



Information Assurance Risk Model Benchmark Survey

Please fax your completed report to INFORM at the Value Management Office at +1 (240) 238-8706. Once received, an individualized peer comparison report will be emailed to the address provided within 5 business days. If you have any questions regarding the survey, please call +1 (866) 754-4700 or email inform@symantec.com.



Confidential Demographic Information

This questionnaire will be used to produce a peer comparison report that benchmarks you against other organizations in your industry.

The information collected will not be attributed to any individual or company and will not be used by Symantec or any associated company for any purpose other than the production of anonymized benchmarking reports.

Place a check mark in the box which most closely applies to your organization.

Primary Industry			
<input type="checkbox"/> Aerospace and Defense	<input type="checkbox"/> Computer Services	<input type="checkbox"/> Financial Services	<input type="checkbox"/> Pharmaceuticals
<input type="checkbox"/> Agriculture	<input type="checkbox"/> Computer Software	<input type="checkbox"/> Food	<input type="checkbox"/> Real Estate
<input type="checkbox"/> Automotive and Transportation	<input type="checkbox"/> Construction	<input type="checkbox"/> Foundations	<input type="checkbox"/> Retail
<input type="checkbox"/> Banking	<input type="checkbox"/> Consumer Product Manufacturing	<input type="checkbox"/> Healthcare	<input type="checkbox"/> Retail—Online (>10% of sales online)
<input type="checkbox"/> Beverages	<input type="checkbox"/> Consumer Services	<input type="checkbox"/> Industrial Manufacturing	<input type="checkbox"/> Security Products and Services
<input type="checkbox"/> Business Services	<input type="checkbox"/> Cultural Institutions	<input type="checkbox"/> Insurance	<input type="checkbox"/> Telecommunications Equipment
<input type="checkbox"/> Central/Federal Government	<input type="checkbox"/> Education	<input type="checkbox"/> Leisure	<input type="checkbox"/> Telecommunications Services
<input type="checkbox"/> Charitable Organizations	<input type="checkbox"/> Electronics	<input type="checkbox"/> Local/State Government	<input type="checkbox"/> Transportation Services
<input type="checkbox"/> Chemicals	<input type="checkbox"/> Energy and Utilities	<input type="checkbox"/> Media	<input type="checkbox"/> Wholesale Trade
<input type="checkbox"/> Computer Hardware	<input type="checkbox"/> Environmental Services and Equipment	<input type="checkbox"/> Membership Organizations	
		<input type="checkbox"/> Metals and Mining	
Your Job Role			
<input type="checkbox"/> Executive	<input type="checkbox"/> Director	<input type="checkbox"/> Manager	<input type="checkbox"/> Professional
Size of Organization			
Number of employees in the company, or the entire organization _____			
Regions in Which You Operate			
<input type="checkbox"/> Europe, Middle East, and Africa	<input type="checkbox"/> Asia Pacific	<input type="checkbox"/> United States	<input type="checkbox"/> Canada
			<input type="checkbox"/> Latin America

Regulatory Risk

Please check the box which most closely reflects the significance of the following types of regulatory risk to your organization.

Regulatory Category	Significance				
	Nil	Low	Moderate	High	Critical
<p>Data Protection Protects against identity theft and breach of confidentiality of private and personal information, e.g.:</p> <ul style="list-style-type: none"> • Gramm-Leach-Bliley Act (GLBA) • Health Insurance Portability and Accountability Act (HIPAA) • California Breach Law (Senate Bill No. 1386) • Children’s Online Privacy Protection Act (COPPA) • Family Educational Rights and Privacy Act • European Union Data Protection Directive • Personal Information Protection and Electronic Documents Act (PIPEDA) (Canada) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Data Retention Ensures that organizations store non-personal enterprise data (e.g. business contracts, communications data and payroll data) securely, and retain it in such a way as to be accessible to legitimate users for a specified period of time. Such storage, retention and accessibility is required, for example by:</p> <ul style="list-style-type: none"> • HIPAA • Gramm-Leach-Bliley • SOX • SEC • MiFID • EU Data Retention Directive 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Corporate Governance Assures investors that public disclosures from a business represent a true picture, e.g.:</p> <ul style="list-style-type: none"> • Sarbanes-Oxley Act (SOX) • MiFID 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>National Security Protects citizens from threats to the critical national infrastructure arising from terrorists, state-sponsored intervention, or national disaster, e.g.:</p> <ul style="list-style-type: none"> • Federal Information Security Management Act (FISMA) • USA Patriot Act (USAPA) • North American Electric Reliability Council (NERC) • Federal Energy Regulatory Commission (FERC) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Civil and Criminal Legal Framework Governs the use of information technology and networked systems. For example: electronic signatures; creation, modification, storage, and transmission of electronic data; and criminal misuse of computers and IT systems, e.g.:</p> <ul style="list-style-type: none"> • Computer misuse legislation • Distance selling legislation • Controls on use of cryptography • Legislation on use of electronic signatures 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Intellectual Property Protection Protects the intellectual property of individuals and organizations, such as trade secrets and patentable ideas. All countries have some form of Trade Secret, Copyright, and Patent Law.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Operational Risk

