

Survey on Adoption and Cyber Security on Remote Working in Hong Kong

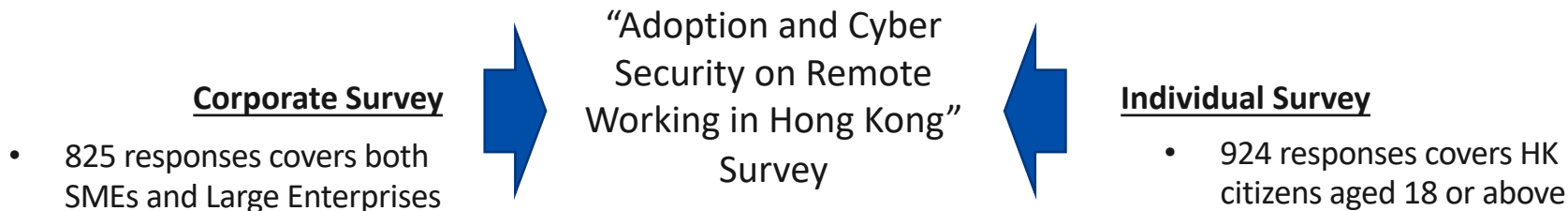
Oct 2020

Background



To explore the market prospect of remote working development in Hong Kong and its close relationship with cybersecurity, HKIRC initiated the “Adoption and Cyber Security on Remote Working in Hong Kong” survey.

The survey covers two parts – Corporate survey and Individual Survey to understand both employer and employee point of views toward the new remote working development.



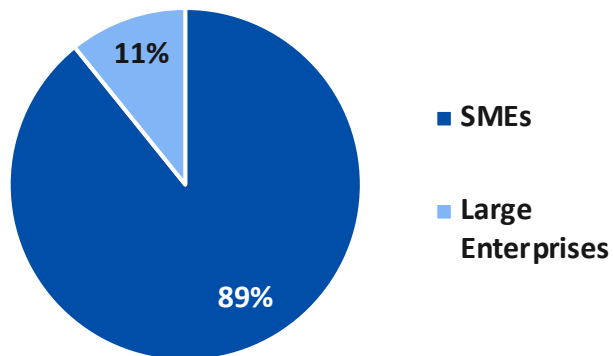
Data collection during Mid Aug - Mid Sep

