

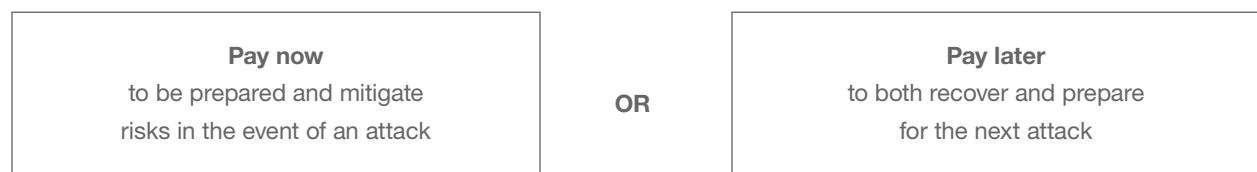
# Cybersecurity and Local Communities

## Overview

Security professionals see reports of ransomware attacks daily and while some affect corporations, a growing number of malicious attacks are targeting and severely impacting cities and local municipalities. Recent attacks in Atlanta and Baltimore had major impacts on services across the metropolitan areas due to the nature of the critical data affected, but little was reported on how the citizens felt about the cybercrime events and fallout in their local community. And thinking local is critical, no matter where you live, because even Rockport Maine, a town of approximately 3,500 residents, was hit by a ransomware attack in April.

Ransomware either locks your computers or encrypts your data before demanding a ransom to return control over your critical assets. Actual costs from ransomware go well beyond simply paying the ransom, and in most cases payment in full does not return the computers or data to their original state and the effort and time to recover data in such cases in order to be “back in business” can be costly if the right infrastructure and processes are not in place. Atlanta has reported loss of court records and years of police dash cam video as a result of their attack and the Baltimore incident resulted in 911 dispatch being taken offline for an extended period. Disruption to critical services, such as in Baltimore, can have dire consequences for citizens.

One other point of note is that there has been a lot of reporting on the costs of the Atlanta attack. Public entities have a legal obligation to disclose certain aspects of their operations, including the allocation of taxpayer funds in the awarding of third-party contracts, and much of this data has been used in the press to measure the impact on cost which is now reported to have cost the city of Atlanta at least \$10M. It comes down to:



## The Survey

SecurityFirst commissioned YouGov Plc to survey a sample of adults across the United States on how they feel their local governments are prepared to protect their personal data and restore critical services in the event of a cyberattack. All figures in the tables, unless otherwise stated, are from YouGov Plc. The total sample size was 1,113 adults, and the fieldwork was undertaken between June 13-14, 2018. The survey was carried out online. The figures have been weighted and are representative of all U.S. adults (aged 18+).

Questions were asked in a random order of each respondent, and are listed in this document as collected. While results were broken down across respondents input on gender, age or where they live, the results shown in this document reflect the total responses across all subsets.

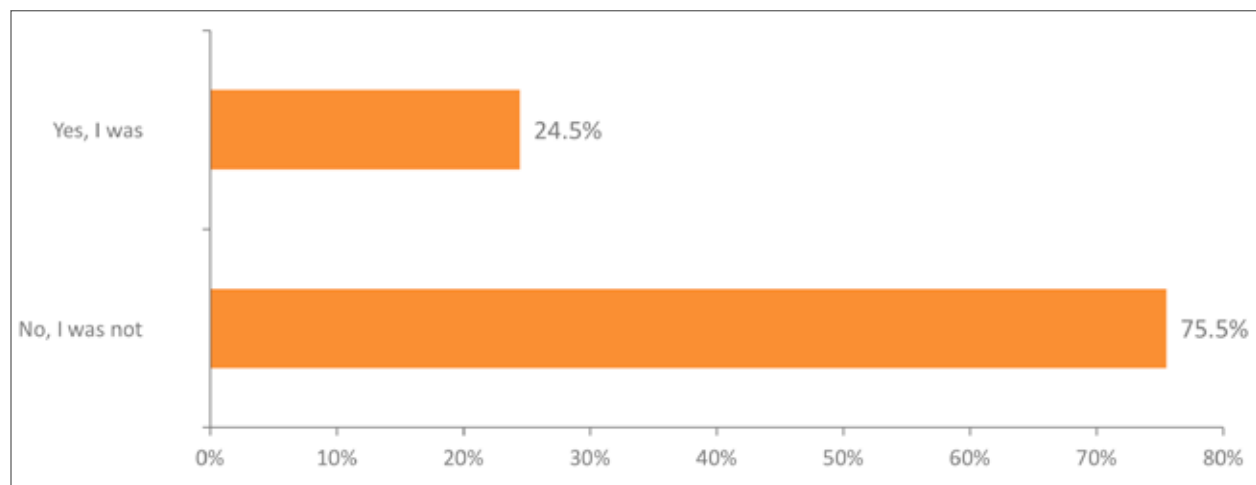
### Survey Definitions

YouGov PLC did provide definitions to level set some terms used in the questions as follows.

