Summary—Virus Awareness Survey Results

Introduction This document summarizes the results from the virus awareness survey conducted during March, April, and May. The document covers these topics:

- Survey goals
- Survey description
- Most significant results
- Other significant results
- Respondents' comments
- List of other survey data and information (including survey text and raw data)

Survey Goals The virus awareness survey had the following goals:

- Determine effectiveness of the September Virus Awareness Month campaign and materials in changing users' behavior.
- Determine how well the campaign and materials reached EDS employees.

Survey Description Survey Method

Corporate Security used Microsoft Mail to send the survey, created as a Microsoft Word form document, to 295 Microsoft Mail PC addresses from March 26 to May 1. We received 116 completed, non-defective surveys, which is a 39 percent return rate. Eight more respondents returned surveys that were defective and, therefore, not valid. All respondents returned surveys using Microsoft Mail. (No surveys were sent to Microsoft Mail Macintosh user addresses because of compatibility problems with the Word form's format and automated features.)

The survey was conducted several months following the September 1995 Virus Awareness Month campaign to give users a realistic amount of time to change their behavior after seeing the virus awareness materials.

Survey Format

The survey form was automated so that users only saw the parts of the survey that were applicable to them. The survey form displayed survey sections based on the user's answers to questions in previous sections. The following describes the three main sections of the survey:

- **Section 1**
  — Demographic information
  — Questions asking whether users had seen any of the virus awareness materials
    If the user had not seen <u>any</u> materials, the survey sent the user directly to the final section.

- **Section 2**—Questions to determine whether materials changed users' behavior:
  — Overall effectiveness (have materials affected business issues such as customer relationships or revenue?)
  — Virus protection activities (things users <u>should</u> do)
  — Common mistakes (things users should <u>not</u> do)

  The final question in section 2 asked whether a virus had been discovered on the user's PC in the past two years. If the answer was no, the survey sent the user directly to the final section.

- **Section 3**—Questions to determine whether materials changed users' behavior in virus detection and removal for those users who had discovered a virus

- **Final section**—User comments and automated survey return

Number of Respondents Completing Each Section

- **Section 1** (demographics, materials seen)—100% (all 116 respondents)
- **Section 2** (behavior changes after seeing materials)—70% (81 of the 116 total respondents)
- **Section 3** (behavior changes in respondents discovering a virus)—48% (39 of the 81 respondents who reached this section of the survey)

Most Significant Results

Based on the survey's goals, the following results are the most significant:

- Positive behavior changes following respondents' exposure to materials
- Percentage of respondents who saw each of the materials

Positive Behavior Changes Following Exposure to Materials

The following chart's data came from comparing <u>individual</u> respondents' Before and After answers to determine an actual positive behavior <u>change</u> following exposure to materials. (This data will not show behavior changes for respondents who did not have an opportunity to demonstrate changed behavior between the time they saw the materials and the time they completed the survey. Therefore, the actual positive behavior changes could have been slightly higher.) Percentages are based on the 81 respondents who saw materials.
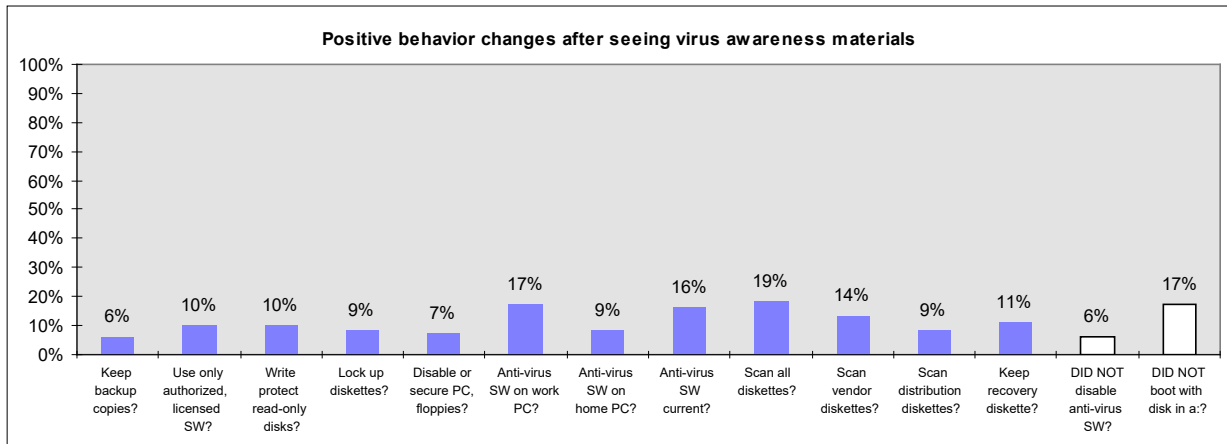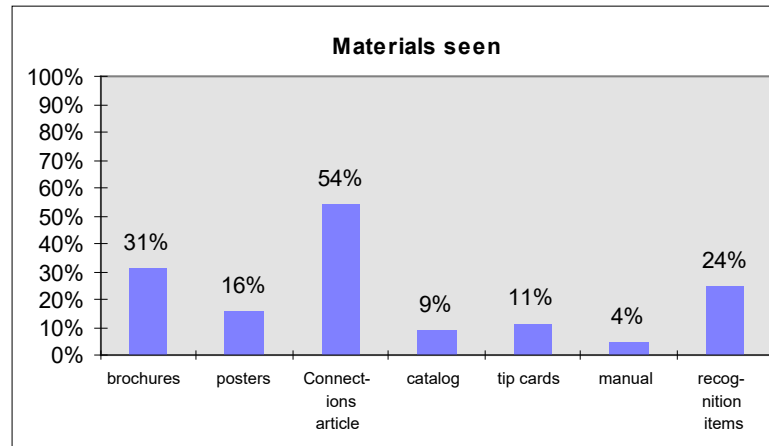

