



UNISYS Security Index - Global Summary

May 2008

Conducted for:

UNISYS Corporation

Conducted by:

International Communications Research

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security

Introduction

The Unisys Security Index™ is a global research endeavour that gauges public perception of major security issues in 14 countries. Conducted twice a year, the Index provides a statistically robust monitor of concerns about four areas of security:

- National security including concerns related to terrorism and health epidemics
- Financial security regarding financial fraud and ability to meet personal financial obligations
- Internet security related to spam, virus and online financial transactions
- Personal security concerning physical safety and identity theft

The current wave of research also captures public perception of mobile device security and the willingness of consumers to use mobile devices to bank or shop online. (Reported separately)

Security indices are based on surveys in each of the 14 countries where the Index is conducted. Each national sample enables statistical extrapolation to the national population. The total number of consumers surveyed for the May 2008 results was 13,296.

- Australia (N=1201)
- Belgium (N=985)
- Brazil (N=1500)
- France (N=952)
- Germany (N=943)
- Hong Kong (jurisdiction of the country of China – N=898)
- Italy (N=983)
- Malaysia (N=872)
- Netherlands (N=551)
- New Zealand (N=518)
- Singapore (N=909)
- Spain (N=998)
- UK (N=978)
- US (N=1008)

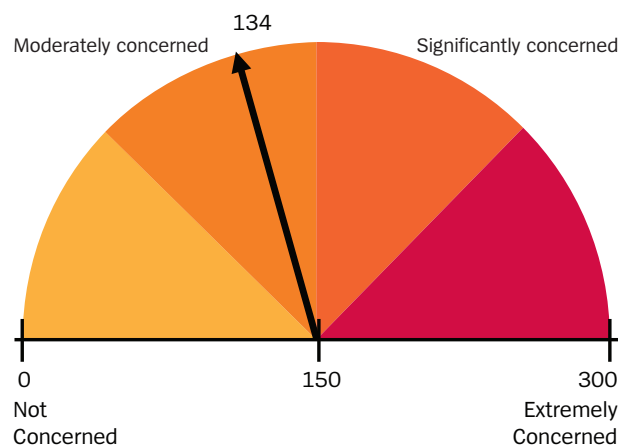
Unisys strives to provide a secure environment for the technology products and services it provides to the government and major industries in the 14 countries surveyed. Unisys commitments to public and fiscal safety and security are the primary reasons for the creation of this index to monitor progress in these areas.

Organizations and governments today confront potential security threats that didn't exist a decade ago, or, if they did, were not seen as such a pressing concern. These security threats are global and their effects impact individuals on a daily basis. Unisys approach to security goes beyond 'bits and bytes' recognizing that there are a broad set of political, economic and consumer forces that impact the security 'ecosystem'. We believe that the most effective solutions are going to be those formed through collaboration across interests. Through the Unisys Security Index, we are committed to informing that discussion.

Overall Findings

The Unisys Security Index scale runs from 0 to 300, where 0 represents no concern and 300 represents extreme concern. This index measures how secure survey respondents feel regarding National Security, Financial Security, Internet Security and Personal Security.

The average score for citizens of the 14 countries surveyed is 134, representing a moderate level of concern, although this reflects significant variation between countries surveyed from significant levels of concern (in Hong Kong) to quite low levels (in France).