Corporate Survey

Corporate survey – Profile

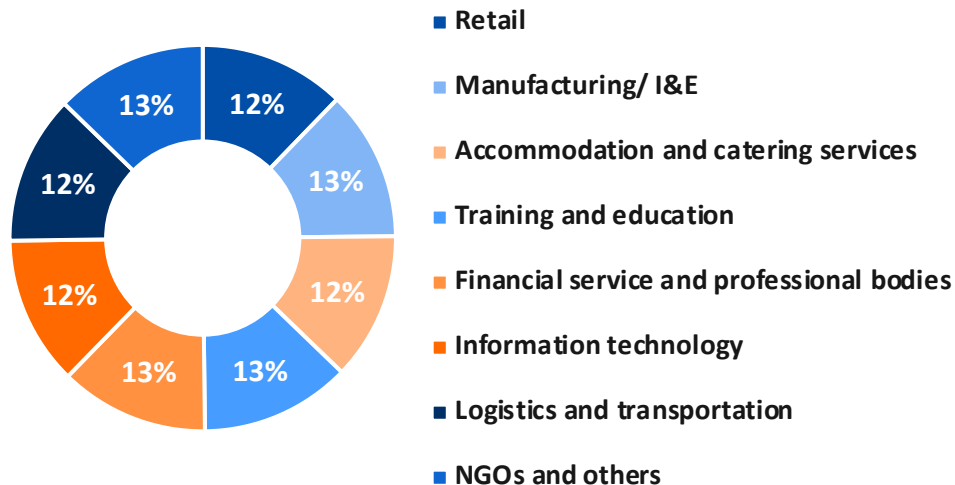


Size of Company



Number of Staff	<10	10-30	31-50	51-100	>100
%	46%	35%	8%	5%	6%

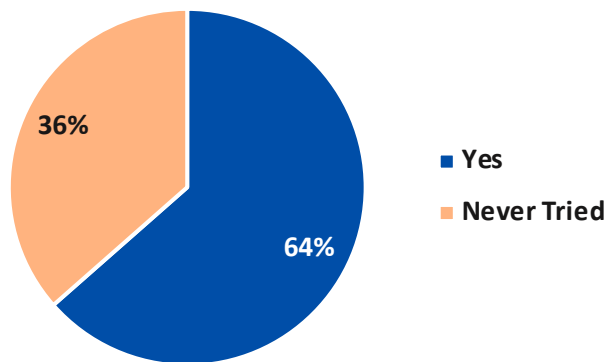
Industry



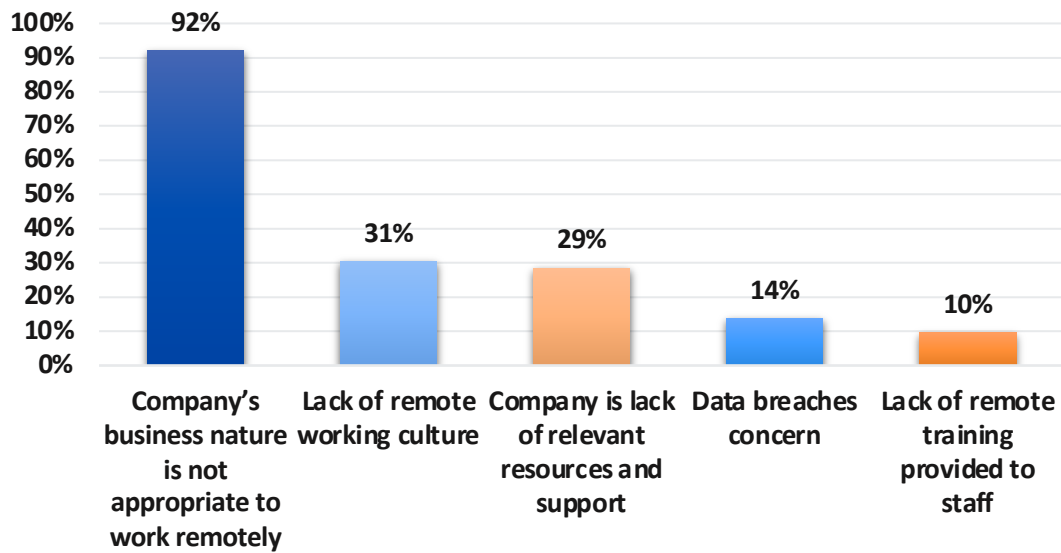
Corporate survey – Adoption of Remote Working