Please check the box which most closely reflects the significance of the following types of operational risk to your organization.

Operational Category	Significance				
<p>What percentage of its operational risk does your organization aim to manage?</p> <p><50% 50–75% 75–85% 85–95% >95%</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>					
<p>Customer Relationship Management (CRM)</p> <p>The IT services required to support the sales process, e.g.:</p> <ul style="list-style-type: none"> • Customer management/retention • Deployment of online products and services • Customer portals and web sites <p>The cost of IT incidents and inefficiencies translates into various business risks, e.g.:</p> <ul style="list-style-type: none"> • Lost revenue • Lost margins • Lost confidence • Lost customers • Lost cash flow 	Nil	Low	Moderate	High	Critical
<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Supply Chain Management (SCM)</p> <p>The IT services required to support the whole product value chain, e.g.:</p> <ul style="list-style-type: none"> • Acquisition of materials, components and services from suppliers • Inventory, creation, manufacturing • Logistics for delivery to the end-customer <p>The cost of IT incidents and inefficiencies translates into various business risks, e.g.:</p> <ul style="list-style-type: none"> • Higher cost of services and manufacturing • Manufacturing delays • Lost time-to-market • Lower service and product quality 	Nil	Low	Moderate	High	Critical
<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Operations Management (OM)</p> <p>The IT services required to support operational control of the organization's continuous service and product process, e.g.:</p> <ul style="list-style-type: none"> • Control center management • Infrastructure management • Shop floor management • Production management <p>The cost of IT incidents and inefficiencies translates into various business risks, e.g.:</p> <ul style="list-style-type: none"> • Accidents • Loss of control • Delivery bottlenecks 	Nil	Low	Moderate	High	Critical
<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Operational Risk *(continued)*

Please check the box which most closely reflects the significance of the following types of operational risk to your organization.

Operational Category	Significance				
	Nil	Low	Moderate	High	Critical
<p>Research and Development (R&D)</p> <p>The IT services required to support the development cycle of products and services, e.g.:</p> <ul style="list-style-type: none"> • Design and prototyping • High performance technical computing • Test beds <p>The cost of IT incidents and inefficiencies translates into various business risks, e.g.:</p> <ul style="list-style-type: none"> • Product delays • Design and development costs • Quality issues 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Business Intelligence (BI)</p> <p>The IT services required to support the corporate ability to make timely, informed business judgments, e.g.:</p> <ul style="list-style-type: none"> • Sales performance • Cost control • Profitability • Competitive data <p>The cost of IT incidents and inefficiencies translates into various business risks, e.g.:</p> <ul style="list-style-type: none"> • Poor decisions based on flawed data • Decision delays due to unavailability of data 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Finance and Administration (F&A)</p> <p>The IT services required to support the process of financial and administrative management, e.g.:</p> <ul style="list-style-type: none"> • Accounting • Cash flow management • Risk management • Regulatory compliance <p>The cost of IT incidents and inefficiencies translates into various business risks, e.g.:</p> <ul style="list-style-type: none"> • Pricing errors due to flawed data • Cash flow issues • Financial reporting delays • Penalties for non-compliance 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Corporate Resources</p> <p>The IT services required to support a wide variety of business functions that support the whole organization, e.g.:</p> <ul style="list-style-type: none"> • Human Resources • Marketing • Facilities <p>The cost of IT incidents and inefficiencies translates into various business risks, e.g.:</p> <ul style="list-style-type: none"> • Employee dissatisfaction • Project mismanagement • Increased costs 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Incident Likelihood

Please check the box which most closely reflects the expected frequency of the following incidents in your organization.

