

Confidential Information & Computer Security

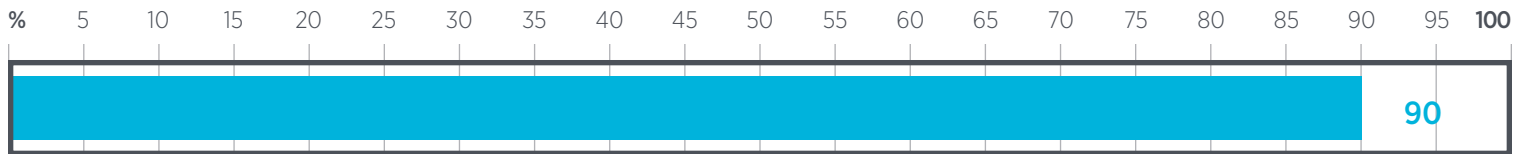
Cross - Industry Performance Overview Report



Jan 01, 2015 - Jun 01, 2017

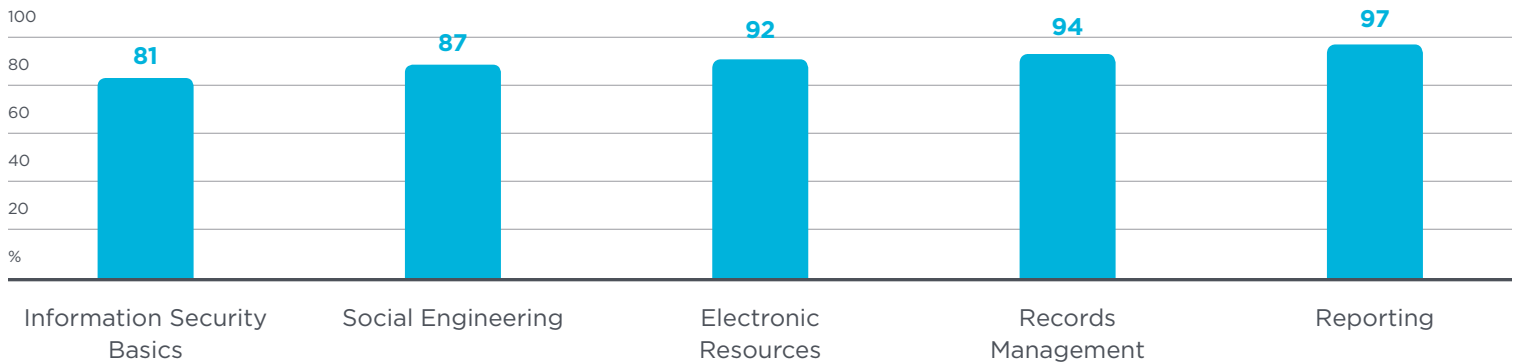
The average cross-industry performance for Confidential Information & Computer Security is **90%**.

Company Performance is the average of Performance by Category.



Performance by category

Performance by Category is the average of activities passed by each user within a Category.



Time spent

The numbers below show the average time spent by 95% of the users, eliminating 5% outliers with the longest duration.



24 Minutes to complete the course



7 Minutes spent in the policy/ course material/ best practices sections

Top five most challenging activities

Activity performance is the average of users who passed the activity by choosing the correct answer option(s).

01 **Category** Information Security Basics

Question

Camille works in sales and travels frequently. She often stores client information on her encrypted flash drive. On one trip, she left the flash drive on a desk in her hotel room and went out to dinner. The next morning she packed her bags and headed to the airport. When her plane landed, she wasn't able to locate the flash drive.

What should Camille have done differently in this situation?

✗ 43% ✓ 57% 

Answer Option

% Chosen value will not add up to 100% because this activity type allows users to choose more than one option

Answer Option	Correct Answer	%Chosen
A. Camille should have kept the device with her at all times	✓	62%
B. Camille should not have traveled with confidential information	✗	7%
C. Camille should have stored the information on a backup flash drive	✗	5%
D. Camille should not have left the drive unattended	✓	65%
E. Camille should not have stored confidential information on a flash drive	✗	35%

02 **Category** Information Security Basics

Question

Tim is preparing for the year-end, employee meeting. He's asked a few of his team members to help gather items for the big day. Jacque is printing a market research report. Kyle is putting together a presentation on financial data; Aaron is updating a community outreach video from the company website; and Niv is gathering a list of customer feedback from a recent survey.

Who is currently handling confidential information?

✗ 38% ✓ 62% 

Answer Option

% Chosen value will not add up to 100% because this activity type allows users to choose more than one option

Answer Option	Correct Answer	%Chosen
A. Tim	✗	29%
B. Jacque	✓	74%
C. Kyle	✓	87%
D. Niv	✓	74%
E. Aaron	✗	17%

Top five most challenging activities

Activity performance is the average of users who passed the activity by choosing the correct answer option(s).

03 **Category** Social Engineering

Question

Kyleen receives a message from a man who says he works for the IT helpdesk. He tells Kyleen that employees are now required to update passwords verbally because of a security breach. He asks Kyleen to call back with her current log in information so he can assist her in resetting her passwords. Kyleen asks her supervisor if she received the same call and her supervisor says that she has not heard about any security breaches.

What facts about this situation make it a possible social engineering attempt?

✗ 33% ✓ 67% 

Answer Option

% Chosen value will not add up to 100% because this activity type allows users to choose more than one option

Answer Option	Correct Answer	%Chosen
A. The caller left a message	✗	3%
B. The person claims to be from the IT helpdesk	✗	29%
C. The person is asking for Kyleen's confidential information	✓	88%
D. Kyleen's supervisor has not heard about a security breach	✓	69%
E. Kyleen may need to change her passwords according to policy	✗	6%

04 **Category** Electronic Resources

Question

Crystal is working on a project with a strict deadline and decides to work through lunch at a local deli. Crystal connects to the company intranet through the deli's public wifi connection in order to access some non-confidential information for the project.

Is it acceptable for Crystal to access the company intranet at the deli?

✗ 28% ✓ 72% 

Answer Option

% Chosen value will not add up to 100% because this activity type allows users to choose more than one option

Answer Option	Correct Answer	%Chosen
A. Yes; the information she is accessing is non-confidential	✗	25%
B. Yes; it's acceptable to connect to the company intranet from anywhere	✗	6%
C. No; it's not acceptable to work outside the office	✗	2%
D. No; it's not safe to access the company intranet at the local deli	✓	70%
E. Yes; she is working through lunch so this is acceptable	✗	1%

Top five most challenging activities

Activity performance is the average of users who passed the activity by choosing the correct answer option(s).

05 **Category**
Information Security Basics

Question

Sammy decided to work from home before the weekend. He asked a coworker, Rebecca, to email him some client files. When he couldn't find the files in his inbox, he called Rebecca. She checked and realized she had accidentally emailed the files to a customer also named "Sam."

What risks are involved with this situation?



Answer Option	Correct Answer	%Chosen
A. Misuse of the information in the files	✔	91%
B. Unauthorized access to the information in the files	✔	92%
C. Permanent deletion of the files in the company system	✘	8%
D. Potential legal or job penalties	✔	90%
E. Loss of email privileges	✘	11%