hkirc
香港互聯網註冊管理有限公司

Adoption and Cyber Security on Remote Working in Hong Kong

Market research result 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

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

- **Corporate Survey**
  - 825 responses covers both SMEs and Large Enterprises
- **Individual Survey**
  - 924 responses covers HK citizens aged 18 or above

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01 Corporate survey

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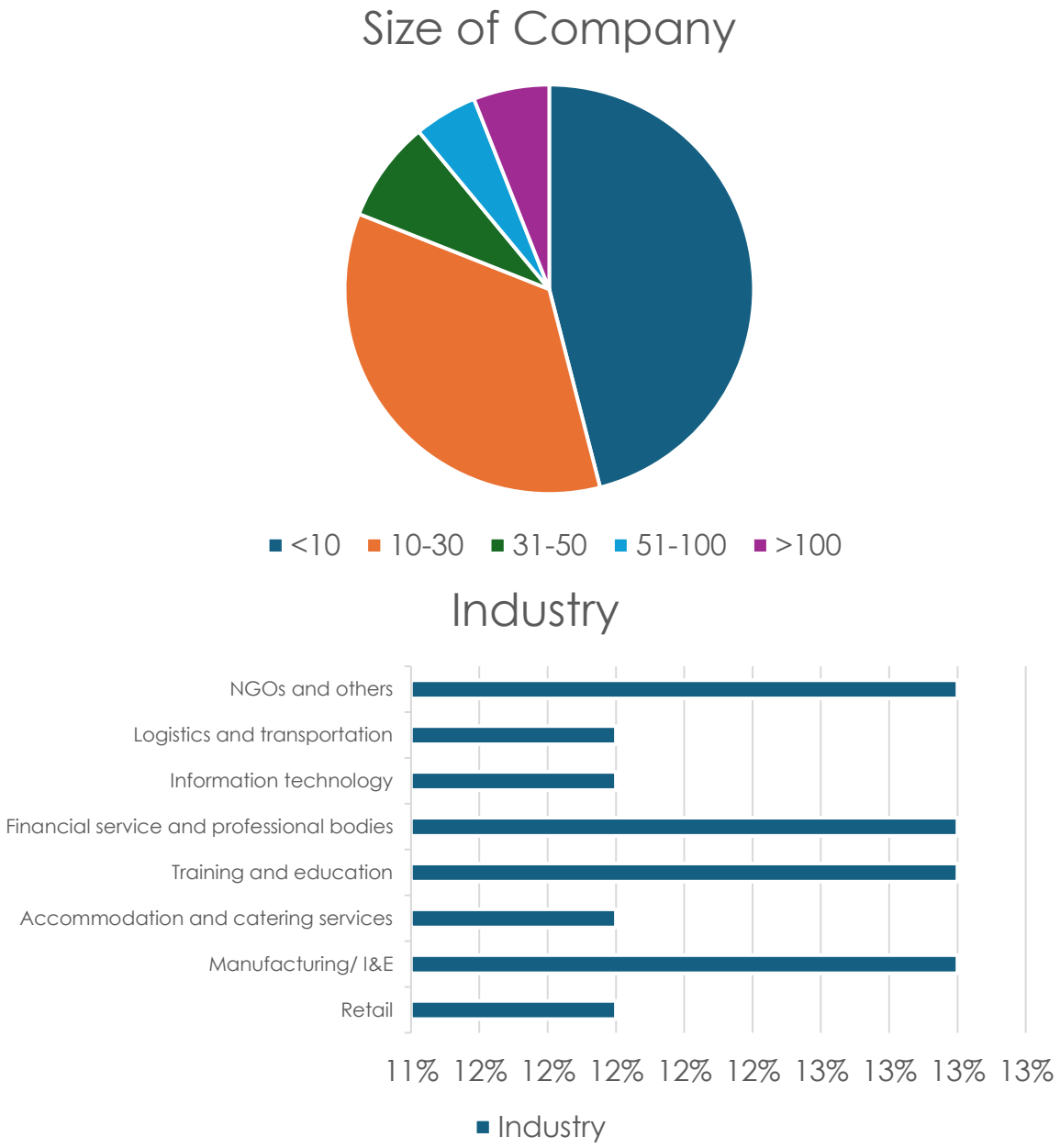
Corporate survey

- Size of company
- Industry



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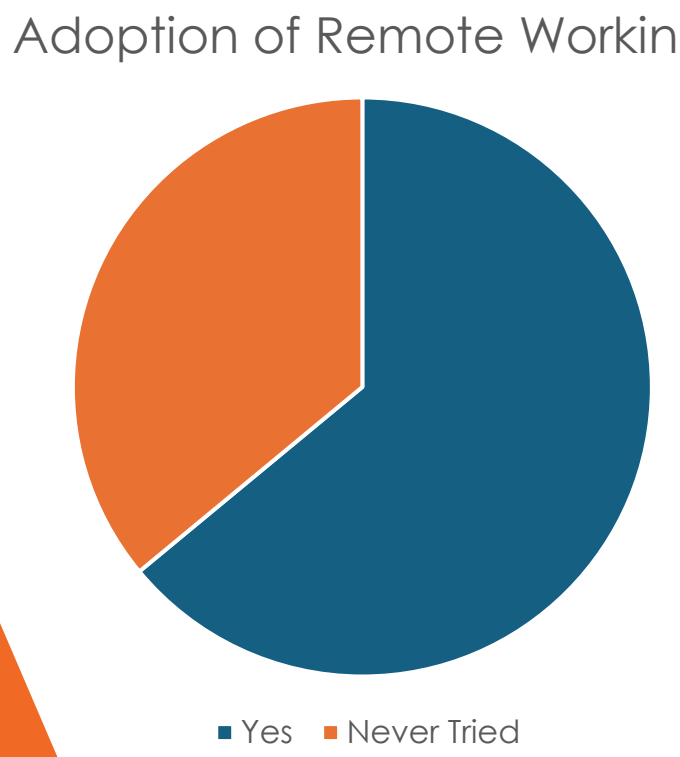
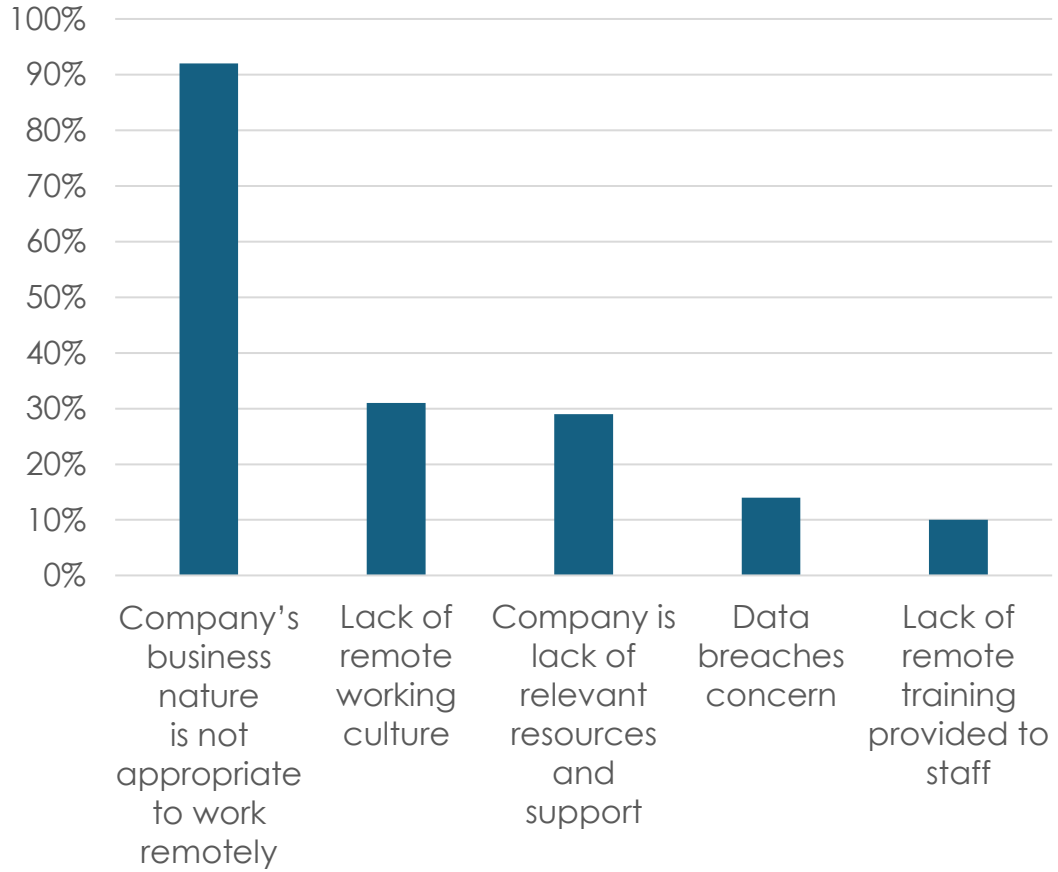
Corporate survey – Adoption of Remote Working