Adoption of Remote Working



Reasons of not Adopting Remote Working

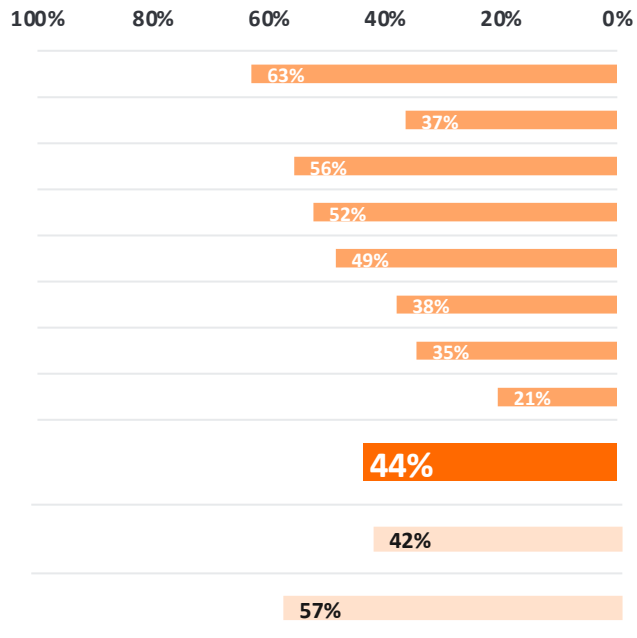


Corporate survey – Adoption of Remote Working

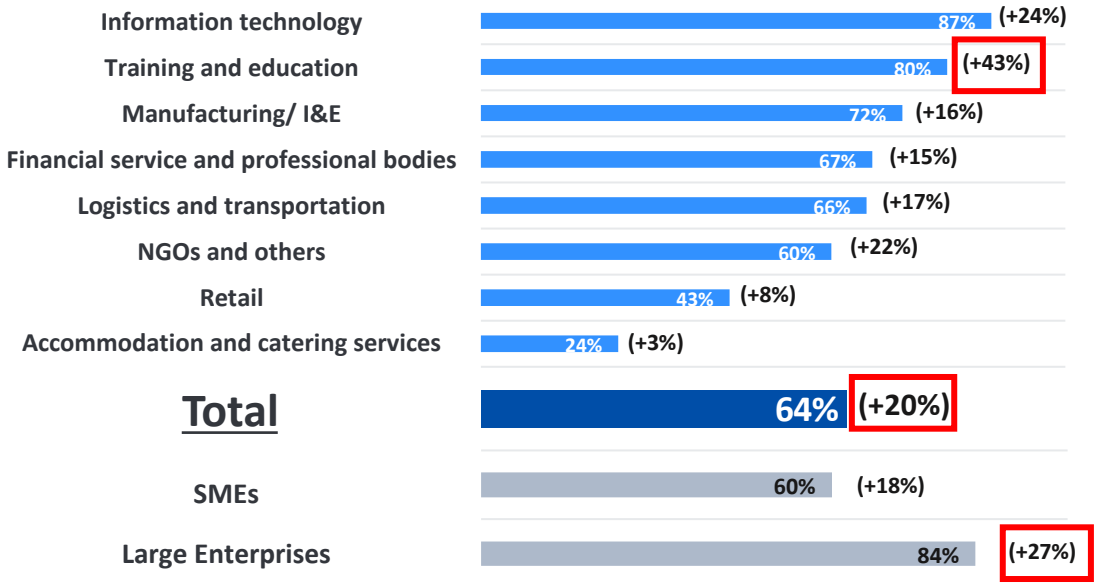


Adoption of Remote Working

1 year ago



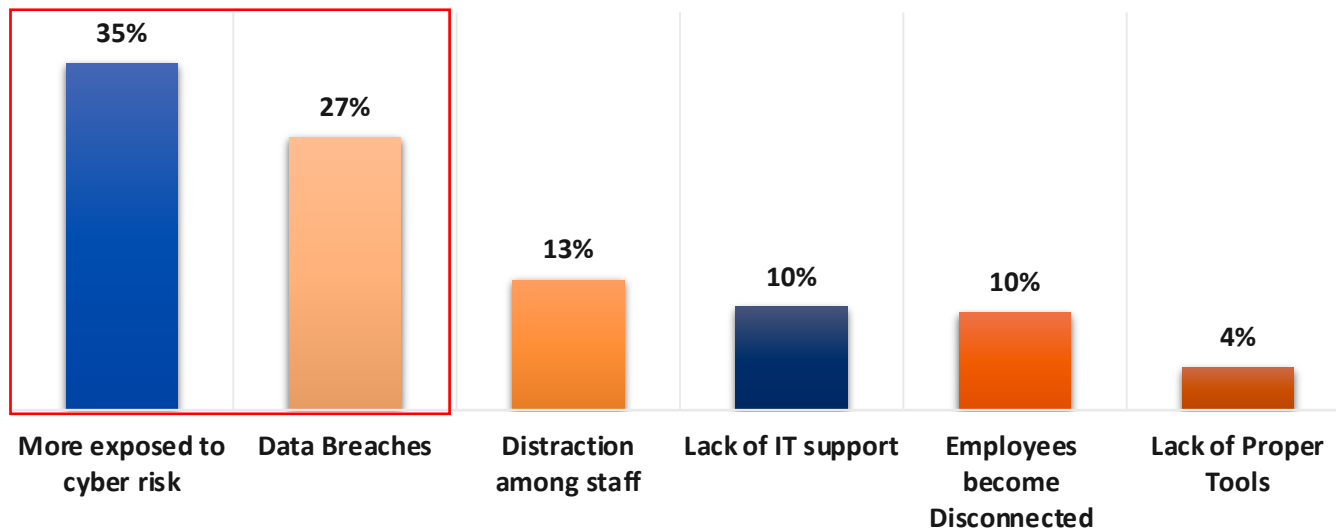
Past 6 months



Corporate survey – Concerns of Remote Working



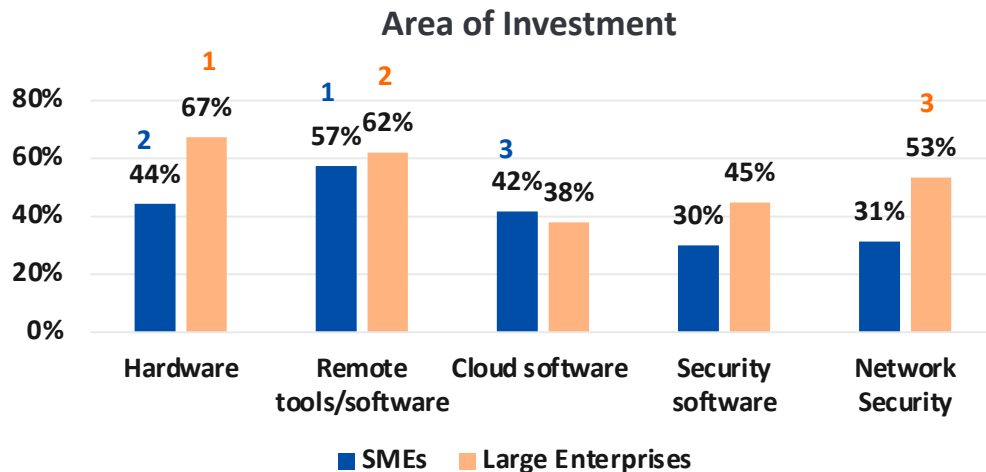
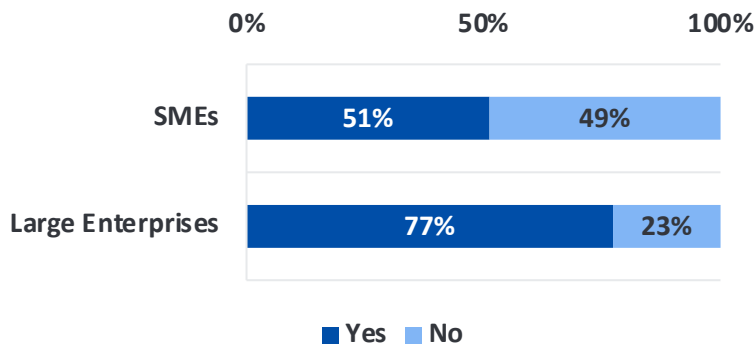
Top Concerns During Adoption of Remote Working