Type of Incident	Expected Frequency
<p>Regulatory Non-Compliant Your enterprise is found to be out of compliance with one or more governing regulations</p>	<input type="checkbox"/> Never <input type="checkbox"/> Once every 5 years <input type="checkbox"/> Once every 2 years <input type="checkbox"/> Once a year <input type="checkbox"/> More than once a year
<p>Major Information Loss Severe impact to your enterprise, caused by a loss of information confidentiality, integrity, or availability, e.g.:</p> <ul style="list-style-type: none"> • Full data center outage • Full-scale corruption of enterprise data • All-out breach of enterprise security systems 	<input type="checkbox"/> Never <input type="checkbox"/> Once every 5 years <input type="checkbox"/> Once a year <input type="checkbox"/> Twice a year <input type="checkbox"/> More than twice a year
<p>Major IT Impact Severe impact to your IT organization affecting more than 10% of your clients and servers—halting operations of some critical parts of the business, e.g.:</p> <ul style="list-style-type: none"> • Unplanned systems downtime • Major attack of viruses, worms, or Trojan horses • Major loss of data due to human error • Computing, database, or network bottlenecks 	<input type="checkbox"/> Once every 5 years <input type="checkbox"/> Once a year <input type="checkbox"/> Twice a year <input type="checkbox"/> 5 times a year <input type="checkbox"/> More than 5 times a year
<p>Minor IT Impact Minor impact to your IT organization affecting less than 10% of your clients and servers, hindering the work of individuals and groups, e.g.:</p> <ul style="list-style-type: none"> • Unplanned downtime • Service degradation • File and data loss • Viruses and worms 	<input type="checkbox"/> Once a year <input type="checkbox"/> 10 times a year <input type="checkbox"/> 20 times a year <input type="checkbox"/> Every day <input type="checkbox"/> More than once a day

Current Effectiveness of Strategic and Service Support Solutions

Please check the box which most closely reflects the current success your organization has in implementing the following solutions.

Strategic Solutions	Degree of Successful Implementation				
IT and Security Policy, Strategic Management and Architecture Includes strategic alignment of IT to business objectives; IT compliance with governance, legal, and regulatory requirements; and optimal use of IT KPIs, SLAs, policies, standards, and procedures to meet changing business needs and effectively manage information risk	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizational Structure, Roles and Responsibility Includes assignment of appropriate responsibilities and accountability for IT service delivery, service support and risk management, allocation of resources necessary to meet requirements for these items, and effective management of these items	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governance, Compliance, and Continuous Improvement Includes continuous, secure improvement in IT strategy; effective use of IT KPIs, SLAs, policies, standards, and procedures; efficient monitoring of these items; effective maintenance and auditing of monitoring records; appropriate, timely action taken as a result of audits; and appropriate management communication strategy and process to track changes and improvements to the IT organization	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Life Cycle Management Includes strategic management of data creation, processing, storage, transmission, and destruction; information access and storage appropriate to business needs; and information access and storage compliant with governance, legal, and regulatory requirements	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Current Effectiveness of Strategic and Service Support Solutions *(continued)*

Please check the box which most closely reflects the current success your organization has in implementing the following solutions.