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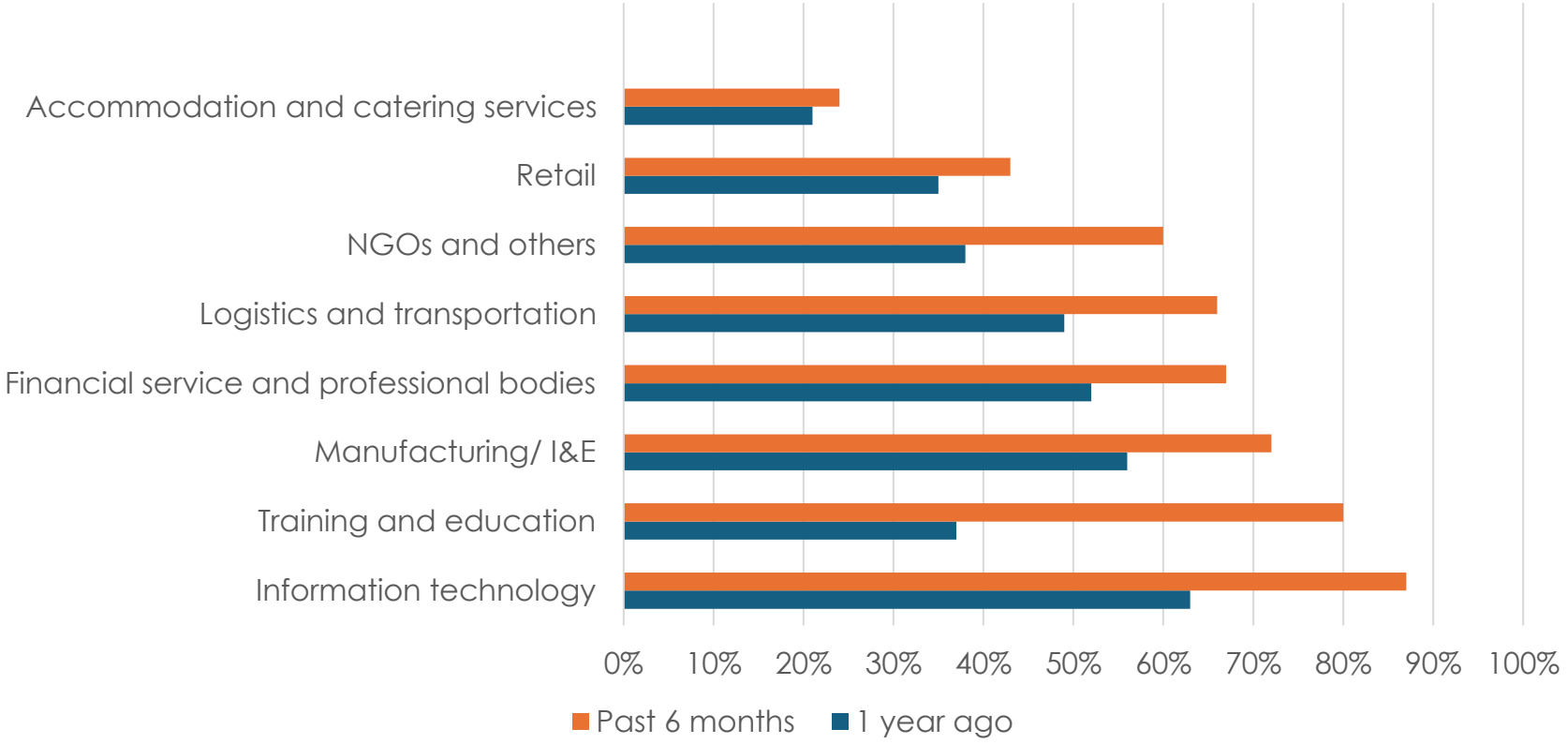