Corporate survey – Support Provision



Make additional investment to facilitate remote working in the past 6 month



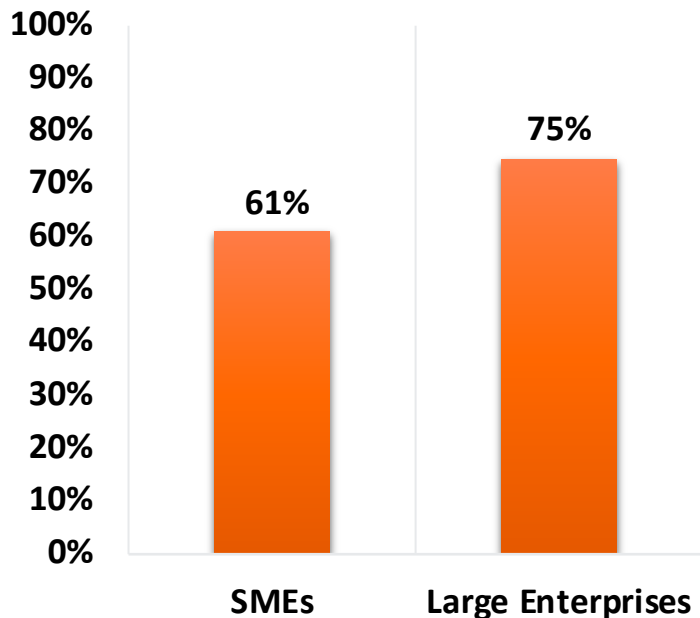
Investment Amount

	<50k	50-100k	100k-200k	200-500k	>500k
SMEs	69%	24%	5%	2%	0%
Large Enterprises	38%	27%	12%	15%	8%

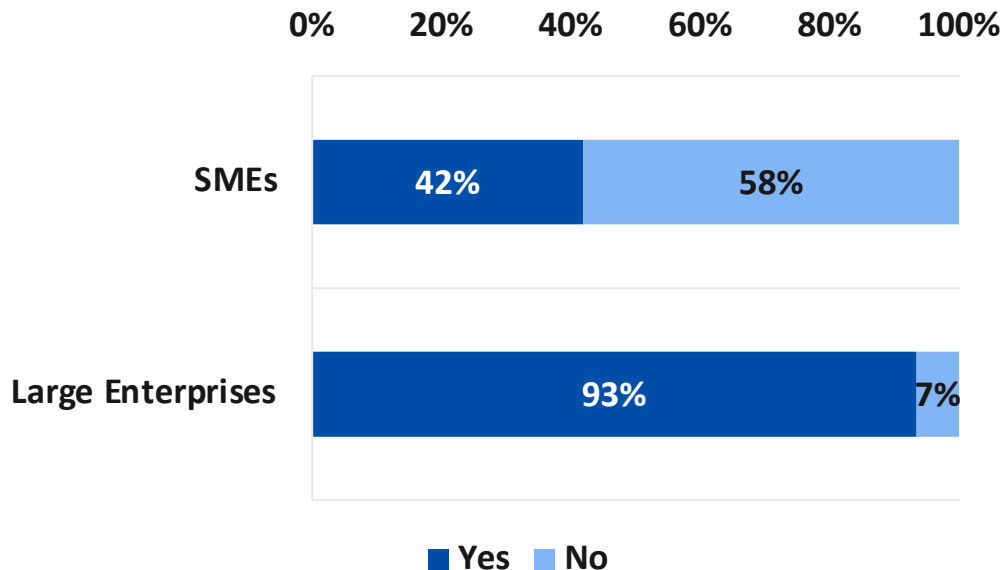
Corporate survey – Support of Remote Working



Provided Company's Computer
for Remote Working



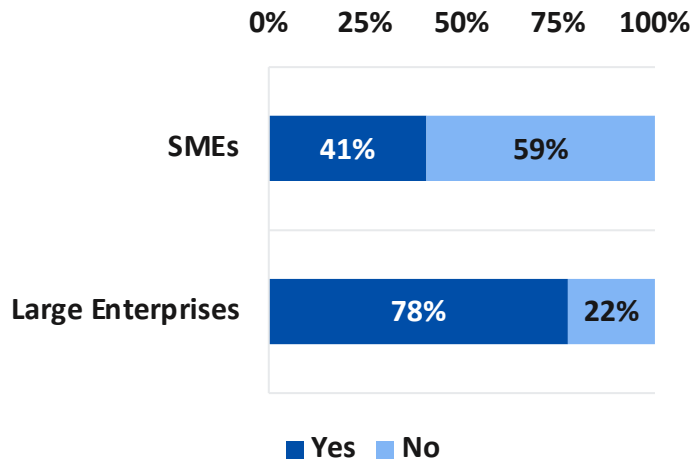
Provided remote working procedures/
guidelines/ best practices for staff to follow