Service Support Solutions	Degree of Successful Implementation				
Asset Inventory Classification and Management Includes creation and maintenance of a dynamic inventory of all significant IT assets; classification of assets by ability to support critical business tasks; and management of assets to support and enhance business functionality, meet governance and legal and regulatory requirements, and minimize risk impact	<10% <input type="checkbox"/>	25% <input type="checkbox"/>	50% <input type="checkbox"/>	75% <input type="checkbox"/>	>90% <input type="checkbox"/>
Physical and Environmental Management Includes management of the physical environment to help preserve information confidentiality, integrity, and availability; physical efficiency and effectiveness of IT systems; and compliance with appropriate health and safety and environmental regulations and legislation	<10% <input type="checkbox"/>	25% <input type="checkbox"/>	50% <input type="checkbox"/>	75% <input type="checkbox"/>	>90% <input type="checkbox"/>
Configuration, Change, and Release Management Includes a full description of IT systems configuration using a logical data model, controlled and secure changes to IT systems, management of changes to support overall business strategy, and conformity of changes to SLAs	<10% <input type="checkbox"/>	25% <input type="checkbox"/>	50% <input type="checkbox"/>	75% <input type="checkbox"/>	>90% <input type="checkbox"/>
Incident, Response, and Problem Management Includes effective IT incident response and problem management processes, effective escalation procedures, effective management of incident impact, effective management of day-to-day problems and issues, and continuous improvement in incident management and problem handling	<10% <input type="checkbox"/>	25% <input type="checkbox"/>	50% <input type="checkbox"/>	75% <input type="checkbox"/>	>90% <input type="checkbox"/>

Current Effectiveness of Service Delivery and Security Solutions

Please check the box which most closely reflects the current success your organization has in implementing the following solutions.

Service Delivery Solutions	Degree of Successful Implementation				
Service Level Management Includes the ability to define appropriate, business-aligned SLAs; the ability to measure IT performance against defined SLAs; maintenance and improvement of IT service quality; maintenance and improvement of security, availability, performance, and capacity; and alignment of IT with overall business	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application Design, Development, and Testing Includes good practices in choosing new applications; good standards, processes, and procedures for testing new applications; usability, functionality, and security of new applications; and secure and controlled transfer of new applications from development to production environments	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operational Design, Workflows, and Automation Includes effective design and integration of application and infrastructure management, appropriate deployment of resources to meet application SLAs, and implementation of a highly adaptive and flexible services infrastructure	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacity Management Includes cost-effective fulfillment of capacity and performance requirements, effective capture of IT service and infrastructure requirements to meet upcoming business needs, and implementation of proactive application performance management (APM)	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Systems Build and Deployment Includes optimized deployment of new and updated IT infrastructure components through the use of effective configuration management, effective management and approval processes for new IT systems related to both IT and business needs, and timely and secure deployment of new and updated systems	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Continuity Management Includes IT systems and infrastructure that minimize business impact by disruptive and damaging incidents; building and maintenance of effective, business-aligned IT recovery plans; and continuous testing and improvement of IT recovery plans	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability Management Includes cost-effective maximization of IT availability; successful protection of asset availability against internal and external events and threats; and maintenance and improvement of resilient structures, processes, and organizations to maintain business-oriented service quality	<10%	25%	50%	75%	>90%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Current Effectiveness of Service Delivery and Security Solutions *(continued)*

Please check the box which most closely reflects the current success your organization has in implementing the following solutions.

Security Solutions	Degree of Successful Implementation				
Authentication, Authorization, and Access Management Includes appropriate and secure use of the organization's business-critical data and IT systems; access to applications, systems, and data only by authorized users; and effective and efficient maintenance and updating of user access authorization	<10%	25%	50%	75%	>90%
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network, Protocol, and Host Security Includes effective management of risk from threats to networked IT systems, effective detection and prevention of threats and repair of network vulnerabilities, and effective identification of permitted network protocols and services and control of network data flow	<10%	25%	50%	75%	>90%
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training and Awareness Includes a full understanding of roles and responsibilities for IT service support and risk management; enhanced awareness and understanding of results of incorrect, inappropriate, and insecure behavior and a reduction in such behavior; enhanced awareness and understanding of governance, legal, and regulatory requirements; and reduction of errors and omissions	<10%	25%	50%	75%	>90%
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Receive an Individual Evaluation

This questionnaire will be used to produce a peer comparison report that benchmarks you against other organizations in your industry.

The information collected will not be attributed to any individual or company and will not be used by Symantec or any associated company for any purpose other than the production of anonymized benchmarking reports.

Your Contact Information

You will receive customized evaluations for your organization or company.

Your name and email address will only be used to enable us to send you your individualized benchmark report.

Please print clearly.

Your Name _____

Name of Organization or Company _____

Your Email Address _____