbox"/> \$160,000–169,999 |
| <input type="checkbox"/> \$30,000–39,999 | <input type="checkbox"/> \$100,000–109,999 | <input type="checkbox"/> \$170,000–179,999 |
| <input type="checkbox"/> \$40,000–49,999 | <input type="checkbox"/> \$110,000–119,999 | <input type="checkbox"/> \$180,000–189,999 |
| <input type="checkbox"/> \$50,000–59,999 | <input type="checkbox"/> \$120,000–129,999 | <input type="checkbox"/> \$190,000–200,000 |
| <input type="checkbox"/> \$60,000–69,999 | <input type="checkbox"/> \$130,000–139,999 | <input type="checkbox"/> Over \$200,000 |
| <input type="checkbox"/> \$70,000–79,999 | <input type="checkbox"/> \$140,000–149,999 | <input type="checkbox"/> Decline to answer |

Section 2. Your Previous Position and Career Plans

2.1 In the position that you held previous to your current position, what was your official title? _____

2.2 In what sector was your previous position?

- Higher education
- Private sector—not higher education
- Public sector—not higher education
- Other

2.3 Was your previous position in information technology? *Required.*

- No <Go to 2.5>
- Yes <Go to 2.4>

2.4 What BEST describes the level of your previous position?

- Vice president/provost/vice provost (non-CIO)
- Chief information officer (or equivalent)
- Associate/assistant/deputy chief information officer
- Director
- Middle manager
- Team leader
- Front-line technology professional
- Faculty (tenure track)
- Faculty (non-tenure track)

2.5 Approximately how much longer do you plan to remain in your current position?

(Dropdown list from Less than 1 year to 40 years in one-year increments, including More than 40 years and Don't know.)

2.6 Approximately how much longer do you plan to remain in an IT security-related position?

(Dropdown list from Less than 1 year to 40 years in one-year increments, including More than 40 years and Don't know.)

2.7 Do you plan to stay in higher education for the remainder of your career?

- No
- Yes
- Don't know

2.8 What is your ultimate career goal?

- No plan
- Don't know
- Current position
- Lateral position in IT security
- Lateral position in another IT area
- Lateral position outside of IT
- Higher-level position in IT security
- Higher-level position in another IT area
- Higher-level position outside of IT
- Other

Section 3. Your Qualifications and Participation in Training and Education

3.1 What is your highest earned degree?

- Doctorate (PhD, JD, EdD, MD)
- Masters
- Baccalaureate
- Associate
- High school diploma

3.2 In what field is your highest earned degree? _____

3.3_3.6 What certifications do you hold? Check all that apply.

- 3.3 Certified Information System Auditor (CISA)
- 3.4 Certified Information Systems Security Professional (CISSP)
- 3.5 Global Information Assurance Certification (GIAC)
- 3.6 Certified Information Security Manager (CISM)

3.7_3.25 Rate the importance of the following skills or areas of expertise to your success in your position.

	Very low importance	Low importance	Moderate importance	High importance	Very high importance
3.7 Application security					
3.8 Budget and fiscal management					
3.9 Business process analysis					
3.10 Communication and presentation skills					
3.11 Data and information management					
3.12 Digital forensics					

3.13 Disaster recovery					
3.14 Incident management					
3.15 Identity management and access controls					
3.16 Knowledge of the higher education environment					
3.17 Knowledge of regulations and standards					
3.18 Planning skills					
3.19 Policy development and administration					
3.20 Procurement of systems, software, and services					
3.21 Risk assessment and management					
3.22 Security architecture					
3.23 Security technologies (firewall, IDS)					
3.24 Supervisory skills					
3.25 Systems security					

3.26 What other knowledge or skills do you believe are important to your success in your position? _____

3.27_3.45 In which of the following areas do you believe you most need education and training? Select up to five.

- 3.27 Application security
- 3.28 Budget and fiscal management
- 3.29 Business process analysis
- 3.30 Communication and presentation skills

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- 3.31 Data and information management
- 3.32 Digital forensics
- 3.33 Disaster recovery
- 3.34 Incident management
- 3.35 Identity management and access controls
- 3.36 Knowledge of the higher education environment
- 3.37 Knowledge of regulations and standards
- 3.38 Planning skills
- 3.39 Policy development and administration
- 3.40 Procurement of systems, software, and services
- 3.41 Risk assessment and management
- 3.42 Security architecture
- 3.43 Security technologies (firewall, IDS)
- 3.44 Supervisory skills
- 3.45 Systems security

3.46 Have you attended at least one conference focused on IT security in the past three years (either in person or online)? *Required.*

- No <Go to 3.55>
- Yes <Go to 3.47_3.54>

3.47_3.54 What organization(s) provided the IT security conference(s)? *Check all that apply.*

- 3.47 EDUCAUSE
- 3.48 SANS Institute
- 3.49 ISACA
- 3.50 ISSA
- 3.51 RSA
- 3.52 State/regional higher education conference
- 3.53 Commercial vendor
- 3.54 Other

3.55 Have you taken part in any technical training or education related to IT security in the past two years, either in person or online? *Required.*

- No <Go to 4.1>
- Yes <Go to 3.56_3.62>

3.56_3.62 What organization(s) provided the technical training? *Check all that apply.*

- 3.56 EDUCAUSE
- 3.57 Internet2
- 3.58 REN-ISAC
- 3.59 SANS
- 3.60 Computer Security Institute
- 3.61 IT vendor
- 3.62 Other

Section 4: Information Seeking and Relationships

4.1_4.7 How often do you turn to these organizations for information about IT security—for example, publications, websites, mailing lists, blogs, or wikis?

