A research initiative by
Axis Communications

The state of cybersecurity in 2018:

End customer

Summary report

AXIS COMMUNICATIONS

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Background

The World Economic Forum now ranks cyber attacks as the third most serious global business threat in 2018. Meanwhile, over 90% of successful data breaches are rooted in policy and process shortcomings that lead to human error, poor configurations and poor maintenance practices.

Most organizations are aware of cyber threats – but say they are inadequately prepared to meet them. But to what extent? And in which areas are they looking for support?

In 2018, Axis Communications and Genetec conducted a survey amongst end customers to better understand how aware they were of cyberthreats, how cybersecurity impacted their business and how prepared those companies said they were. This report highlights the thoughts and opinions of security management professionals in 175 end customer organizations.

Executive summary

- During the past five years, the share of infrastructure connected to the internet (IoT) has risen significantly.

- The awareness of cyber threats is high, but many organizations are still not working proactively with the subject.

- Security maturity of their own infrastructure, as well as of external integrators and installers, is seen as medium to high by most organizations.

- Cyber attacks are common and a high share of the respondents' organizations have been victims. Attacks are typically very costly and require considerable reconstruction of security measures and re-training of employees. Loss of trust following a cyber attack is another major issue.

- Data breaches are not as common but could also be costly. Reputational damage and loss of information are concerns. Data breaches, too, often require new security measures and training of staff.

- Concern about potential attacks is only moderate: three on average, on a five-point scale.

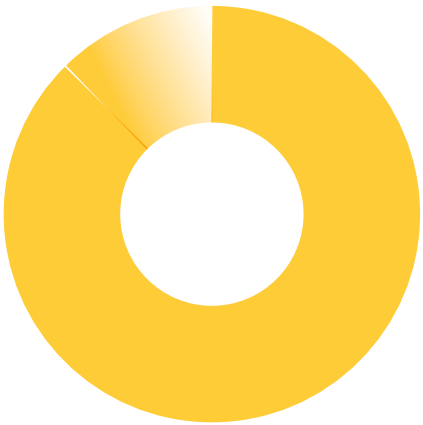
Survey results:

The growth of connected infrastructure

Question: Five years ago, what estimated percentage of your infrastructure was connected to the internet (had an IP address)?

The majority of end customers say that **50-70%** of their infrastucture was connected in 2013...

Question: Today, what estimated percentage of your infrastructure is connected to the internet (has an IP address)?

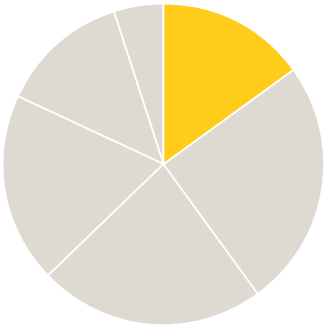


...and that **80-100%** is connected in 2018.

Survey results:

Priorities and preparedness

Question: How prepared is your organization for cybersecurity threats?

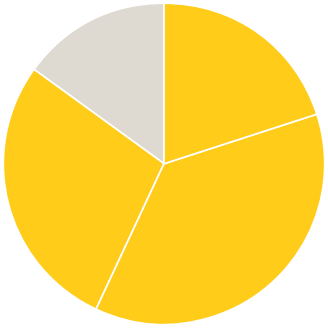


Around

15%

of end customers say they are well prepared

Question: What is the organizational priority on IoT Security?