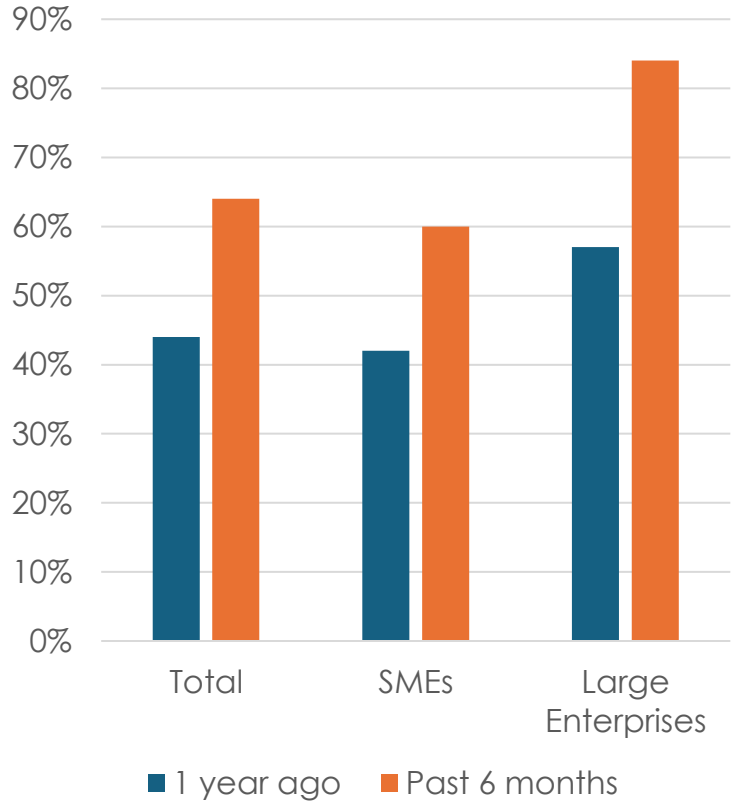

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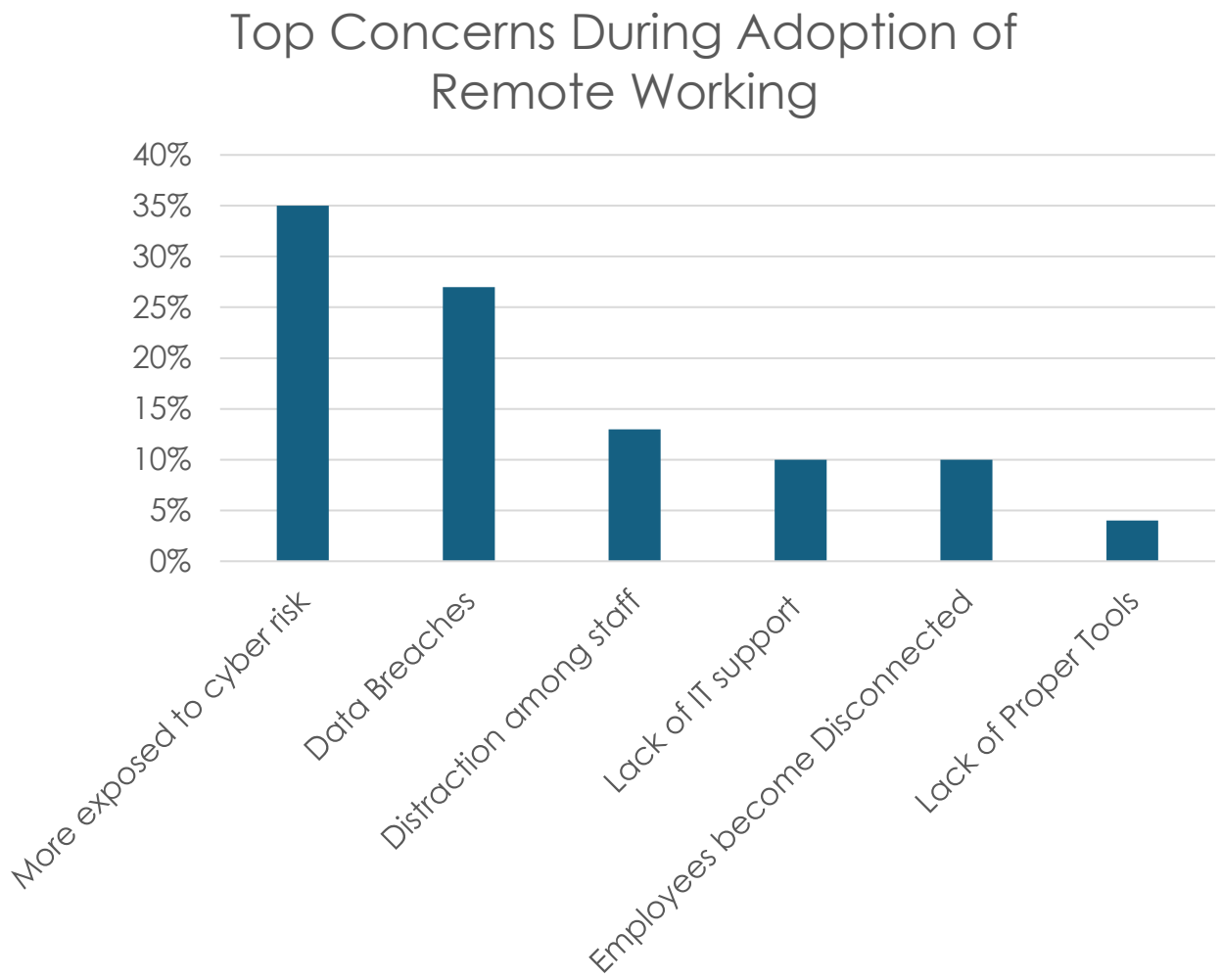
Corporate survey – Concerns of Remote Working



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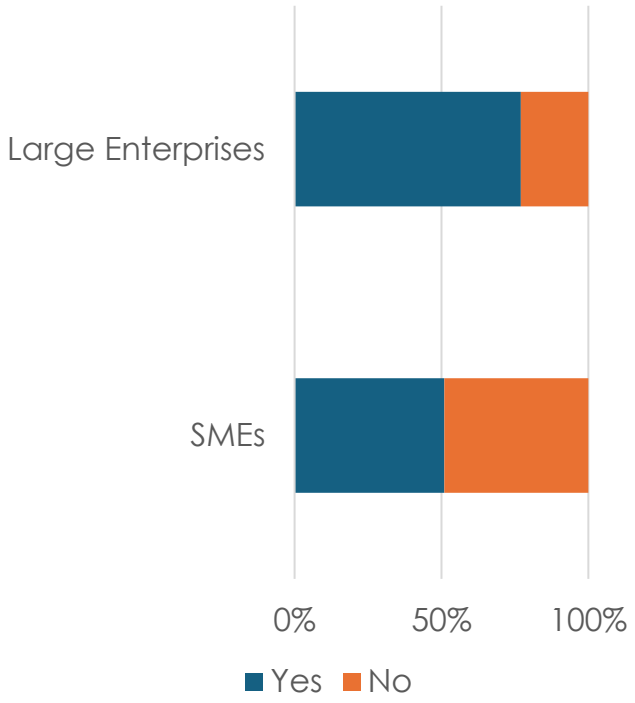
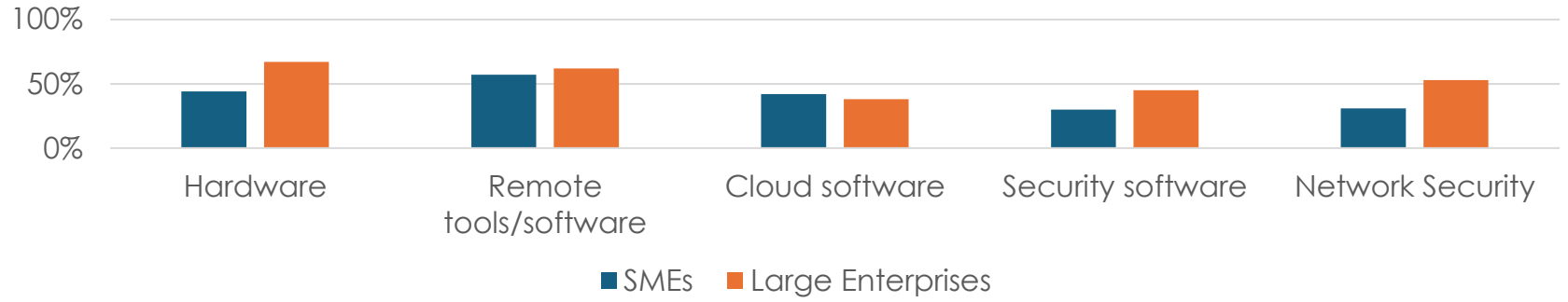
Corporate survey – Support Provision

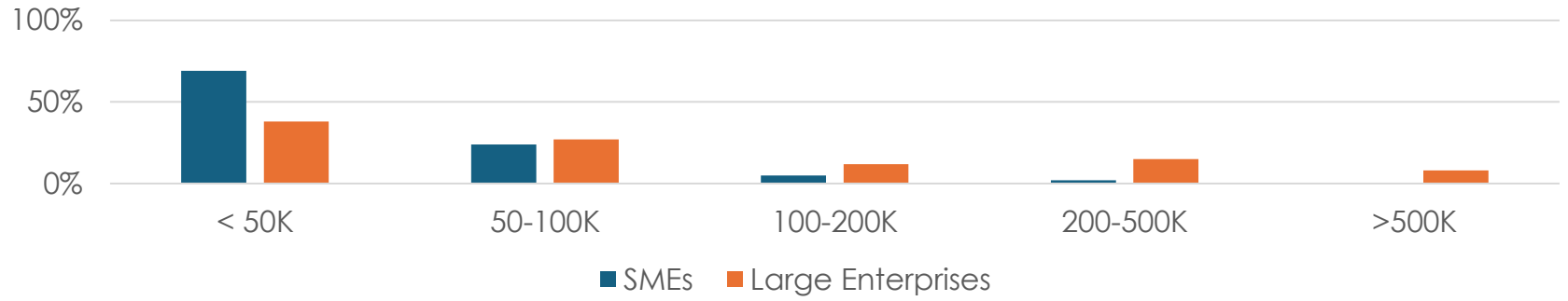
Make additional investment to facilitate remote working in the past 6 month