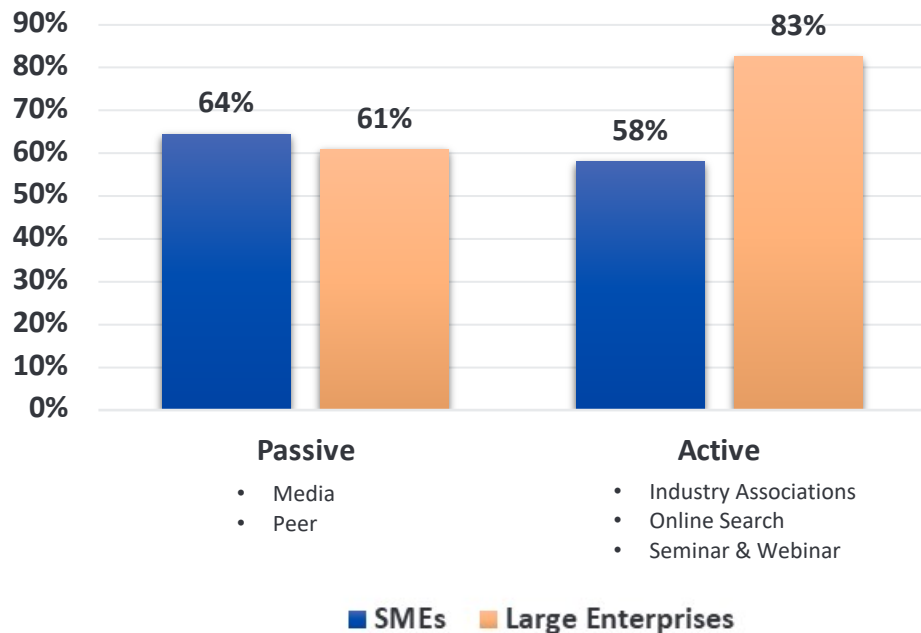
Corporate survey – Cybersecurity Awareness



Did your company disseminate any cybersecurity information/news/alert to staff in the past 6 months?



Channel to Collect Such Information/News/Alert

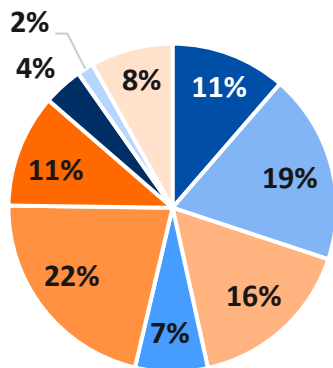


Individual survey

Individual survey – Profile

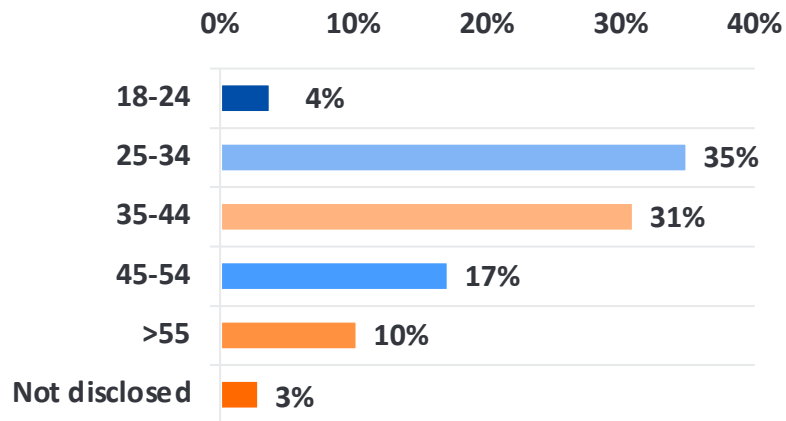


Occupation



- Employers
- Professionals
- Clerical Support Workers
- Teachers/ Trainers/ Academics
- Not disclosed
- Managers
- Technicians
- Services and Sales Workers
- Others

Age Range

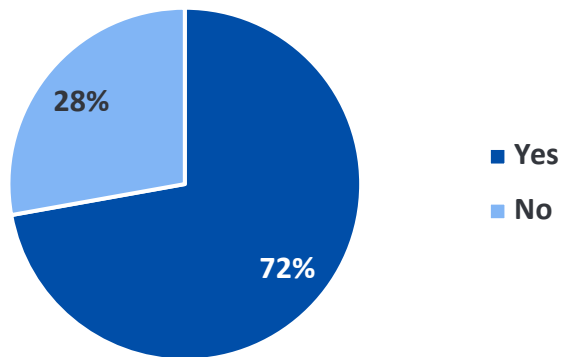


- 18-24
- 25-34
- 35-44
- 45-54
- >55
- Not disclosed

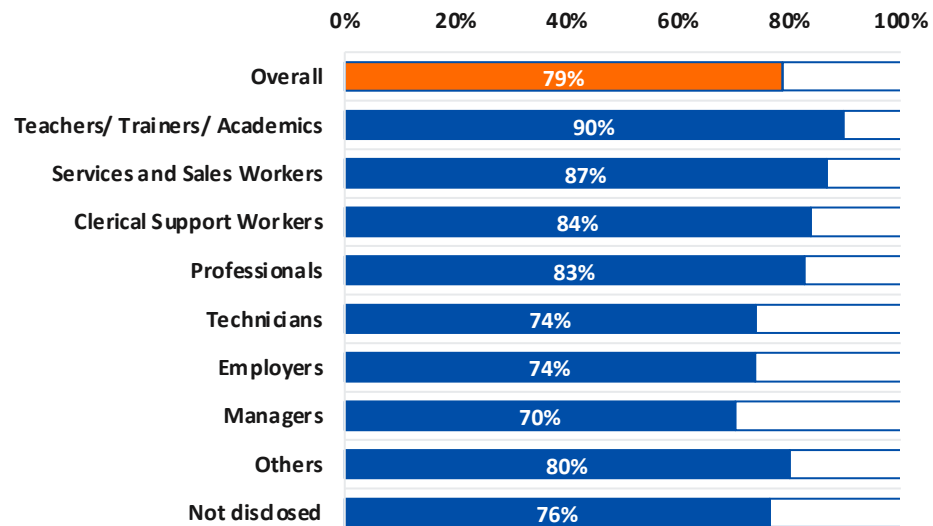
Individual survey – Adoption of Remote Working