Around

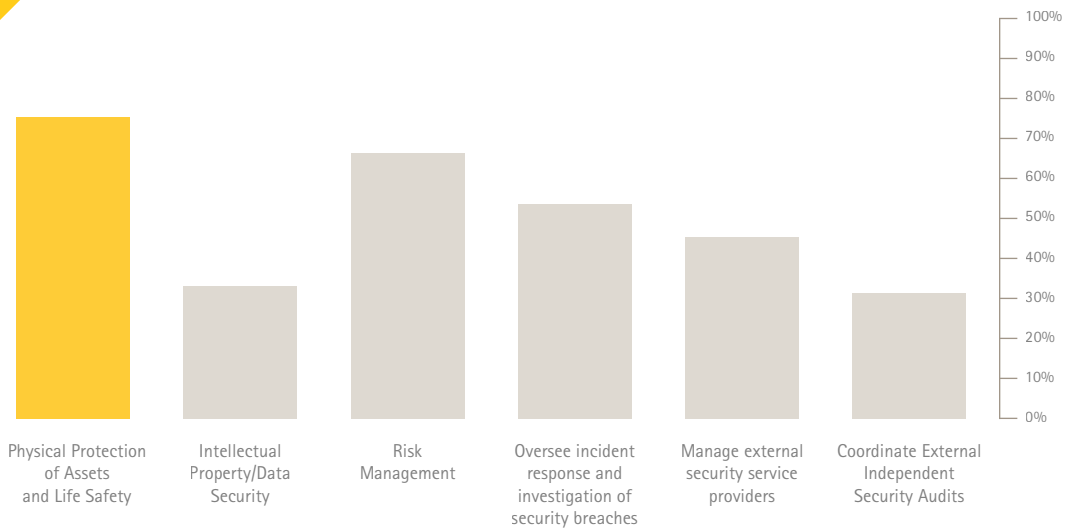
87%

prioritize cyber as a risk

Survey results:

Concern with security technologies

Question: What are your professional responsibilities?



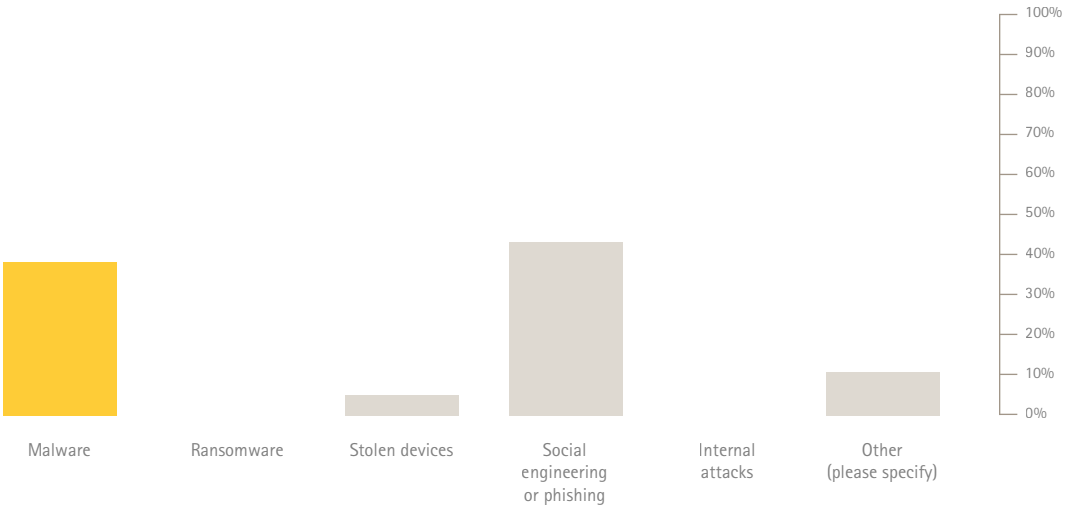
76%

of end customers stated that safety and physical protection of assets are their main responsibilities.

Question: What specific vectors or technologies comprise your primary concerns for cybersecurity?

Security technology was the **#1** concern

Question: What sort of exploit factors were used in the data breach?



0%

mentioned internal attack factors in data breaches suffered

Survey results:

Maturity of infrastructures and advisers

Question: Provide overall grades for the security maturity of IoT devices and technologies and integrators and installers of IoT appliances that are considered for connection to your organizational infrastructure

Security technologies, as well
as integrators and installers, were rated
"Good"
in terms of cyber maturity.

Survey results:

Experience of cyber attacks and data breaches

Question: Has your organization experienced a cyberattack in the past 12 months?

28%

of end customers know
they experienced a cyber attack
in the past 12 months.

Question: Has your organization experienced a data breach in the last 12 months?

11%

of end customers know
they experienced a data breach
in the past 12 months.

Survey results:

The main hurdles to improved cybersecurity

Question: What are the primary hurdles to your organization addressing IoT threats?

59%

of end customers see
legacy systems as a hurdle.

57%

of end customers point to low
internal priorities and the lack
of relevant competence.

Survey results:

Familiarity with cybersecurity technologies

Question: Are you familiar with X.509 certificates?