Area of Investment



Investment Amount



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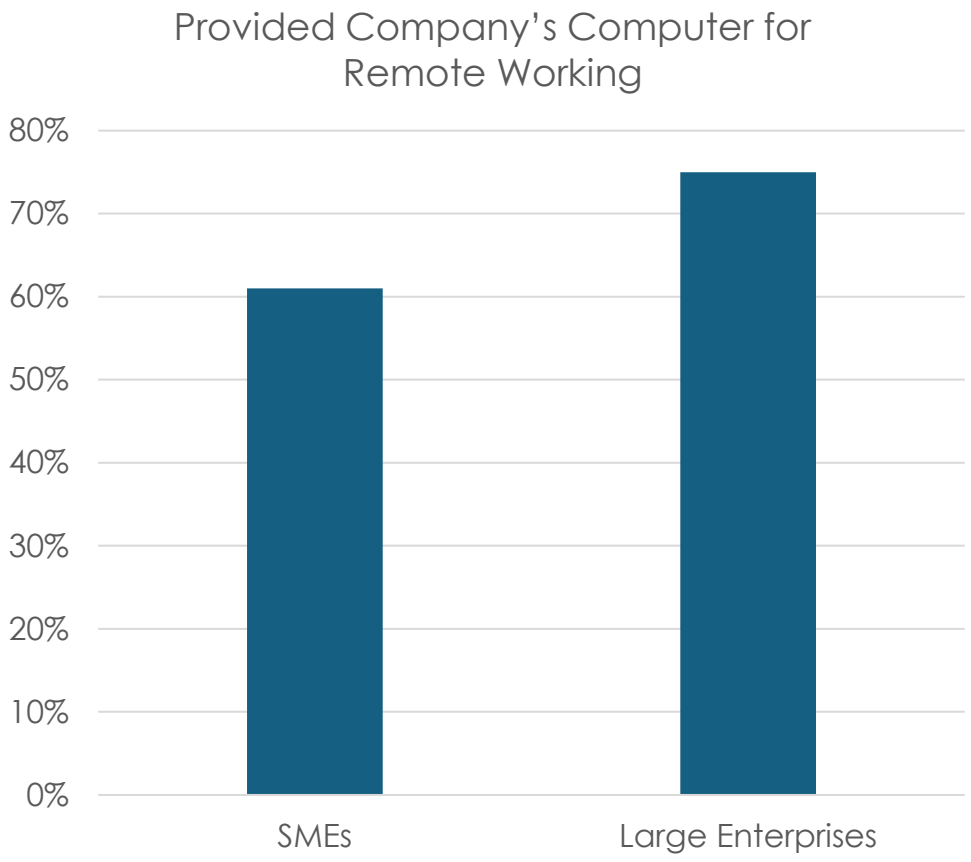
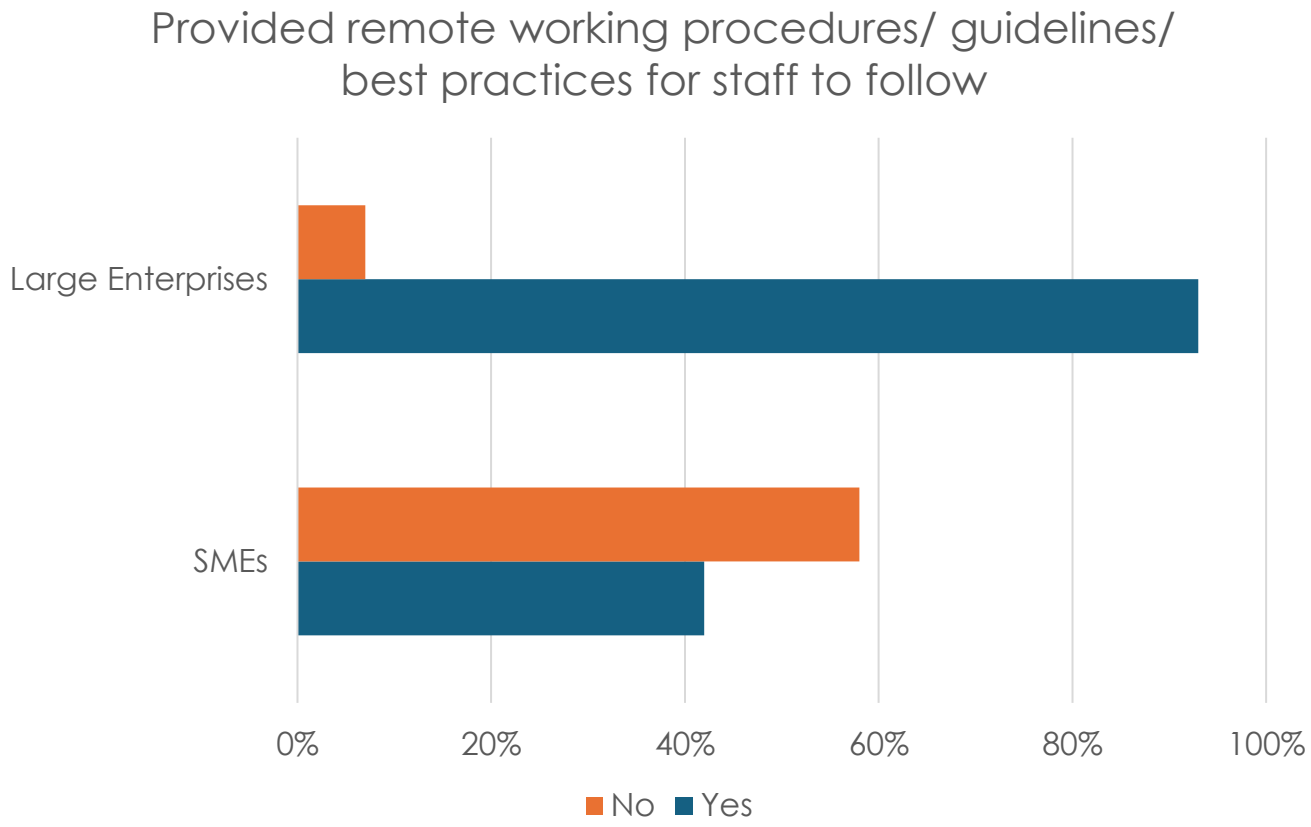
Corporate survey – Support of Remote Working





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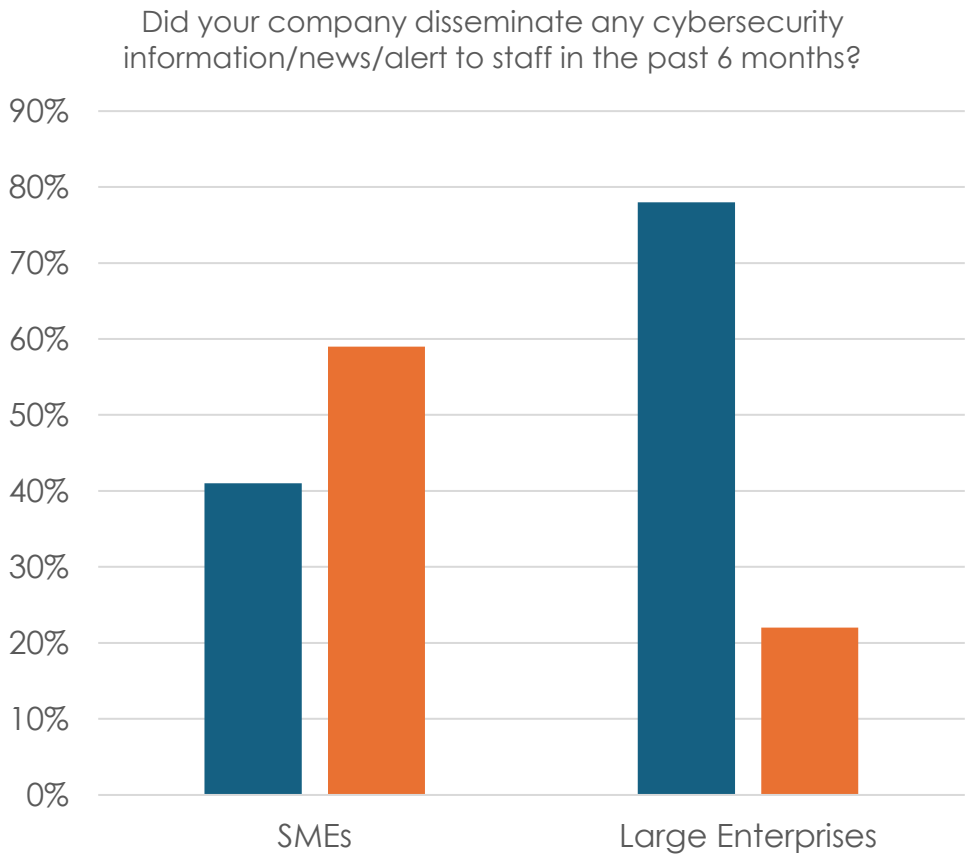
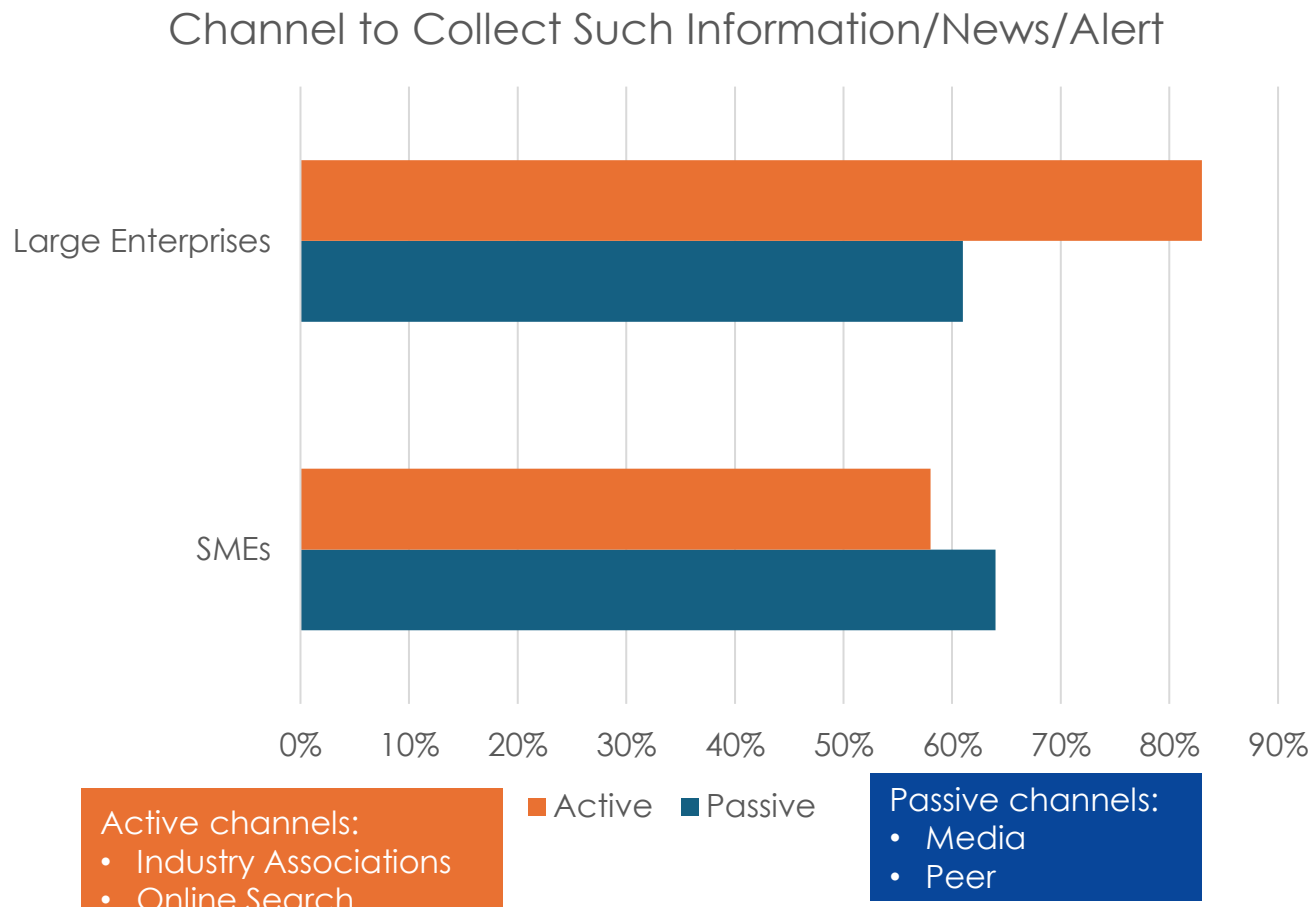
Corporate survey – Cybersecurity Awareness