Adoption of Remote Working



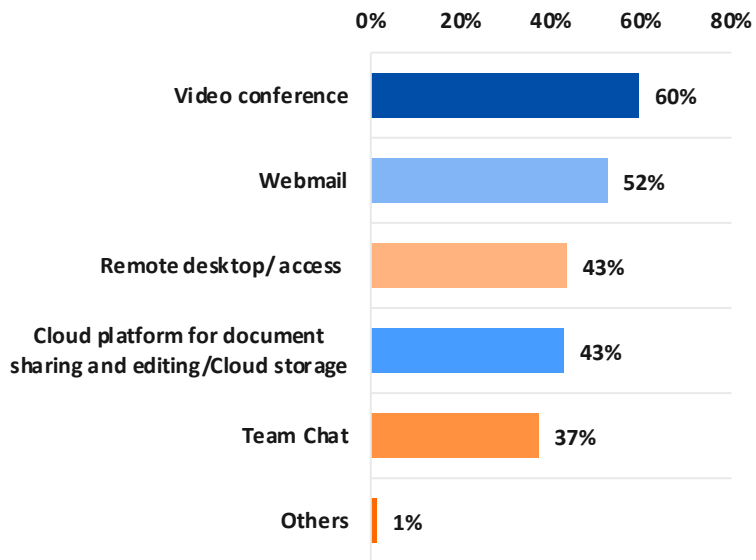
Start Remote Working Due to COVID-19



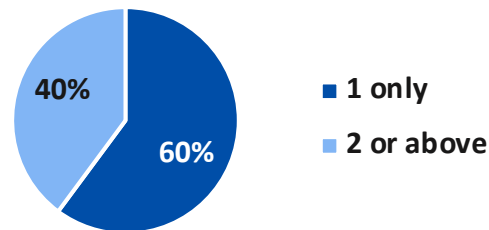
Individual survey – Usage of Remote Working



