

2013 Microsoft Computing Safety Index (MCSI) Worldwide Results Summary

February 2014

For the past three years, Microsoft has conducted a survey, the Computing Safety Index, which measures the steps people report taking to protect their computers, mobile phones, and info online.

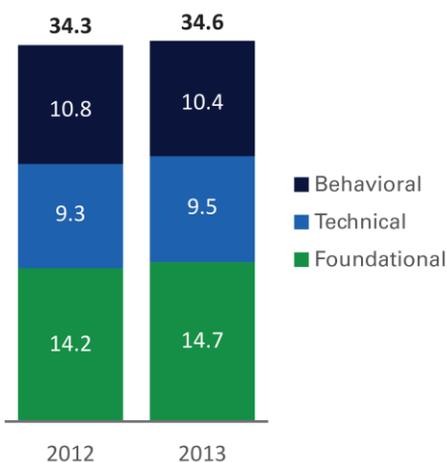
The survey consists of 24 protective steps organized into three categories:

- **Foundational:** five basic protections like leaving the computer's firewall turned on and running automatic software updates.
- **Technical:** twelve technology tools that include using privacy settings, limiting what others can see on social sites, and locking mobile devices with a PIN or password.
- **Behavioral:** seven protective behaviors, from using unique passwords for each account or website to educating oneself about the most current ways to protect one's online reputation and defend against identity theft.

The more steps respondents report taking, the higher their Index score, with 100 being the highest rating.

In May 2013, researchers surveyed more than 10,000 people age 18 and older in 20 countries and regions around the world.¹ With an average Index score of 34.6, it's clear that the steps people take to protect themselves online haven't changed much since 2012.

People scored relatively well on the foundational protections that are built into computing devices by technology companies. When respondents checked their settings, researchers found that 95 percent had antimalware software installed, 84 percent had the firewall turned on, and 82 percent had automatic updates turned on.



¹ Australia, Belgium, Brazil, Canada, China, Egypt, France, Germany, India, Indonesia, Japan, Korea, Malaysia, Mexico, Russia, Singapore, Spain, Turkey, the United Kingdom, and the United States

However, by a large margin (60 percent), people see themselves as best able to protect their information rather than relying on technology companies, government, and others.

That doesn't seem to be happening:

- Only one in five (21 percent) of those surveyed took advantage of web browser filters that help protect against phishing.
- Only 31 percent educated themselves about the latest steps for protecting their online reputation or were selective about what they texted. Even fewer used technical tools to edit info to protect their reputation (19 percent), search engines to monitor personal info online (15 percent), or a service to correct it (10 percent).
- Only slightly more than a third said they limit the amount of personal information that appears online (36 percent) or educate themselves about the most current ways to protect against identity theft (37 percent).

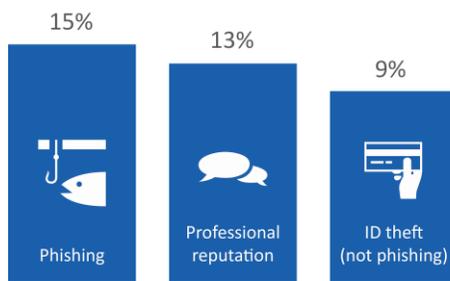
Take a safety step today!



To celebrate Safer Internet Day 2014, do one thing to stay safer online and make it part of your daily digital routine. To share your story, click the Do 1 Thing button.

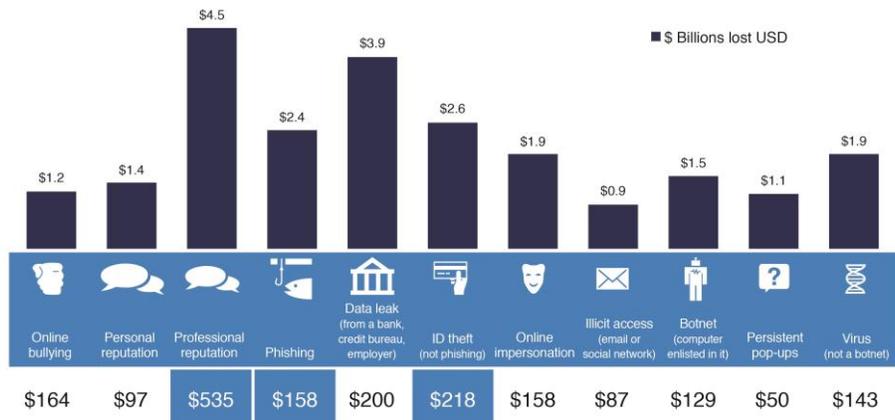
More helpful information

- [Learn about other activities](#) related to Safer Internet Day.
- Take the abbreviated [MCSI survey](#) to see how you compare with others.
- [Get the details](#) on this and past research including the methodology used.
- Connect with us online: [Facebook](#), [Twitter](#), and [YouTube](#).



The result? Fifteen percent of respondents said they (or someone they know) had been victims of phishing attacks, 13 percent experienced damage to professional reputation, and 9 percent said their identity had been compromised.

Running into trouble online can be expensive. Recovering from a damaged online reputation was the most costly by far, with individuals losing an average of 535 USD. Identity theft cost victims an average of 218 USD to repair, and phishing 158 USD.



These numbers add up. The worldwide impact of phishing could be as high as 2.4 billion USD, recovering from identity theft totals 2.6 billion USD, and repairing peoples' professional reputations costs nearly 4.5 billion USD.

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