



**Public Opinion Programme  
The University of Hong Kong  
Microsoft Hong Kong  
The Hong Kong Council of Social Service  
Jointly Conduct**

***Survey on Local NGOs' Knowledge on "Cloud  
Solution" and Security Concerns 2012***

**Survey Questionnaire**

**07 May 2012**

## Part I Self-introduction

Hello, sir/madam, are you Miss/Mr\_\_\_\_\_? My name is X. I'm an interviewer from the Public Opinion Programme (POP) of the University of Hong Kong. We are calling on behalf of The Hong Kong Council of Social Service (HKCSS). We have previously sent an email to invite your organization to participate in a survey on IT security, and your organization agreed to participate in this survey. This survey will need around 10-15 minutes, and all information you provide will be kept strictly confidential and used for aggregate analysis only. If you have any questions about the research, you can call xxxx-xxxx to talk to our supervisor. If you want to know more about the rights as a participant, please contact the Human Research Ethics Committee for Non-Clinical Faculties of the University of Hong Kong at 2241-5267 during office hours. For quality control purpose, our conversation may be recorded but will be destroyed shortly after our quality control process is completed. Is it okay for us to start this survey?

Yes

No (Interview ends, thank you for your cooperation, bye bye) → skip to end

## Part II Selection of Respondents

[S1] As this interview is about the decision making, application and needs of information technology (or "IT") in your organization, may I ask if you have the right to make the related decision in your organization? Or do you participate in the decision making process of development of IT?

Yes

No → (go to S2)

[S2] Would you please ask the related IT colleague to participate in this survey?

Yes → Invite the related colleague to interview, repeat self-introduction

No → Interview ends, thank you for your cooperation, bye-bye.

## Part III Opinion Questions

### I) Network Security

[Q1] Which of the following measures does your organization have to protect the servers / application system? [Interviewer to read out items 1-6, order to be randomized, multiple responses allowed]

Firewall

Anti-virus

UPS / uninterruptible power supply

Physical Security

Insurance

Regular Backup

None of the above

Others, please specify \_\_\_\_\_

Don't know / hard to say

Refuse to answer

[Q2] [Only ask those who pick "physical security" in Q1] Which of the following physical security does your organization have? [Interviewer to read out items 1-5, order to be randomized, multiple responses allowed]

UPS / uninterruptible power supply

Independent air-conditioned room

Raised floor

Access control

Automatic power sprinkler system

Others, please specify \_\_\_\_\_

Don't know / hard to say

Refuse to answer

[Q3] Do you think the security work of data storage and transfer in your organization is sufficient in the past year? Please use a scale of 0 -10 marks to rate the sufficiency, in which 0 represents totally insufficient, 5 represents half-half, 10 represents very sufficient.

0      1      2      3      4      5      6      7      8      9      10

Don't know / hard to say

Refuse to answer

[Q4] Do you think your organization is in need to enhance the current security work and/or facilities in data storage and transfer. Please use a scale of 0 -10 marks to rate how much your organization is in such need, in which 0 represents no enhancement is needed at all, 5 represents half-half, 10 represents enhancement is urgently needed.

0      1      2      3      4      5      6      7      8      9      10  
Don't know / hard to say  
Refuse to answer

[Q5] What kind of measures does your organization use to ensure that the data will not be disclosed when transferring important or confidential data / files? [Interviewer to read out items 1-3, order to be randomized, multiple responses allowed]

Postal or manual settlement

Set a password in a file, then transferred by email

Use Email built-in security system to transfer data (for example: prohibit the recipient to forward the email or prohibit the recipient to print the file, etc.)

Others, please specify \_\_\_\_\_

Don't know / hard to say

Refuse to answer

[Q6] Does your organization allow employees to take confidential data, such as users' personal data, away from the office by using USB or other hardware?

Yes

No (Skip to Q8)

Don't know / hard to say

Refuse to answer

[Q7] How does your organization ensure the office data stored in USB or other hardware will not be leaked? [Do not read out answers, multiple responses allowed]

Encryption

Passwords, no periodical change in passwords

Passwords, with periodical change in passwords

Limit the use of equipment

Use cloud storage solution (i.e. use it anywhere, but no need to bring the hardware copies or USB)

Others, please specify \_\_\_\_\_

Don't know / hard to say

Refuse to answer

[Q8] Which of the following computer program(s) does your organization use currently?