The following chart's percentages are based on the 39 respondents who had discovered a virus on their PCs in the last two years. Again, this chart's data came from comparing <u>individual</u> respondents' Before and After answers to determine an actual positive behavior <u>change</u> following exposure to materials.
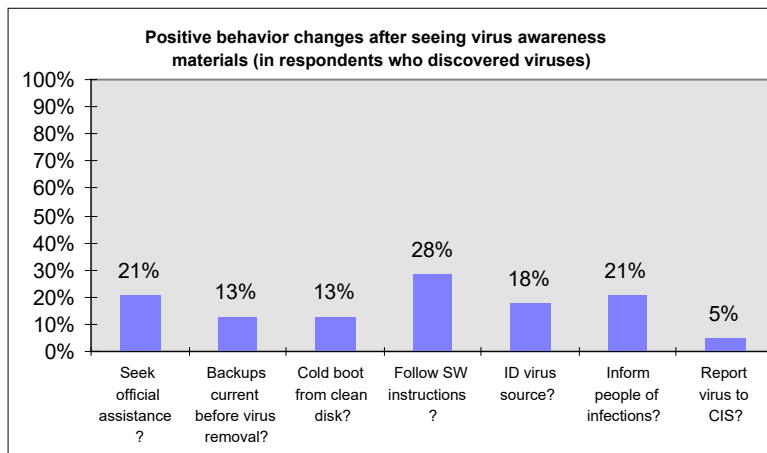
Materials Seen

The following chart shows the percentage of total respondents who saw each of the materials covered in the survey (the percentages will total more than 100% since each material was measured separately):
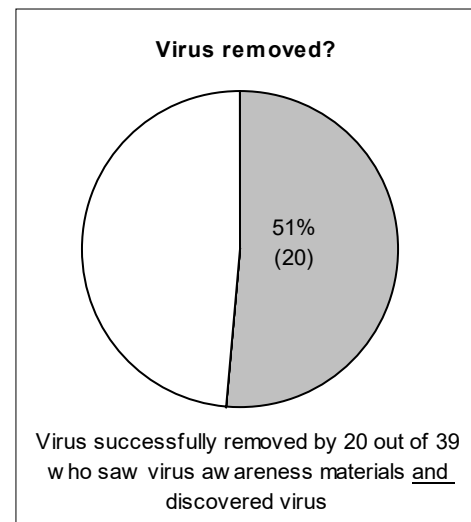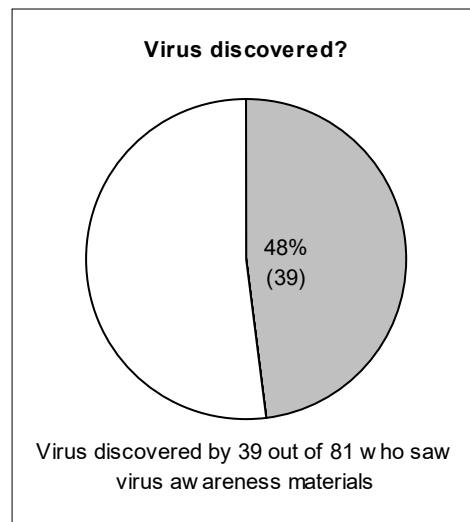
Materials seen

