Statement of Intent

This survey was conducted by the Computer Security Institute (CSI) in association with the San Francisco Computer Crime Squad of the Federal Bureau of Investigation (FBI). The purpose of this joint effort is threefold:

To provide statistical data on the current state of both computer crime and computer security;

To help law enforcement agencies and information security professionals deal with the threat more effectively;

To further cooperation between law enforcement agencies and organizations by encouraging organizations to report computer crimes to appropriate authorities.

Methodology

Questionnaires were distributed to 3,900 information security professionals, 538 responses were received for a response rate of 14%. In 2000, 643 responses were received (15%). In 1999, 521 responses were received (14%). In 1998, 520 responses were received (13% of 3,890). In 1997, 563 responses were returned (11.49% of 4,899). In 1996, 428 responses were received (8.6% of 4,971).

The responses were anonymous.

Job titles of respondents ranged from corporate information security manager and data security officer to senior systems analyst.

Organizations surveyed included corporations, financial institutions, government agencies and universities.

Respondents by industry sector
Respondents by number of employees
Respondents by gross income

Security technologies used

Unauthorized use of computer systems within the last 12 months?
How many incidents?

How many from outside? How many from inside?

How many incidents?

<table>
<thead>
<tr>
<th></th>
<th>1 TO 5</th>
<th>6 to 10</th>
<th>11 to 30</th>
<th>31 to 60</th>
<th>Over 60</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001:</td>
<td>33%</td>
<td>24%</td>
<td>5%</td>
<td>1%</td>
<td>5%</td>
<td>31%</td>
</tr>
<tr>
<td>2000:</td>
<td>33%</td>
<td>23%</td>
<td>5%</td>
<td>2%</td>
<td>6%</td>
<td>31%</td>
</tr>
<tr>
<td>1999:</td>
<td>34%</td>
<td>22%</td>
<td>7%</td>
<td>2%</td>
<td>5%</td>
<td>29%</td>
</tr>
<tr>
<td>1998:</td>
<td>61%</td>
<td>31%</td>
<td>6%</td>
<td>1%</td>
<td>2%</td>
<td>n/a</td>
</tr>
<tr>
<td>1997:</td>
<td>48%</td>
<td>23%</td>
<td>3%</td>
<td>(*) n/a</td>
<td>n/a</td>
<td>27%</td>
</tr>
<tr>
<td>1996:</td>
<td>46%</td>
<td>21%</td>
<td>12%</td>
<td>n/a</td>
<td>n/a</td>
<td>21%</td>
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How many from the outside?

<table>
<thead>
<tr>
<th></th>
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<th>31 to 60</th>
<th>Over 60</th>
<th>Don’t Know</th>
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</thead>
<tbody>
<tr>
<td>2001:</td>
<td>41%</td>
<td>14%</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
<td>39%</td>
</tr>
<tr>
<td>2000:</td>
<td>39%</td>
<td>11%</td>
<td>2%</td>
<td>3%</td>
<td>4%</td>
<td>42%</td>
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<tr>
<td>1999:</td>
<td>43%</td>
<td>8%</td>
<td>5%</td>
<td>1%</td>
<td>3%</td>
<td>39%</td>
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<tr>
<td>1998:</td>
<td>74%</td>
<td>18%</td>
<td>6%</td>
<td>0%</td>
<td>3%</td>
<td>xx%</td>
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<tr>
<td>1997:</td>
<td>43%</td>
<td>10%</td>
<td>1%</td>
<td>(*) n/a</td>
<td>n/a</td>
<td>45%</td>
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<tr>
<td>1996:</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
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</table>


How many from the inside?

<table>
<thead>
<tr>
<th></th>
<th>1 TO 5</th>
<th>6 to 10</th>
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<th>31 to 60</th>
<th>Over 60</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001:</td>
<td>40%</td>
<td>12%</td>
<td>3%</td>
<td>0%</td>
<td>4%</td>
<td>41%</td>
</tr>
<tr>
<td>2000:</td>
<td>38%</td>
<td>16%</td>
<td>5%</td>
<td>1%</td>
<td>3%</td>
<td>37%</td>
</tr>
<tr>
<td>1999:</td>
<td>37%</td>
<td>16%</td>
<td>9%</td>
<td>1%</td>
<td>2%</td>
<td>35%</td>
</tr>
<tr>
<td>1998:</td>
<td>70%</td>
<td>20%</td>
<td>9%</td>
<td>1%</td>
<td>1%</td>
<td>n/a</td>
</tr>
<tr>
<td>1997:</td>
<td>47%</td>
<td>14%</td>
<td>3%</td>
<td>(*) n/a</td>
<td>n/a</td>
<td>35%</td>
</tr>
</tbody>
</table>
Internet connection is increasingly cited as a frequent point of attack

Likely sources of attack
Types of attack or misuse detected within the last 12 months

Denial of Service
Laptop
Active wiretap
Telecom fraud
Unauthorized access by insiders
Virus
Financial fraud
Insider abuse of Net access
System penetration
Telecom eavesdropping
Salitage
Theft of proprietary info
Financial losses summary

Cited financial losses due to security breaches:
2000: 74%, 2001: 64%

Willing and/or able to quantify their losses:
2000: 42%, 2001: 37%

Total dollar losses:
1997: 249 respondents, US$100,119,555
1998: 241 respondents, US$136,822,000
1999: 163 respondents, US$123,779,000
Has your WWW site suffered unauthorized access or misuse within the last 12 months?

WWW site incidents:
If yes, how many incidents?
WWW site incidents:
Did the attacks come from inside or outside?
WWW site incidents: What type of unauthorized access or misuse?

If your organization has experienced computer intrusion(s) within the last 12 months, which of the following actions did you take?
The reasons organizations did not report intrusions to law enforcement

Would your organization consider hiring reformed hackers as consultants?
For further information, contact:

For referrals on specific criminal investigations, contact Chris Beeson, Special Agent
S.F. Regional FBI Computer Crime Squad
22320 Foothill Blvd., Hayward, CA 94541
Ph: 510-886-7447 Fax: 510-886-4981
E-mail: nccs-sf@fbi.gov
For general information, go to http://www.nipc.gov

For information on the CSI/FBI study, contact Richard Power, Editorial Director
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Ph: 415-905-2370 Fax: 415-905-2218
E-mail: rpower@cmp.com