Active channels:
- Industry Associations
- Online Search
- Seminar & Webinar

Passive channels:
- Media
- Peer

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02 Individual survey

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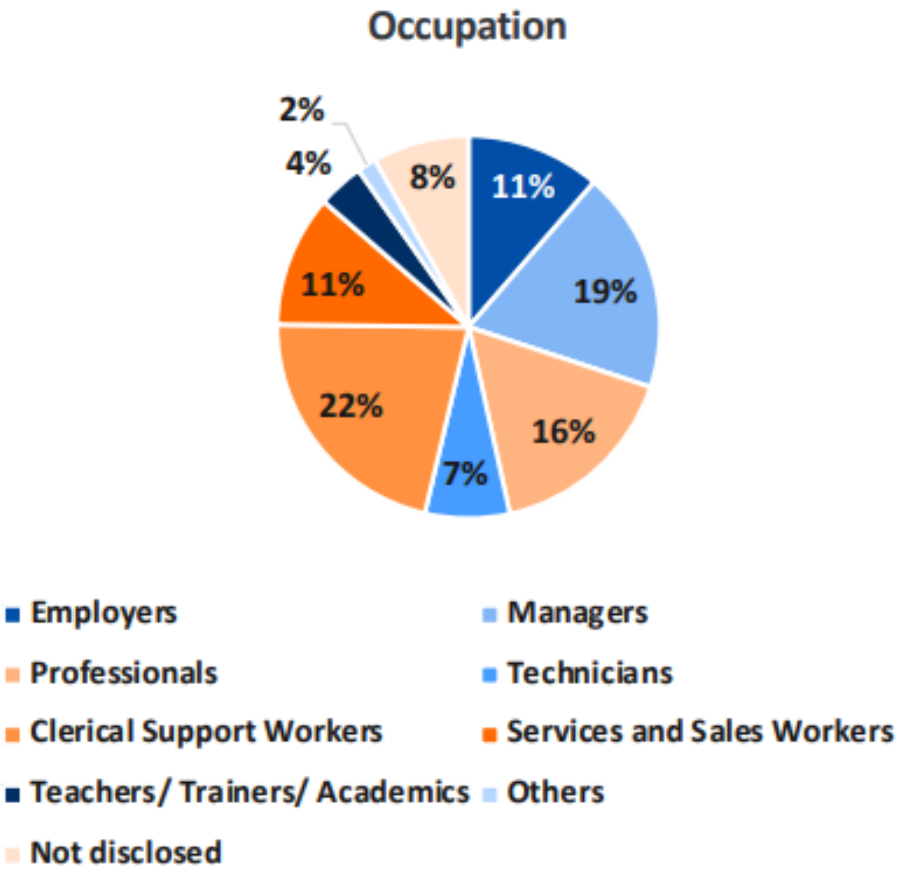
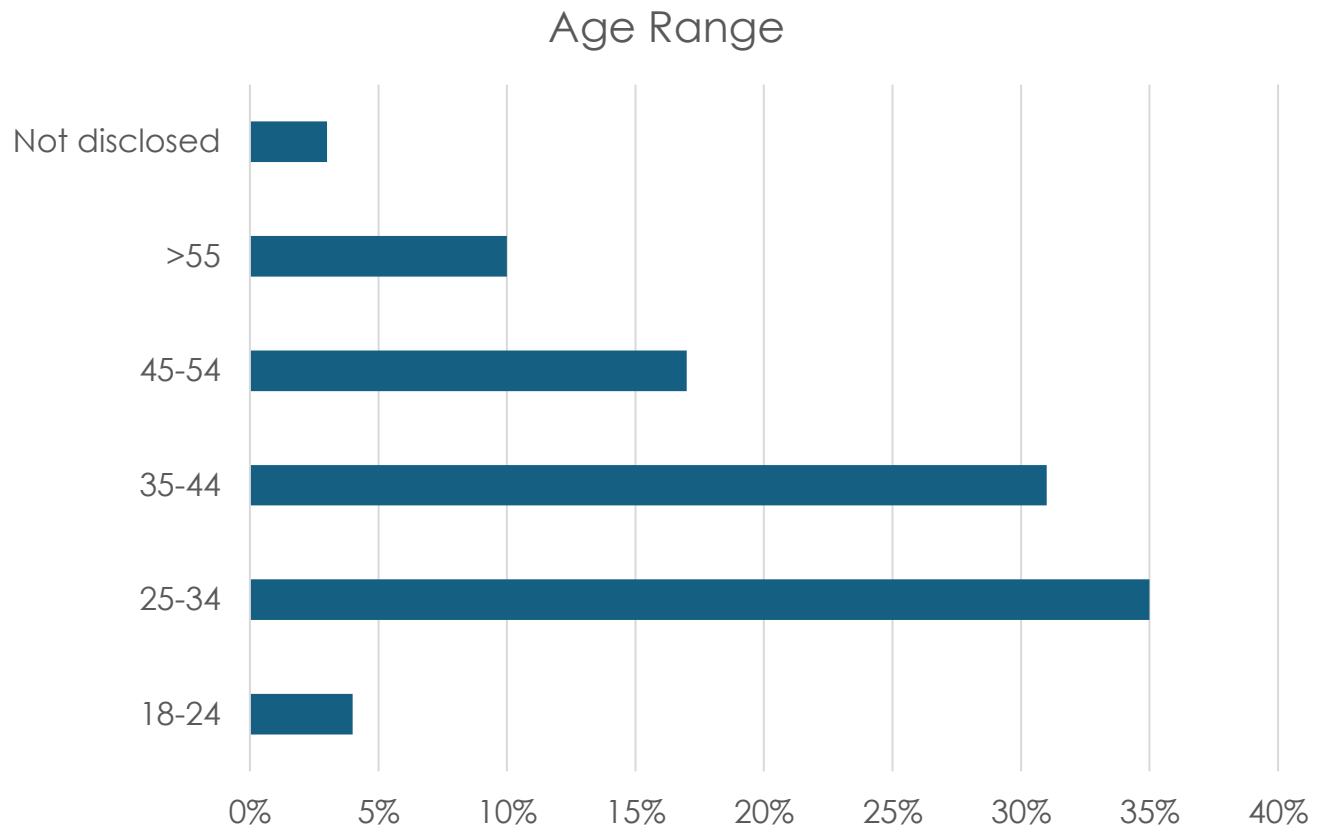
Individual survey – Profile