Material	Percentage
brochures	31%
posters	16%
Connections article	54%
catalog	9%
tip cards	11%
manual	4%
recognition items	24%

Other Significant Results

Virus Detection and Removal
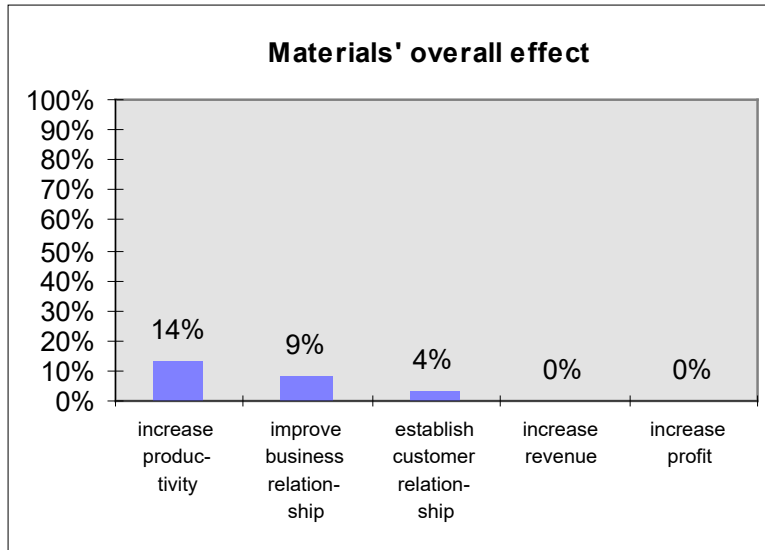
The following two charts show virus detection and removal data:

- Percentage of respondents who saw materials and also <u>discovered</u> <u>a</u> <u>virus</u> on their PC in the past two years
- Percentage of respondents who saw materials, discovered a virus, and had the <u>virus</u> <u>successfully</u> <u>removed</u> from their PC

Virus discovered?

48% (39)

Virus discovered by 39 out of 81 who saw virus awareness materials

Virus removed?

51% (20)

Virus successfully removed by 20 out of 39 who saw virus awareness materials <u>and</u> discovered virus

Overall Effect of Materials

The following chart shows the percent of respondents who said the materials had helped them, their team, or account with any of five business issues (see chart for issues). Percentages are based on the 81 respondents who saw materials.

Materials' overall effect

	increase produc-tivity	improve business relation-ship	establish customer relation-ship	increase revenue	increase profit
%	14%	9%	4%	0%	0%

Respondents' Comments   The following are respondents' comments:

- The anti virus information I've seen and used has come internally from out project. Rachel ▊▊▊
- The only information I have seen re virus is from fellow SE's who alert the account. Antoinette R. ▊▊
- I don't recall seeing any of the Corporate items regarding viruses listed above; however, I have seen the "Security - It's your responsibility" slogan. At our site we are set up to automatically run a virus scan when logging on to our LAN. Kelle ▊▊▊
- I am aware of a virus protection software package we have installed on our Pcs. I am not aware of much through corporate though, as my answers above indicate. Manette Mancuso ▊▊▊
- I believe that I have seen virus related articles/information...just cannot recall the specifics...thus the reason for not answering yes to any of the above questions. Mark ▊▊▊
- EDS employees with PCs at home need to be assisted in extending the corporate protection to those home units. Many people use their PCs at home for work related functions transferring data via floppy disks or data transmission using tools like Reachout to access EDS LANs. Kirk ▊▊▊
- I would greatly appreciate any documentation that may exist regarding Viruses since there seems to be little support here at Stockley Park. In particular our LAN services support does not recognise this as such a major problem and do not appear to have the most up-to-date virus protection software on the Network. Any documentation should be sent to Amanda Deacon who works in my Systems Group here at Stockley Park. DOMINIQUE ▊▊▊▊
- My answers indicated that I had not seen the materials mentioned. That may or may not be entirely true. I don't necessarily remember materials by the titles you mention in the survey. I am acutely aware of viruses and their impact. I run F-PROT on my workstation both at start up and during use. Awareness of the problems posed by viruses does not solely depend on materials distributed by EDS. Gary ▊▊▊
- I have either not noticed or not received any of the materials mentioned on this survey. I think we need better virus-detection software for our team; we are in the business (publishing) of sharing files with other groups, and avoiding viruses is essential to our success. Randi ▊▊▊
- I didn't realize I was so virus unaware. Peggy ▊▊▊
- More availibility of material would be useful. Little material exists at the Carrollton, TX MRC. Additionally, a greater availibilty, and variety, of anti-virus programs would be appreciated. Glenn ▊▊▊
- I would like to know how to get copies of the virus material above. Carlos ▊▊▊
- I have been in EDS for 45 days. For this reason, I suppose, I have not yet seen any materials mentioned above. Rispoli ▊▊▊
- I do receive some virus information thru our e-mail from our LAN Administrator. Tracy ▊▊▊
- I have only seen emails concerning viruses. Jill ▊▊▊
- We are on a LAN. Our LAN Team takes care of keeping our Virus Protection s/w up to date. Since we are on the LAN, I hardly ever use a floppy diskette. Brian D. ▊▊▊