	Very rarely or never	Rarely	Occasionally	Frequently	Very frequently or always
4.1 EDUCAUSE					
4.2 Internet2					
4.3 (ISC) ²					
4.4 REN-ISAC					
4.5 SANS Institute					
4.6 US-CERT					
4.7 InfraGard					

4.8 Which IT security groups do you regularly participate in? _____

4.9 What person senior to you in the institution do you most often turn to for advice and counsel on how to do your job?

- My supervisor (non-CIO)
- My supervisor (CIO)
- CIO (not my supervisor)
- Other, please specify _____

4.10_4.17 This person:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
4.10 Helps me learn about other parts of the organization					
4.11 "Runs interference" for me					
4.12 Helps me be more visible in the profession					
4.13 Is someone I can confide in					
4.14 Provides support and encouragement					
4.15 Serves as a role model for me					
4.16 Guides my personal development					
4.17 Guides my professional development					

4.18 Is there at least one peer to whom you turn for advice and counsel on how to do your job? This person can be either inside or outside your institution. *Required.*

- No <Go to 5.1>
- Yes <Go to 4.19_4.26>

4.19_4.26 Think about the peer you most often turn to for advice and counsel on how to do your job. This person:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
4.19 Helps me learn about other parts of the organization					
4.20 "Runs interference" for me					
4.21 Helps me be more visible in the profession					
4.22 Is someone I can confide in					
4.23 Provides support and encouragement					
4.24 Serves as a role model for me					
4.25 Guides my personal development					
4.26 Guides my professional development					

Section 5: Strategies for Dealing with Challenges to Authority

5.1 What strategies do you use to gain institutional leadership support for the security program(s) on your campus? _____

5.2_5.11 Which of the following are you (or others under your direction) authorized to do in order to ensure the security of systems and information on your campus? *Check all that apply.*

- 5.2 Confiscate a device that violates policy
- 5.3 Enforce policy
- 5.4 Inspect private user files or email
- 5.5 Mandate security awareness training
- 5.6 Monitor network traffic
- 5.7 Recommend disciplinary action for users
- 5.8 Remove a device from the network
- 5.9 Remove a user's access privileges
- 5.10 Scan a device for conformance with policy
- 5.11 Other, please specify _____

5.12_5.20 When ensuring the security of systems and information on my campus, I establish credibility by referring to the following sources of authority.

	Very rarely or never	Rarely	Occasionally	Frequently	Very frequently or always
5.12 Federal laws and regulations					
5.13 Laws or mandates from state government					
5.14 Contractual obligations (e.g., PCI DSS)					
5.15 Institutional policy					
5.16 Direction issued by university official					
5.17 Findings from internal audit					
5.18 Industry standards					
5.19 Personal expertise					
5.20 Relationships I have developed					

5.21_5.27 How often have you experienced the following types of challenges to your authority in your current position?

	Very rarely or never	Rarely	Occasionally	Frequently	Very frequently or always
5.21 Questioning whether a person in my job should have the authority to make a directive or decision					
5.22 Questioning whether I have enough information or the right expertise to					

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make a directive or decision					
5.23 Passive evasion of a directive or decision (undisclosed noncompliance)					
5.24 Active evasion of a directive or decision (e.g. going to my supervisor or other manager)					
5.25 Direct defiance of a directive					
5.26 Formal grievance					
5.27 Legal action					

5.28_5.35 How often have such challenges occurred from the following types of individuals?

	Very rarely or never	Rarely	Occasionally	Frequently	Very frequently or always
5.28 Non-IT administrator					
5. 29 Faculty members					
5. 30 Non-IT staff members					
5. 31 Students					
5. 32 Parents of a student					
5.33 Administrators who work in IT					
5.34 Central IT staff members					
5.35 Departmental IT staff members					

5.36_5.44 Which strategies have you used when your authority is challenged?

	Very rarely or never	Rarely	Occasionally	Frequently	Very frequently or always
5.36 Using humor to defuse the situation					
5.37 Explaining the reason behind the request					
5.38 Acting assertively					
5.39 Citing your expertise					
5.40 Invoking your official position					
5.41 Citing a rule, policy, or mandate from the institution, law, or audit					
5.42 Escalating the situation to your supervisor					
5.43 Escalating the situation to another administrator who is not your supervisor					
5.44 Referring the situation to another university group or office					

Section 6: Conclusion

6.1 EDUCAUSE plans to conduct telephone interviews with some individuals. Would you be willing to participate in such an interview? *Required.*

No <Go to 6.4>

Yes <Go to 6.2>

6.2 If yes, what is your e-mail address? _____

6.3 Your name._____

6.4 If you have any other comments or insights into the role of the IT security officer in higher education, please share them with us._____

6.5 We are committed to continually improving our surveys. All comments about the study are welcome and will be considered._____

Thank you. Just one more step!

Click "Finish" to submit your survey.

Once you click "Finish," you will see confirmation that your survey has been submitted.

If you wish to review your responses before submitting them, click "Review" to see your responses, and then click "Finish." You must click "Finish" to submit your survey.

Full ECAR studies are available either through subscription or purchase at the ECAR website, <http://www.educause.edu/ecar/>

If you have any questions or concerns, please e-mail ecar@educause.edu

– END SURVEY –