[Interviewer to read out items 1-6, order to be randomized, multiple responses allowed]

Email

Member / Volunteer Database

Donor Database

File storage / sharing

Accounting / Financial Management

Human Resources

Others, please specify \_\_\_\_\_

Don't know / hard to say

Refuse to answer

[Read out: "Cloud Solution" basically refers to sharing and storing softwares through the Internet, but not in hardware and local intranet. As a result, once you connect to the Internet, you can use the softwares based in "Cloud Solution". In other words, you are not limited to use the softwares in the office.]

[Q9] Which of the following "Cloud Solution" system(s) does your organization use currently?

[Interviewer to read out items 1-6, order to be randomized, multiple responses allowed]

Email

Member / Volunteer Database

Donor Database

File storage / sharing

Accounting / Financial Management

Human Resources

None of the above

Others, please specify \_\_\_\_\_

Don't know / hard to say

Refuse to answer

[Q10] [Only ask those who answered "none of the above" in Q9] What is / are the reason(s) for not

using "Cloud Solution" in your organization? [Do not read out answers, multiple responses allowed]

Cloud Solution is not yet well-developed

Concerns about the integration of cloud applications and existing IT systems

Worry about the information security or privacy

Lack confidence in the Cloud Solution providers

Limited benefits on efficiency and cost saving when transfer to Cloud Service

No appropriate training in the Cloud Solution to employees

Others, please specify\_\_\_\_\_

Don't know / hard to say

Refuse to answer

[Q11] What reason(s) would you consider to be the most attractive for your organization to transfer IT to Cloud Service? [Interviewer to read out items 1-6, order to be randomized, multiple responses allowed]

Better information security

Improve information sharing

Reduced or no capital investment

Reduce the workload of supporting system

Easier to recover from a disaster

Lower floating and operational expenditure

Others, please specify\_\_\_\_\_

Don't know / hard to say

Refuse to answer

## II) “Cloud Solution”

[Q12] What is/are your main concern(s) on the information security of “Cloud Solution”? [Do not read out answers, multiple responses allowed]

Except the permitted persons, others may obtain the information too

Worry about data leakage

Worry about data loss

Do not know how to limit or retrieve the access rights of the (resigned) staff

Easier to be hacked

Others, please specify\_\_\_\_\_

No concerns

Don't know / hard to say

Refuse to answer

[Q13] Would you expect your organization will transfer most of the IT (databases, e-mail or file storage) to “Cloud” within the next three years? ( interviewer can read out: “most” means more than 50% of application system)

Yes

No (Skip to Q15)

Don't know / hard to say (Skip to Q15)

Refuse to answer (Skip to Q15)

[Q14] [Only ask those who answered "yes" in Q13] When will it be?

In the coming 6 months

6 months to less than 1 year

1 year to less than 2 years

2 years to less than 3 years

Don't know / hard to say

Refuse to answer

[Q15] Which of the following mode(s) of subsidy would you consider more effective for the Government to promote non-governmental organizations to use "Cloud Solution"? [Interviewer to read out items 1-3, order to be randomized, one response allowed]

Allow IT subsidy for operational expenses

Specific subsidy in supporting the use / development of "Cloud service"

Non-governmental organizations' Community Cloud is established or subsidized by the Government

(if necessary, interviewer can read out: this answer means company can use cloud computing environments which is constructed and managed by the cloud service providers. Users can pay according to how much data they have used and do not need to establish their own private cloud storage.)

None of the above

Others, please specify\_\_\_\_\_

Don't know / hard to say

Refuse to answer

## Part IV Personal information

I'd like to know some of your personal particulars in order to facilitate our analysis. If you do not want to disclose your info, you could refuse to answer.

[DM1] People who are responsible for IT affairs in your organization are mainly: (IT specialist indicates people who are mainly responsible for IT services and resolve the needs of internal IT services)

IT specialists

Non-IT specialists

Some are IT specialists, some are not

[DM2] How many IT specialists in your organization in total?

\_\_\_\_\_ [Input exact figure]

Don't know/ hard to say

Refuse to answer

[DM3] What is your position?

\_\_\_\_\_ Don't know/ hard to say

Refuse to answer

[DM4] To categorize organizations in terms of expenditure, what was the annual expenditure of your organization in year 2010/11?

\_\_\_\_\_ Don't know/ hard to say

Refuse to answer

The Interview is completed. If you have any questions regarding this interview, you can contact our supervisor at xxxx-xxx or call xxxx-xxxx during office hours to verify this interview's authenticity and confirm my identity.

\*\*\*\*\* **The End** \*\*\*\*\*