- Cyberattack is an attempt to gain illegal access to a computer or computer system to causing damage or harm
- Data breach is when sensitive, confidential or otherwise protected data has been accessed and/or disclosed in an unauthorized manner
- Ransomware is a type of malware that prevents users from accessing their system or personal files and demands ransom payment to regain access
- Cybersecurity is the protection of systems connected to the internet, including hardware, software and data, from cyberattacks, data breaches and ransomware

### Q1 - Atlanta ransomware awareness

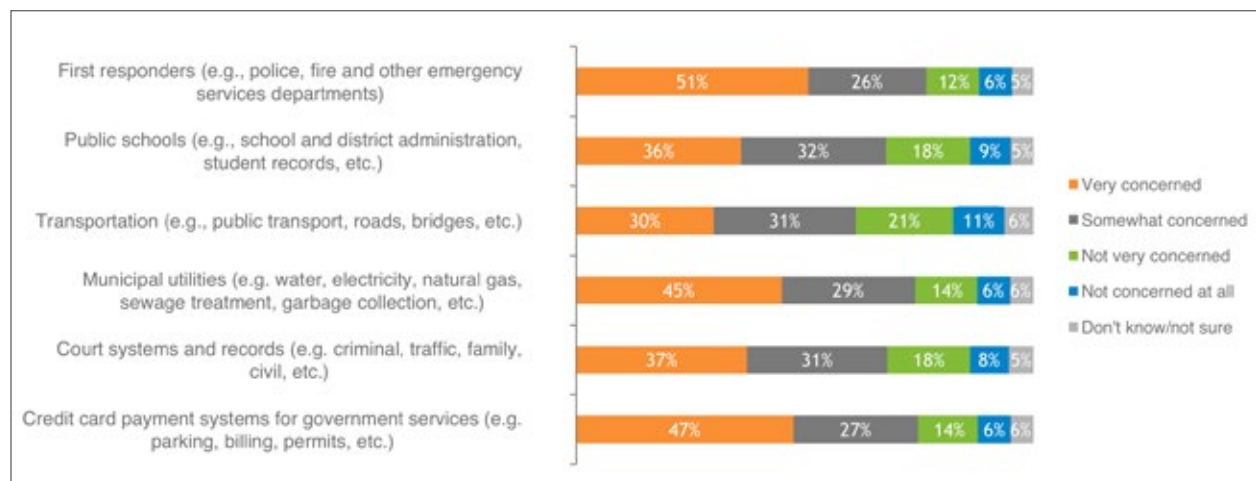
Before taking this survey, were you aware of the ransomware attack against the City of Atlanta on March 22, 2018, that shut down several of the city's departments?



Unweighted base: All US adults (1113)