- This survey is a good idea. Should give the Virus Awareness Team good feedback. Most of the virus checking is done automatically since it runs on the desktop and scans any floppies as soon as they are read automatically. There is no extra work required of the user to scan the diskettes. The LAN administrator upgrades the software as he receives new copies from the vendor. Again, the individual user does not know this is going on and relies on the administrator for this. At our account and previous accounts. Steve ▮▮▮▮▮

- Virus awareness materials should be sent to each SSU's and SBU's leaders, not only Corporate Security people. The document should be translated in the local language. CHAMPAGNE, JEAN ▮▮▮▮▮

- As a member of a fairly small account, there are some parts of this survey that do not apply to my situation. However, I am very cognizant of the importance of effective system security. I feel that every employee should be made aware of what system viruses are and what havoc they can cause. Darryl ▮▮▮▮▮

- Virus information from EDS seems to come through either e-mail from co-workers, LAN Support, or the bulletin board. The formal written documentation, such as posters and pamphlets referenced above, I've never seen here at the Camp Hill SBU. Any type of notifications pose not only a great service here at work but also at home. Several friends and I keep each other informed about these issues. Mark ▮▮▮▮▮

- Anti-virus software is supplied via the lan. As long as you boot off the lan it checks the PC every time you boot. I have noticed for about the last 3 months that the anti-virus software keeps warning us we have an outdated copy of the software and should upgrade. The account is pretty lacks in it software policy. We tend to violate licensing agreements without thinking about it much. I contacted your division over a year ago and we never heard back. Since then management has put the individual employees in charge of policing themselves. Site monitoring was finally installed after about nine months, but they routinely turn it off on certain products that we do not have enough licenses for. Am I wasting my time writing this? Kevin ▮▮▮▮▮

- I require all my team to use Fprot even though we typically do not get CIS information on the subject. Mike ▮▮▮▮▮

- Our LAN team keeps an upu to date virus protection software on the LAN. carma ▮▮▮▮▮

- Each pc should have automatic virus checking installed. If I had not enquired initially then I would not have known about virus checking, there are no leaflets distributed or awareness made of the importance of checking against viruses for each individual. Gillian ▮▮▮▮▮

- It would probably be of great benefit to me to have some personal education, presentation, etc. I really liked the survey and the way it waited for your response before continuing. Could the LAN administrators be more involved with virus education? Becky ▮▮▮▮▮

- The only virus materials that I have seen come directly from our security and desktop organizations instructing what to do in case of a virus. There hasn't been material handed out regarding any types of virus. Nany ▮▮▮▮▮

- Because our PC s are connected through a LAN gateway CSTS allot of what has been asked above is facilitated by CSTS. Paul ▮▮▮▮▮

- I may have seen other virus information but if I did, I don't remember. Sandy ▮▮▮▮▮

- EDS needs a corporate directive to put virus control on every PC, laptop, etc. Today, it is up to the SBU, or, more often, the people or team. In addition, virus protection programs need to be automatic and hard to disable because too many people, including myself, won't use them if they take too long or require manual effort. Ruth ▮▮▮

- The news media has probably been the biggest factor in making me aware of the damage that can be caused by a virus. What I would like information on is protecting my PC from viruses that may be lurking outside the firewall of the Internet. Barbara ▮▮▮