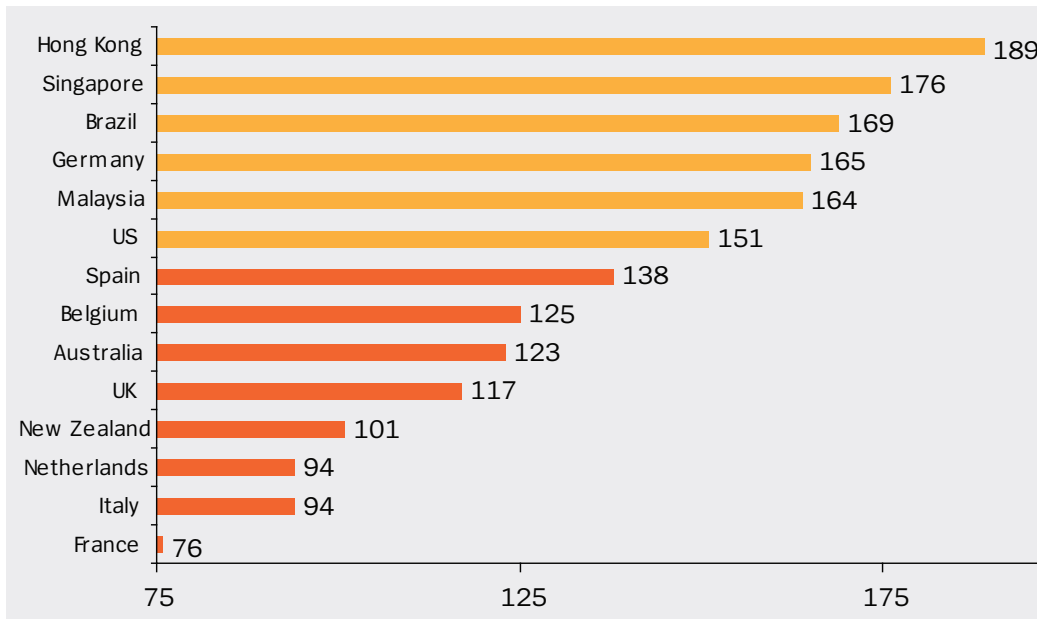


Chart 1: Security Index for each country in the March/April 2008 survey

Concern about security is highest in:

- Hong Kong
- Singapore
- Brazil
- Germany, and
- Malaysia.

Concern about security is lowest in

- France
- Italy, and
- The Netherlands.

Adults in the 14 countries surveyed are most concerned about financial security and least concerned about Internet security.

Residents of Hong Kong rank at or near the highest level of concern in all four areas, particularly financial fraud and identity theft.

Residents of France rank at or near the lowest level of concern in all four areas.

Whether a reflection of confidence or complacency, this lack of worry sets the French apart from the other countries.

Within individual countries, subgroups defined by gender, age, social class or region sometimes display significantly stronger or weaker concern about particular issues. While there is little consistency among all regions, in most countries women are more likely to worry about threats to national security, health and/or personal safety than are men.

Survey Methodology

The Unisys Security Index is based on a national telephone surveys of individual representative sample groups, totaling 13,296 persons aged 18 and up. The details of this program are as follows:

- All national surveys conducted March/April 2008.
- National respondents are randomly selected from households in the 14 countries and accord with robust statistical sampling methods.
- The sample is weighted with respect to demographic characteristics such as gender, age, region, town size, education and occupation. Weighting is applied at the national (rather than global) level.
- Global security indices are unweighted averages of the 14 countries' security indices.

The Security Indices

In each national survey, respondents are asked whether they are concerned or not concerned about eight security-related issues (questions appear below). If they are concerned about an issue, they then describe their level of concern (extremely concerned, very concerned or somewhat concerned). The proportion of respondents describing themselves as “extremely,” “very” and “somewhat” concerned are multiplied by different weighting factors (the weight for “extremely” is three times that of “somewhat”) and added together to derive a rating for the question.

Pairs of related questions (see below) are then averaged together to construct the following four security indices:

- National Security Index
- Financial Security Index
- Internet Security Index
- Personal Security Index

The four Security Issue indices are then averaged to derive the Unisys Security Index.

The National Security index is derived from the following questions:

- National security in your country (for the US, UK and the Asia/Pac countries, the question reads, “National security in relation to war or terrorism”)
- A serious health epidemic occurring in your country

The Financial Security index is derived from the following questions:

- Other people obtaining and using your credit or debit card details
- Your ability to meet your essential financial obligations, such as your mortgage, other loan, credit card or bill payments

The Internet Security index is derived from the following questions:

- Computer security in relation to viruses or unsolicited emails
- The security of shopping or banking online

The Personal Security index is derived from the following questions:

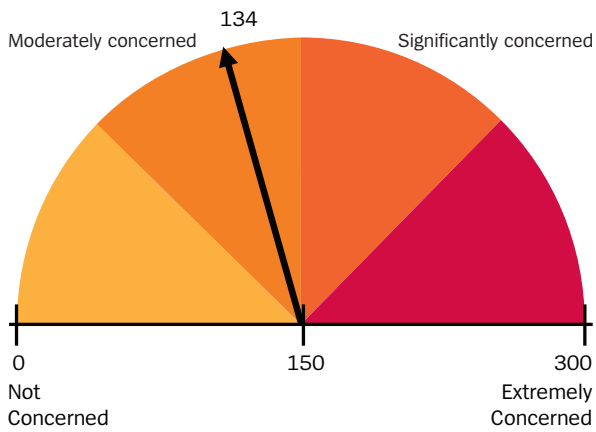
- Unauthorized access to or misuse of your personal information
- Your overall personal safety over the next six months

In addition to these questions, the Unisys Security Index has the capacity to add in variable additional questions which can be correlated with the broader Index results. These may or may not be consistent across all markets where the Unisys Security Index is conducted.