### Q2 - Concern about local services in a cyberattack

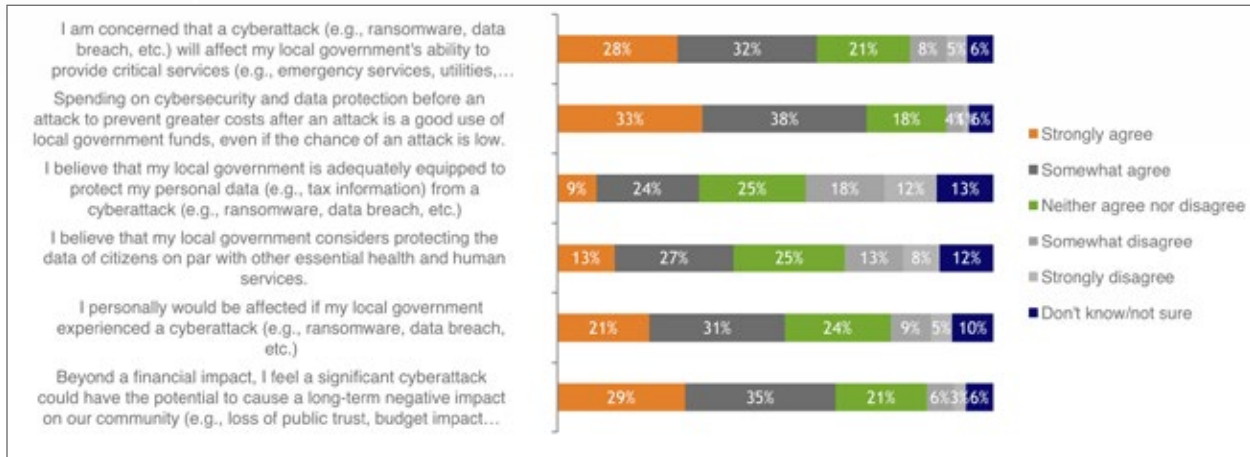
Thinking about your local municipal government (e.g., city, town, county, etc.)... How concerned, if at all, would you be about each of the following services being negatively impacted in the event of a cyberattack (e.g., from ransomware, data breach, etc.)?



Unweighted base: All US adults (1113)

### Q3 - Local government and cyberattack statements

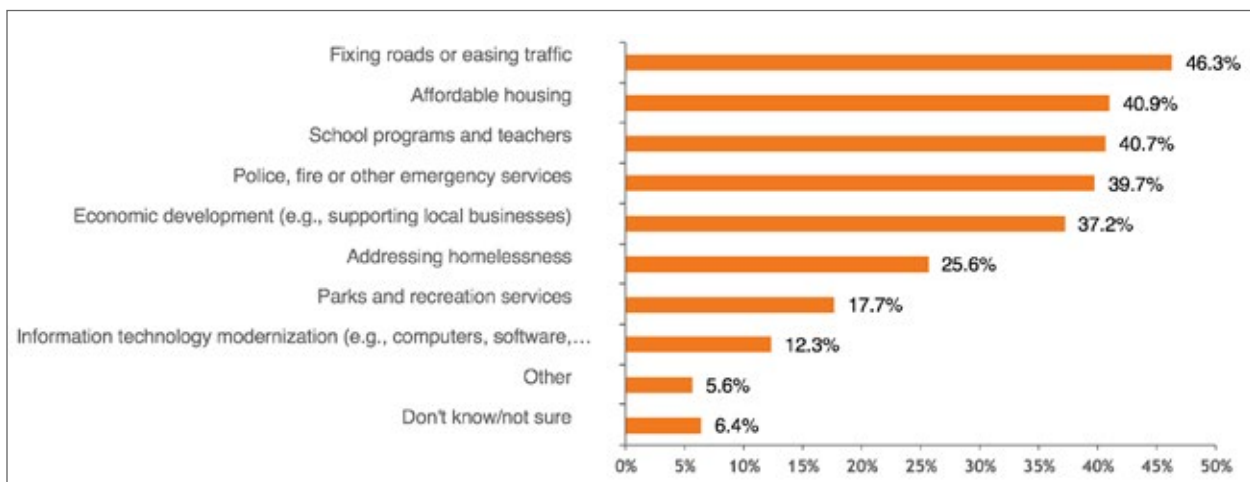
Still thinking about your local municipal government (e.g., city, town, county, etc.)... To what extent do you agree or disagree with each of the following statements? Please select one option on each row.



Unweighted base: All US adults (1113)