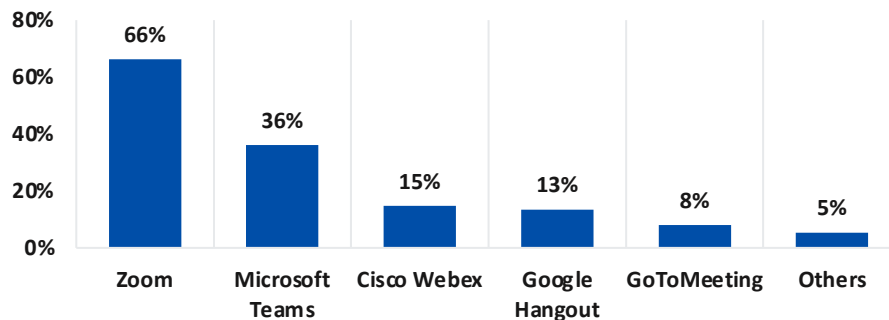
Major Remote Working Features



Number of Video Conference Software Adopted



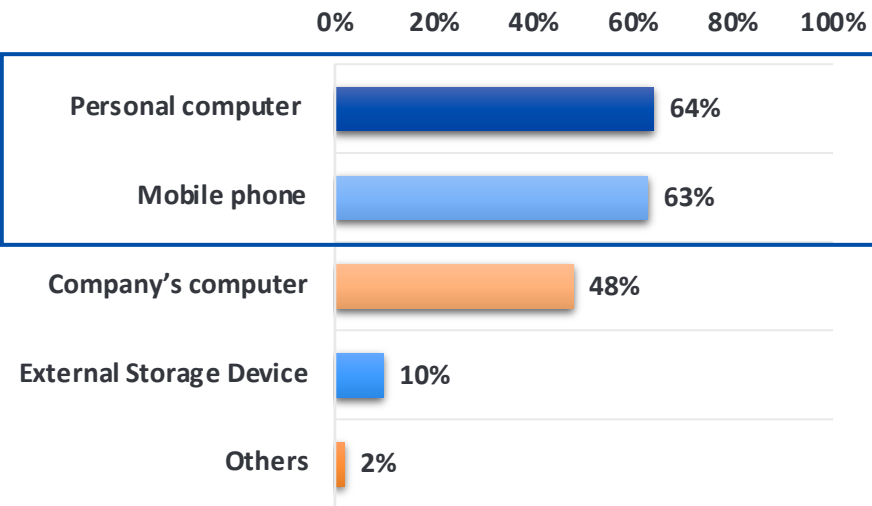
Usage of Video Conference



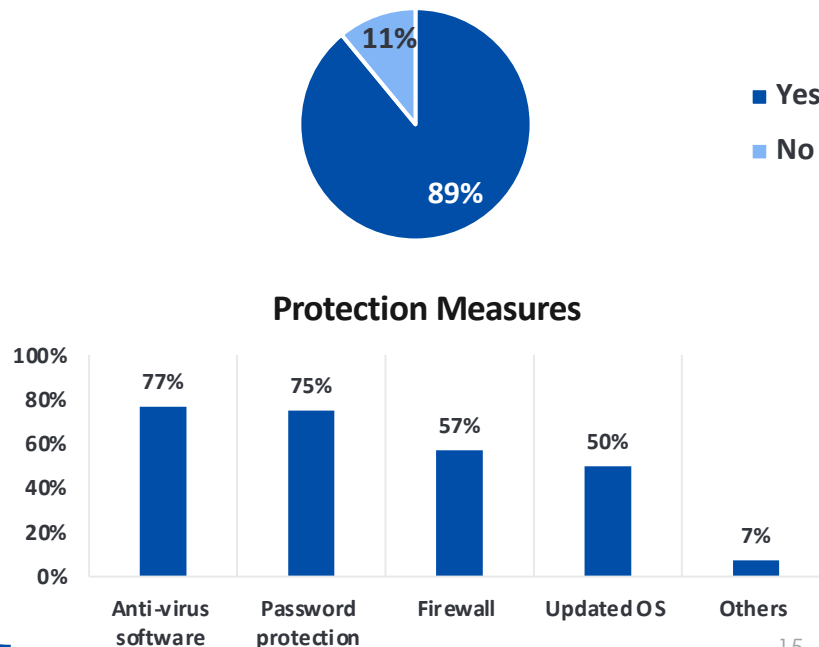
Individual survey – Support of Remote Working



Which of the following device(s) have you used while working remotely?



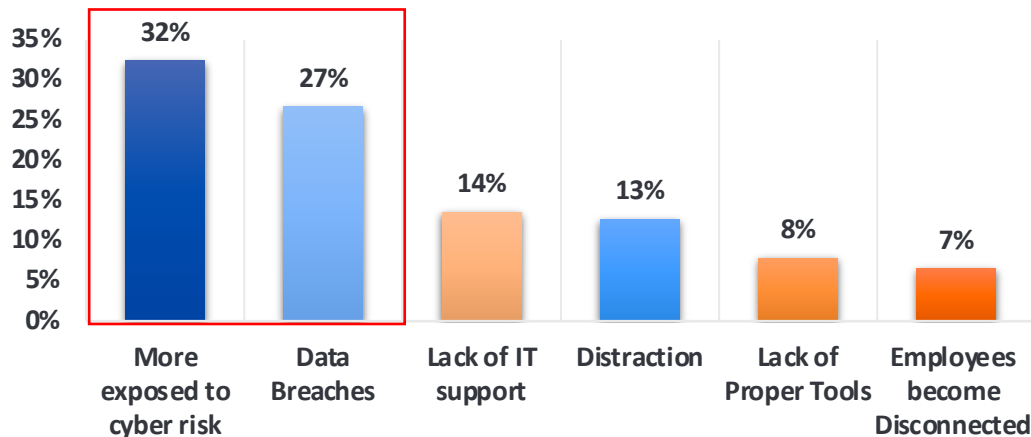
Do you have any protection measures for your Mobile phone/ Personal computer?



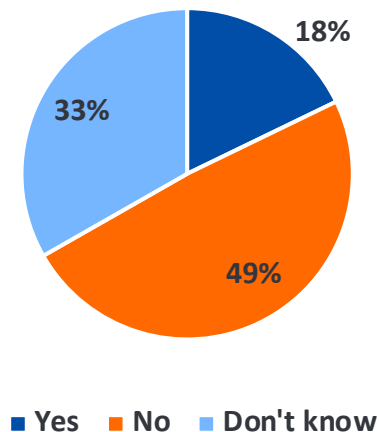
Individual survey – Concerns of Remote Working



Top Concerns During Adoption of Remote Working



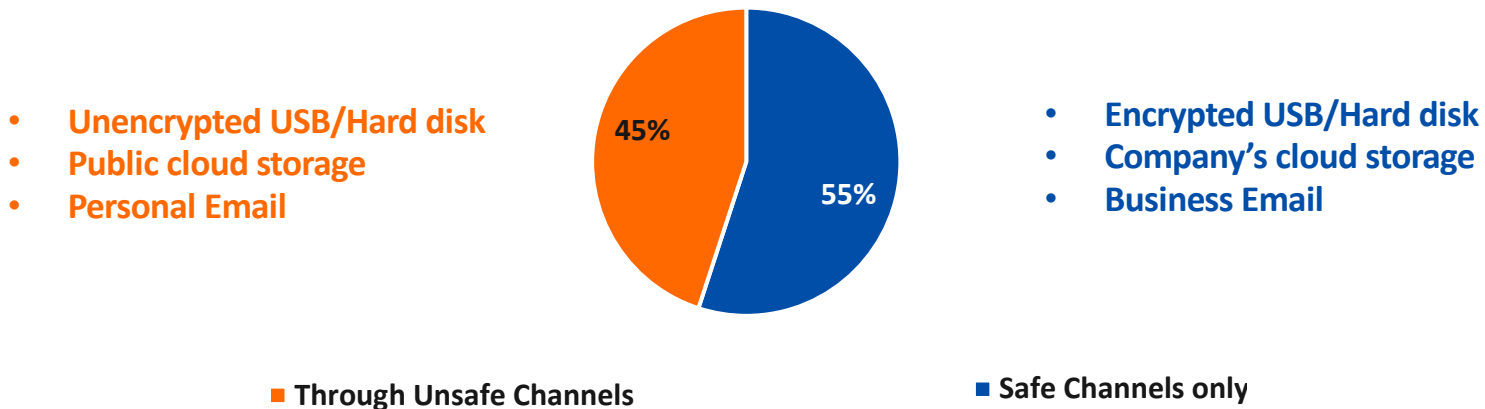
Do you suspect that you are experiencing/ might have experienced data breach(es) in any forms in the past 6 months?