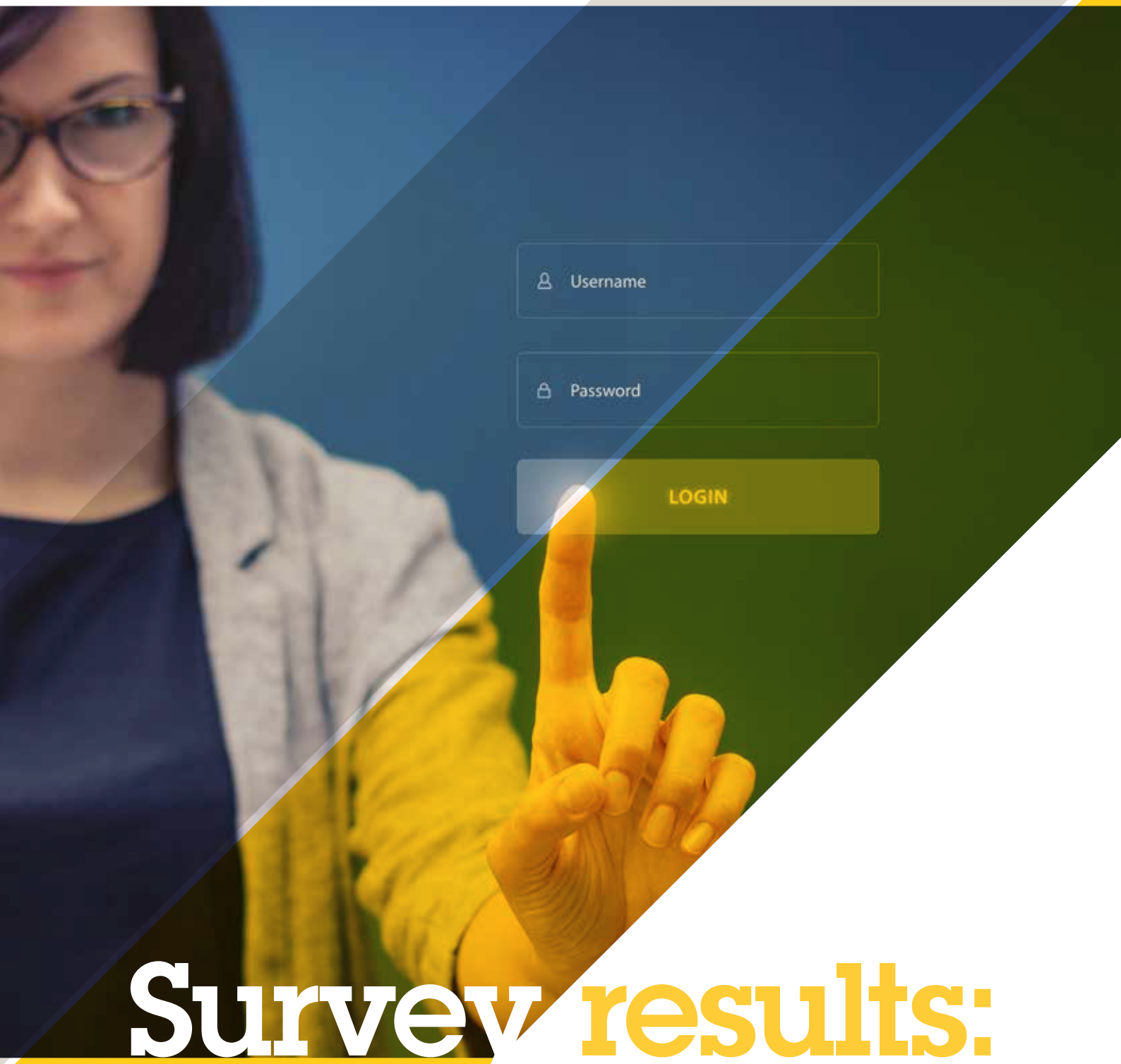
63%

of end customers are not
familiar with X.509 certificates.

Question: Is FIPS 140-2 certification for a VMS something important to you?

71%

say FIPS 140-2 certification
is not important or are uncertain.



Survey results:

The use of unique passwords and cameras

Question: Do you change the default password on the admin account or use the default one?

78%

of end customers change default login passwords for admin accounts

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Question: Do you change the default password to log in to the Server Admin or you use the default one?

76%

change default login passwords for server admin accounts

Question: Are you using HTTPS on compatible cameras with Security Center?

79%

use HTTPS cameras

Survey methodology

Survey methodology and respondent profiles

The results presented are based on input from 175 organizations. All respondents are members of ASIS International, the world's largest organization for security management professionals.

Below is a profile of the survey respondents:

60%

work in private for-profit companies

49%

work in the commercial sector

80%

have a Bachelor's or post-graduate degree

76%

stated that safety and physical protection of assets were their main responsibilities

About Axis Communications

Axis enables a smarter and safer world by creating network solutions that provide insights for improving security and new ways of doing business. As the industry leader in network video, Axis offers products and services for video surveillance and analytics, access control, and audio systems. Axis has more than 3,000 dedicated employees in over 50 countries and collaborates with partners worldwide to deliver customer solutions. Axis was founded in 1984 and has its headquarters in Lund, Sweden. For more information about Axis, please visit our website www.axis.com.