### Q4 - Most important issues facing local communities

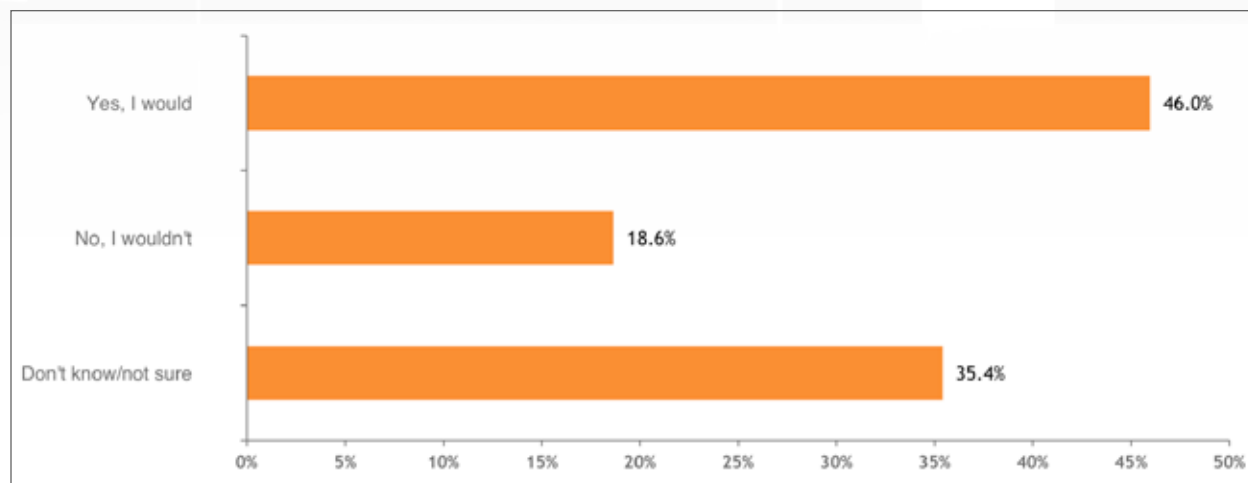
When thinking about the issues faced in your local communities, which THREE, if any, of the following are most important to you personally? Please select up to three options.



Unweighted base: All US adults (1113)

### Q5 - Local government cybersecurity investment

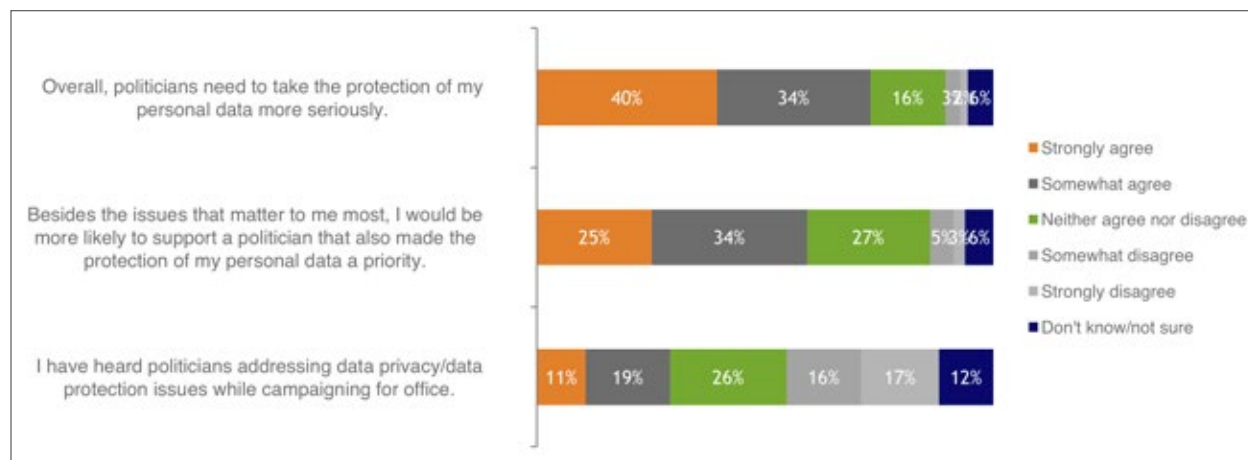
Would you want your local government to invest in protecting data to prevent a cyberattack, knowing it could reduce spending on other public services (e.g., schools, parks, emergency services, etc.) and/or raise your taxes?



Unweighted base: All US adults (1113)

### Q6 - Politicians and cybersecurity

Thinking about politicians overall (e.g., local, state, federal, etc.)... To what extent do you agree or disagree with each of the following statements? Please select one option on each row.



Unweighted base: All US adults (1113)

### About SecurityFirst

**SecurityFirst™** delivers data-centric solutions that address the high-profile cyber threats facing organizations today, such as data breaches, ransomware and cloud security. We emphasize protection of the data itself to serve as your last line of defense. Data is always protected no matter where it resides and recoverable in the event of an unexpected failure or malicious attack such as malware or ransomware. As organizations and governments mandate stricter requirements for data privacy, SecurityFirst helps protect data from compromise and exposure.



For a product demonstration or more information call **1-888-884-7152**

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