Results of the supplemental questions are summarized in a separate report.

The Unisys Security Index

The Unisys Security Index of 134 indicates that concern about security is moderately high, but that many people remain fairly relaxed about national, financial, Internet and personal security. The most relaxed attitudes are found in countries in Western Europe and New Zealand. That said, this does mask significant variations in concern levels across the different countries surveyed.



Overall, financial, personal, and national security threats provoke the most worry.

National Security Index 138	Financial Security Index 143
Internet Security Index 118	Personal Security Index 138

Top-Ranked Concerns Across All Countries

Identity theft is the greatest single consistent area of concern across all markets (the #1 concern in 9 countries out of 14) (Chart 2).

Financial Fraud is the second greatest area of concern across all markets, with concerns about misuse of credit or debit card details ranking #2 or #1 in 12 countries out of the 14.

National security and epidemics rank among the top 3 concerns in about half of countries.

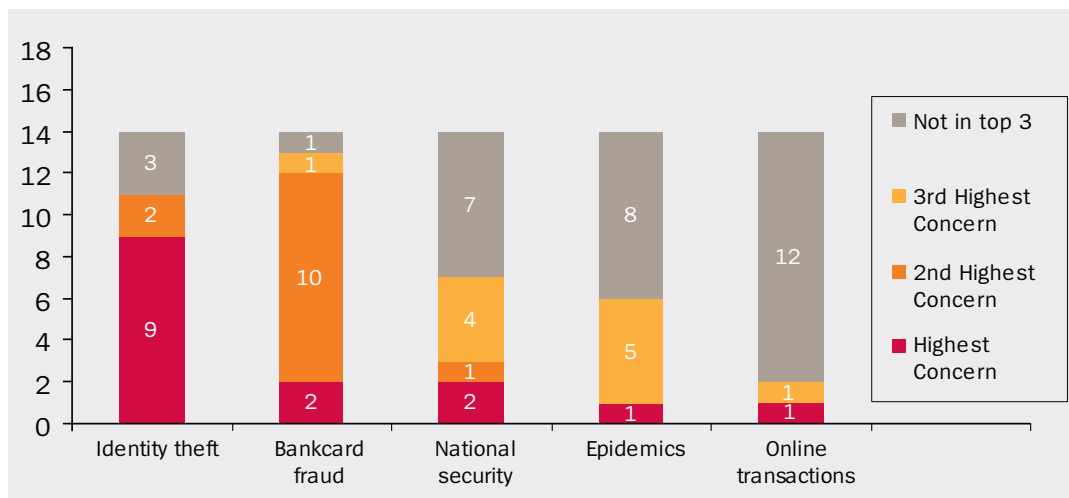


Chart 2: Number of countries where most worrisome threats are highest concern, second highest concern or third highest concern

Changes Since August 2007

In the seven months since the August 2007 (when the Unisys Security Index began to be monitored on a global basis), the global Unisys Security Index result has decreased by three points (Chart 3).

All four of the underlying security indices declined since the baseline survey, with the 6-point drop in the Financial Security Index contributing the largest decline. Again, this masks significant variability across individual countries surveyed.

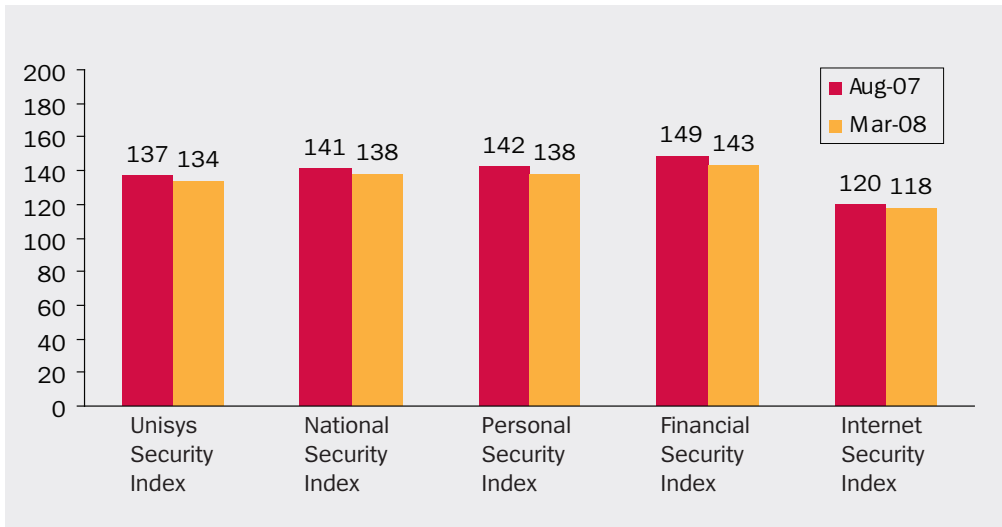


Chart 3: Comparison of findings from baseline and March/April 2008 Security Index surveys (all countries)