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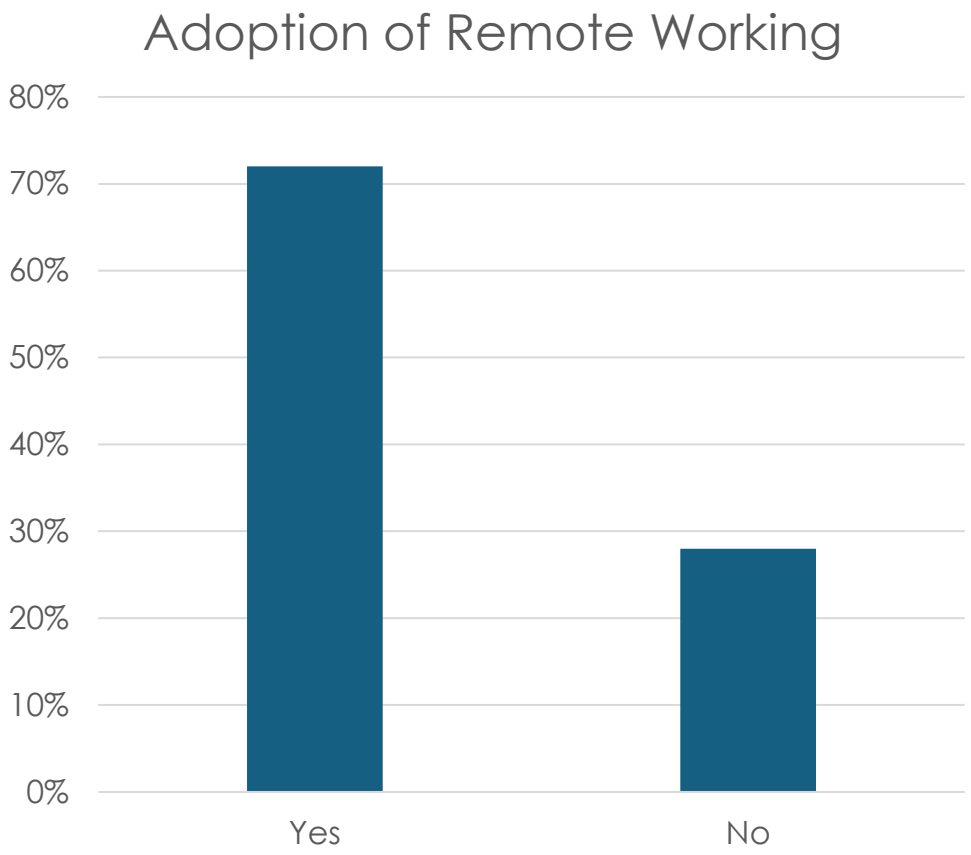
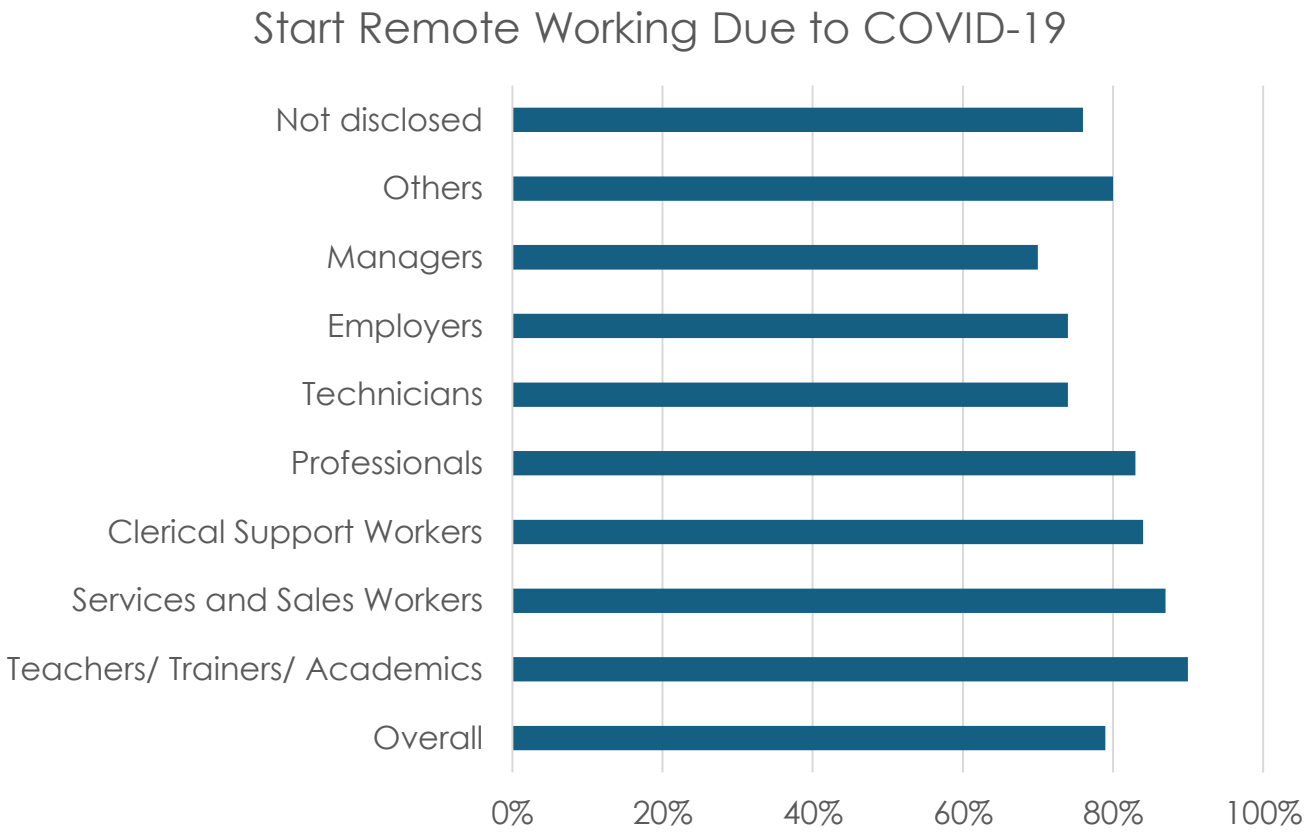
Individual survey – Adoption of Remote Working