Individual survey – Usage of Remote Working



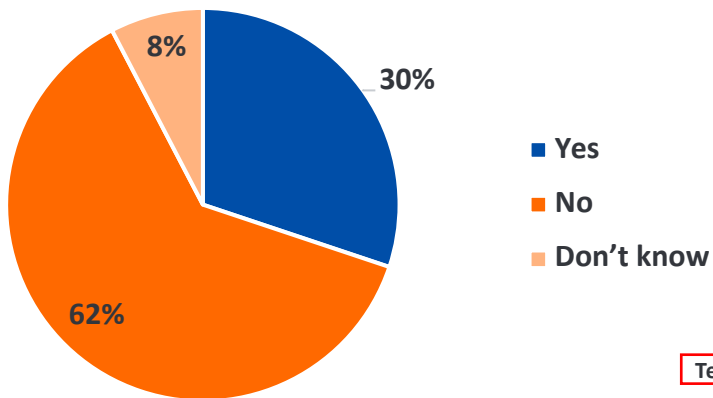
Documents Transfer Channels for Remote Working



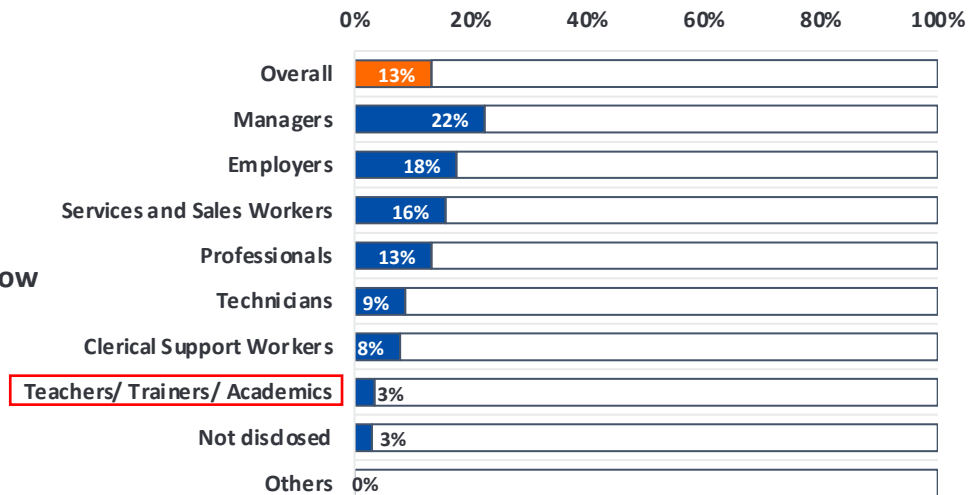
Individual survey – Cybersecurity Awareness



Did your company organize remote working training for staff in the past 6 months?



Did you receive any cybersecurity information/news/alert regarding remote working from Company in past 6 months?



Highlights

Highlights



1. Remote working is already a new norm

- Most individual respondents (~70%) adopted remote working during past 6 months
- Among them, around 80% start remote working due to COVID-19
- Most company and individual respondents agree remote working will become more and more popular

2. Video Conference is the most popular remote working features

- Top 3 features adopted by individual respondents:
 - Video Conference (60%), Webmail (52%), Remote desktop/access (43%)
- 40% among the video conference users adopted 2 or more different video conference software

Highlights



3. Inadequate resources and support provision among SMEs

- Hardware
 - 39% SMEs did not provide company's computer to their staff when compared to Large Enterprises (25%)
- Support
 - 58% SMEs did not provide remote working best practices for staff to follow, when compared to Large Enterprises (7%)
- Training
 - 70% individual respondents said their company did not provide remote working training in past 6 months
 - 59% SMEs did not disseminate cybersecurity information/news/alert to staff in the past 6 months

Highlights



4. Cybersecurity Risk and Data Breaches are the major concerns for both individual and company perspective

- Both corporate & individual are worries about Cybersecurity Risk and Data Breaches during remote working
- No guarantee on safeness of remote working devices and document transfer channels
 - “Personal computer” (64%), “Mobile phone” (63%) are the most popular devices among individual
 - Around 45% respondents admit that they used unsafe channels to transfer document for remote working
- Only half of individual respondents have confidence in no data breach(es) in any forms in the past 6 months

Thank You