Since the baseline survey, the Unisys Security Index has risen noticeably in Spain and Singapore (Chart 4). However, the trend goes in the other direction in the UK, Australia and Brazil.

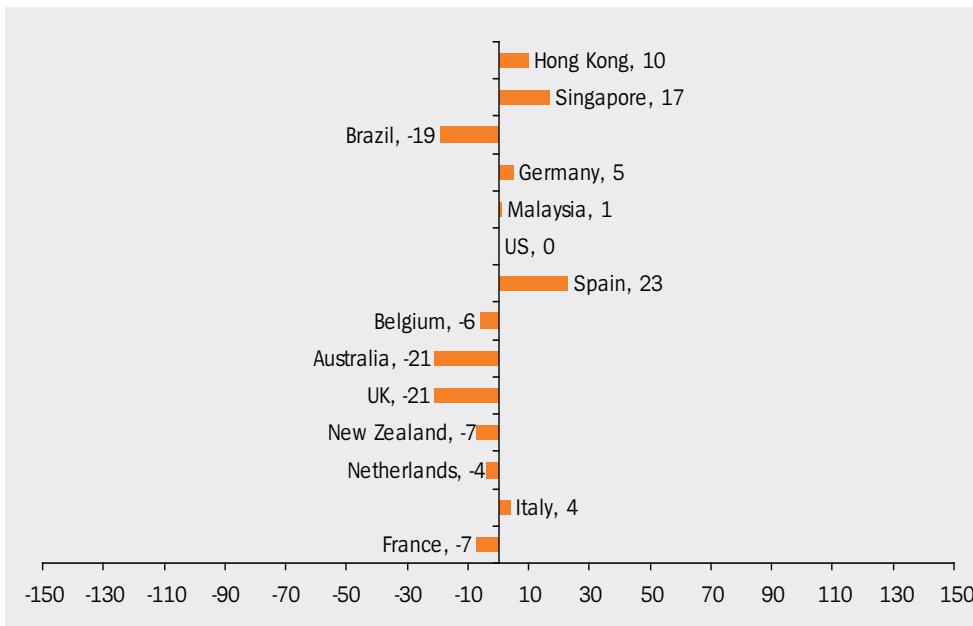


Chart 4: Change in Security Index from baseline to March/April 2008 Security Index surveys (individual countries)

While people are still more concerned about identity theft and bankcard fraud than other threats by a large margin, these problems have become less threatening (Chart 5). By contrast, concern about online transactions appears to be trending up.

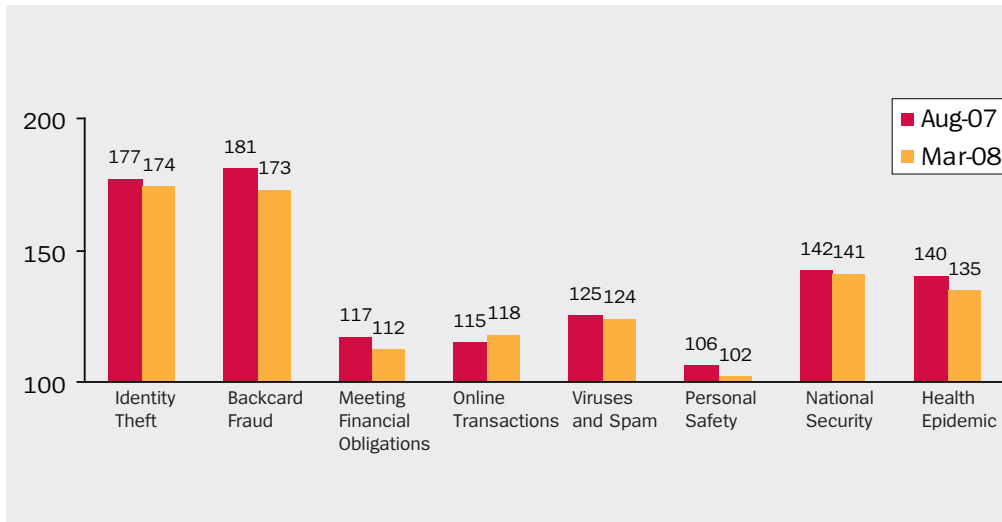


Chart 5: Comparison of findings from baseline and March/April 2008 Security Index surveys (all countries)

Issue: Financial Security

The Financial Security Index reflects concerns about (1) ability to meet financial obligations and (2) the risk of bankcard fraud. Residents of Hong Kong worry most about financial security – by a large margin. The remaining Asian countries, Brazil, Germany and U.S are also instances of “serious concern” – i.e., indices over 150.