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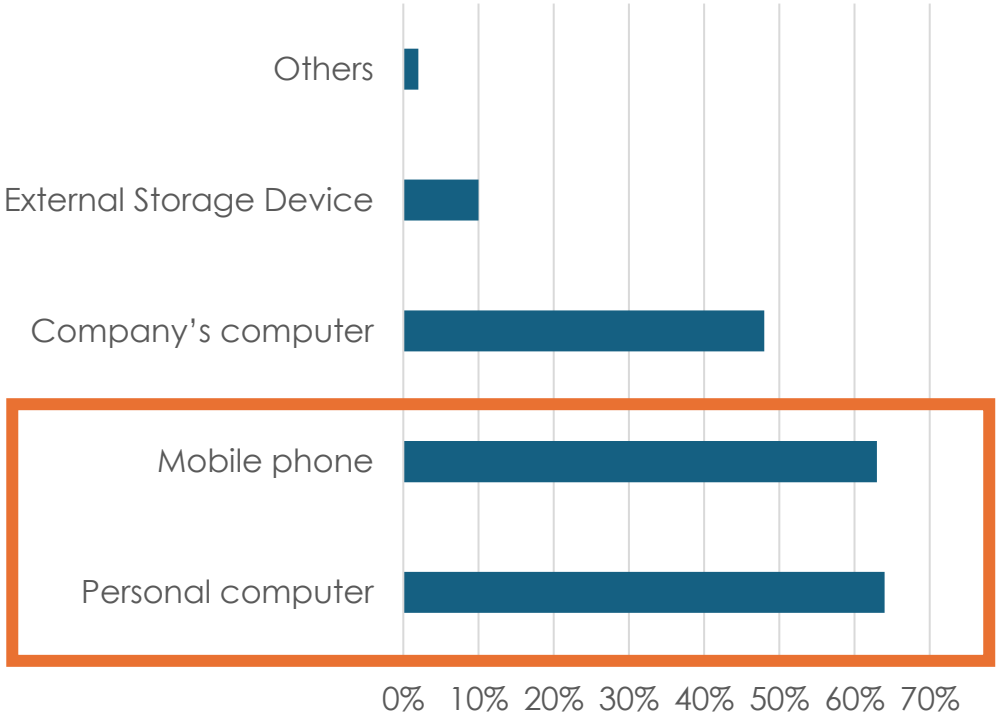
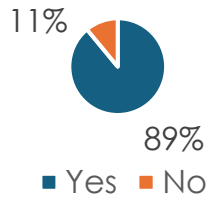
Individual survey – Support of Remote Working

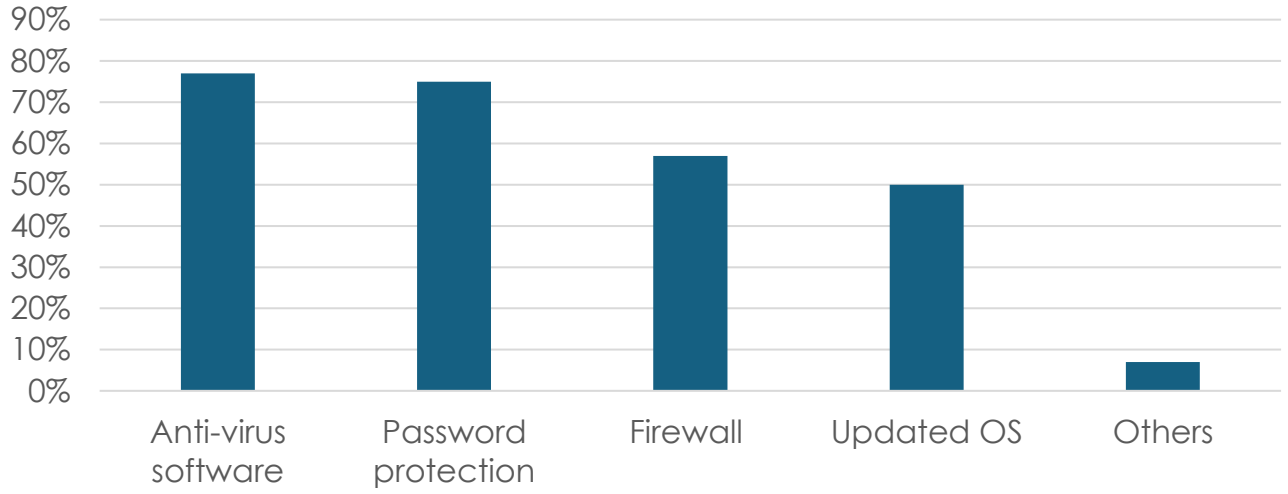
Which of the following device(s) have you used while working remotely?



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



Protection Measures



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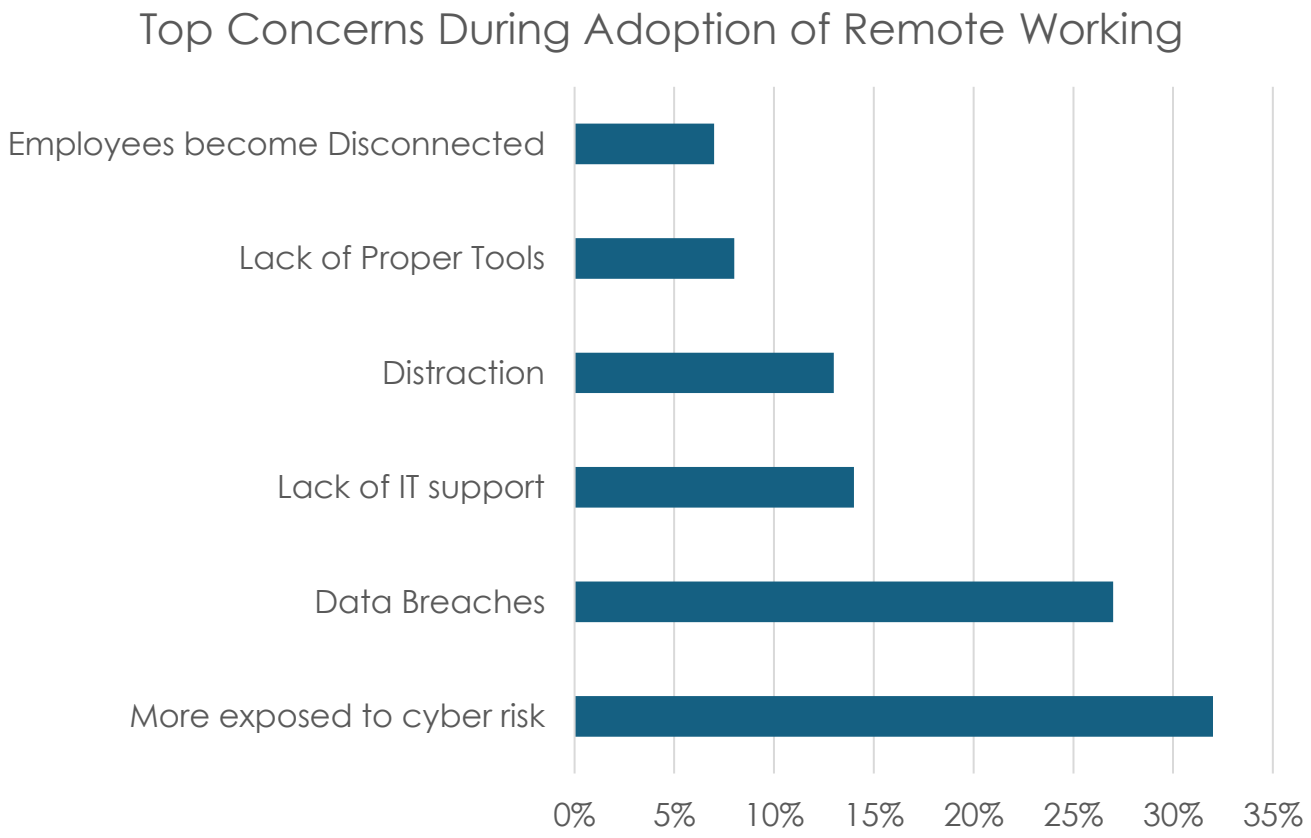
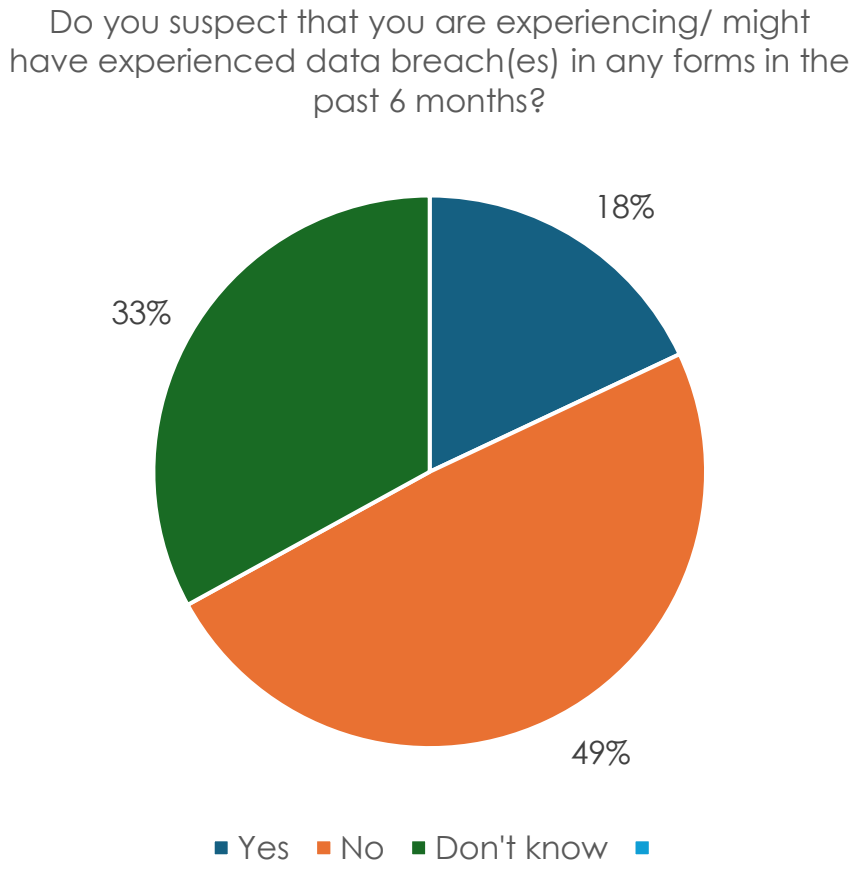
Individual survey – Concerns of Remote Working