- Your survey needs a NO" or "Not Done" answer area for each question. Our PC's have had several viruses abd our LAN/PC administrators have installed ant-virus software that have eliminated the virus. We get a virus about once a month. John BregaI have only been on the "receiving end" of a virus. The situation occurred twice where a Microsoft/Word document I/my group received contained a virus. We were not aware of the virus's existence until a Microsoft/Mail note from the originating group arrived informing of the virus's presence. In both cases, a virus detection/correction/procedure memo soon followed, either from the originating group, or from (I believe) a corporate office. That captured the virus and left a "future prevention detector" on my PC. John M. ▮▮▮

- The only virus found on my PC was an MSWord Template virus that was common across the account. The solution was sent to me via MSMail. In fact, I received the fix before I even knew that I had the virus. It was a situation where I ran the fix 'just in case' and it found the virus. Jay ▮▮▮

- Our site's LAN support team provided us with anti-virus software. One thing it did not catch was a virus in Microsoft-Word for Windows. This virus is in the form of a macro that was attached to a word document, and had infected most of our site and many we interact with, including customers. The virus symptoms are a minor annoyance, but this is the kind of virus that is extremely difficult to detect. Gary ▮▮▮

- Although I did not lose data with my virus, I now backup critical files. Jennifer ▮▮▮

- Need more information on where to get virus software updates, trends, etc. A hot Line concept would work just great. Hector ▮▮▮

- The virus software has caused myself and a few others to experience some PC related problems. I had to have our PC LAN people defrag, reconfigure and re-adjust my memory, since the new version of the virus software may have lead me to experience a few general default errors. Linda ▮▮▮

- A new column would help - Before:After:Not done:Don'tknow/doesn't apply. Richard ▮▮▮

- Issue everyone (or every workgroup) a set of up-to-date anti-virus software complete with instructions. This can help save technical support time. I haven't seen very much virus awareness materials--but the ones I do see mostly come through Microsoft mail. Wendy K. ▮▮▮

- Most information I see on virus protection is on Office Vision. Since I use a laptop I don't need to use my home PC for office work. I am concerned however, about the possibility of picking up a virus from the WWW on my home PC. Any information about how to protect yourself from picking up a virus online would be helpful. Ian ▮▮▮

- Many of these issues and actions suggested in the survey questions are in the hands of our LAN/techncial support team, so that they become our main source of warnings & information through LAN mail communications and audit-related procedures. Judy ▮▮▮

- I recommend that EDS not use F-prot and upgrade to Norton Anti-Virus.......F-Prot is worthless. Dave ▮▮▮▮
- When I detected a virus on my PC, a LAN support person came to disinfect the PC. Therefore the questions about following the instructions, and cold-booting from a diskette do not really apply. Karen L. ▮▮▮▮
- We have a lan support team that we report all viruses to and they do all the research and reporting of the virus along with any clean up that may be needed. Barb ▮▮▮▮
- Brochures should have been sent to everyone directly....not just to managers. Unfortunately this is the only way to ensure everyone gets a copy. All managers (not just admins) should receive a copy of the recognition items, receiving fun things like this tend to encourage/remind people of the importance of corporate security. I like the format of this survey. It is easy to use. Nice job!!!! Deb ▮▮▮▮
- The virus found recently on my pc was the winword.concept virus. Apparently, the wvfix program was distributed awhile ago, but I never received it, nor did the person who used my pc before me. Someone in my group forwarded their mail note that included the distributed copy, and I installed it on my pc yesterday. I have sent out Word documents to several people (they have all been notified). I was made aware of my virus when a recipient of one of these documents told me that her PC detected the virus in my document. I was not aware of the virus previous to that, but I have only been here for 6 months. Laura ▮▮▮▮
- Virus was the word macro virus. ken ▮▮▮▮

Other Survey Data and Information

This document has summarized the results of the virus awareness survey. For more detail, please see the following documents:

- Survey text (including Microsoft Mail message text sent with surveys)
- Excel spreadsheet (data-all.xls)—Contains all raw survey data and charts, including the following:
  — Respondent demographic information
    - Name
    - Group
    - City
    - State
    - Province
    - Country
    - Phone number
    - Date and time survey was completed
  — Specific numbers and percentages of answers on all survey questions

- Detailed charts not shown in summary—Percentages for all answers in Section 2 (virus protection activities and common mistakes) and Section 3 (virus detection and removal)
- List of Microsoft Mail addresses receiving the survey
- On-line survey Microsoft Word electronic file (surv-va4.dot)

All the information above, except the Excel file and the on-line survey file, are included in the detdata.doc Microsoft Word document.