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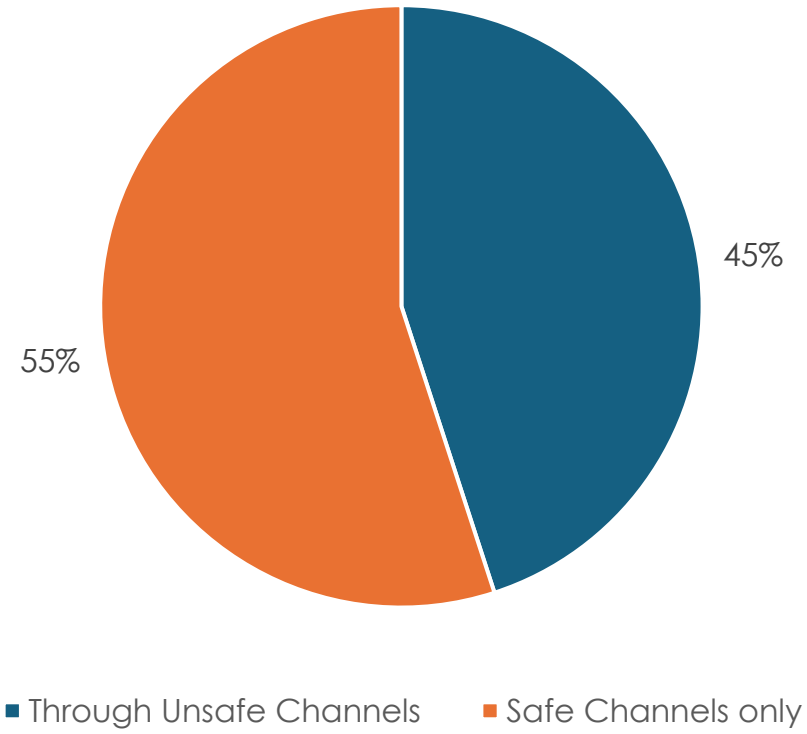
Individual survey – Usage of Remote Working

- Unencrypted USB/Hard disk
- Public cloud storage
- Personal Email



- Encrypted USB/Hard disk
- Company's cloud storage
- Business Email

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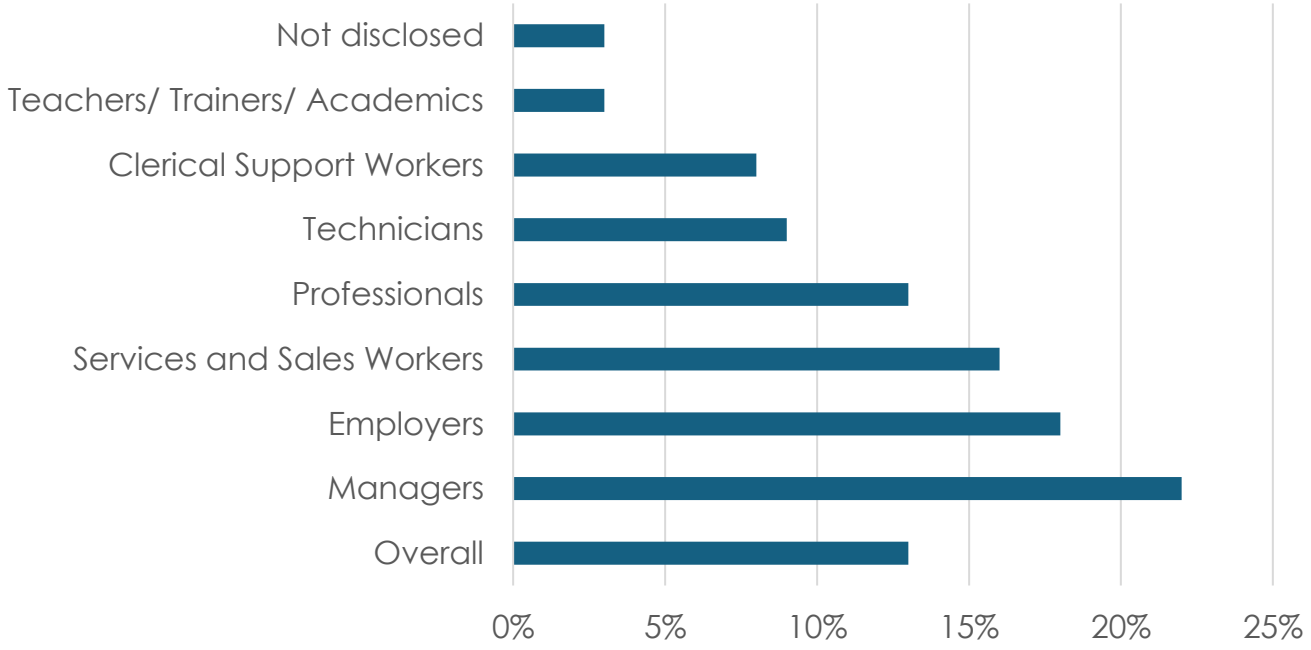
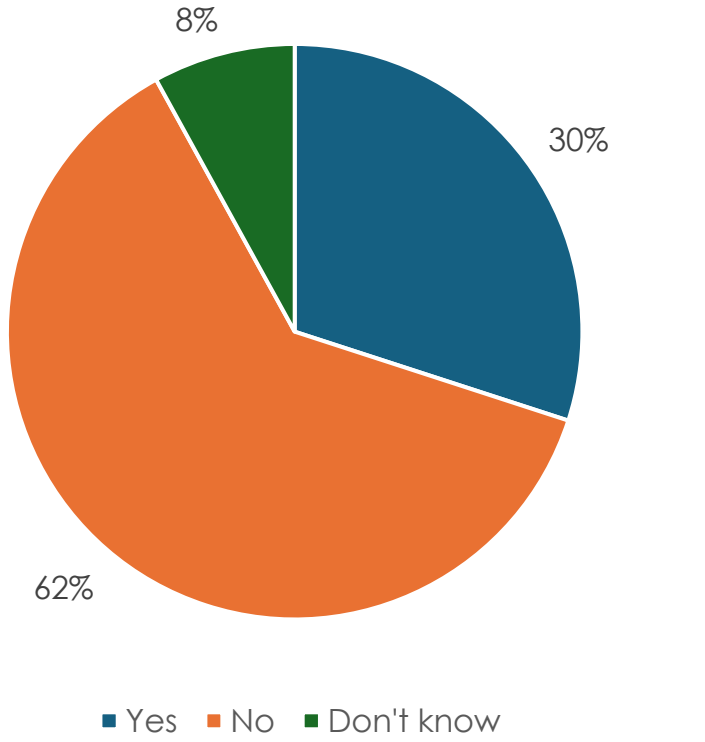
Individual survey – Cybersecurity Awareness

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



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



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03 Highlights

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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

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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

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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

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Thank you

Should you have any questions, please feel free to contact us.

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