All of the remaining 8 countries are at “moderate” levels of concern (index values of 75-149). France and the Netherlands report the least concern, by a wide margin.

Financial fraud is the key driver of concern levels in this category. Theft or misuse of credit or debit card details is a source of concern in virtually all of the countries where the Unisys Security Index is conducted. The index for bankcard fraud is 200 or more in four places: Hong Kong, Brazil, Germany and Singapore.

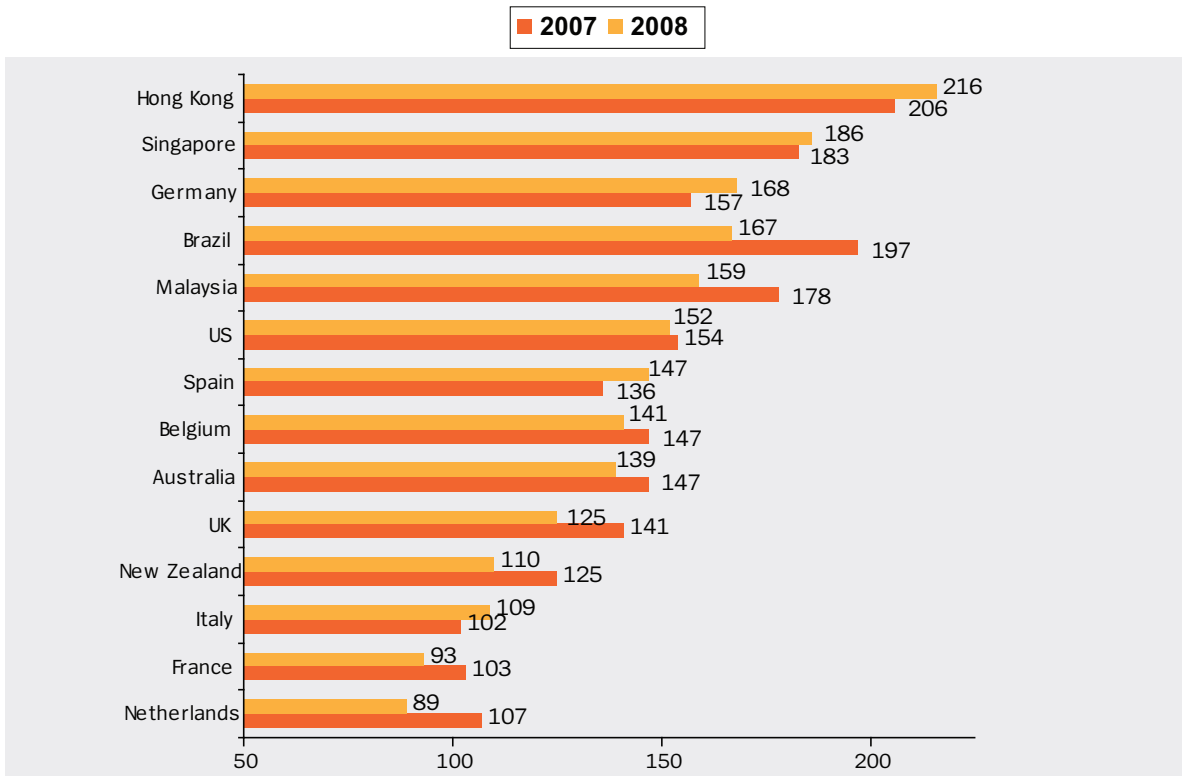


Chart 6: Financial Security Index, by country

Countries With Serious Concerns About Financial Security

The following chart shows the indices for the individual questions on meeting financial obligations and risk of bankcard fraud. In all seven countries, concern about other people obtaining and using credit/debit card details is by far the larger contributor to financial worry.

Consumers worry about bankcard fraud regardless of whether they come from high- or low-income countries. Similarly, concern about meeting financial obligations does not correlate strongly with per capita income.

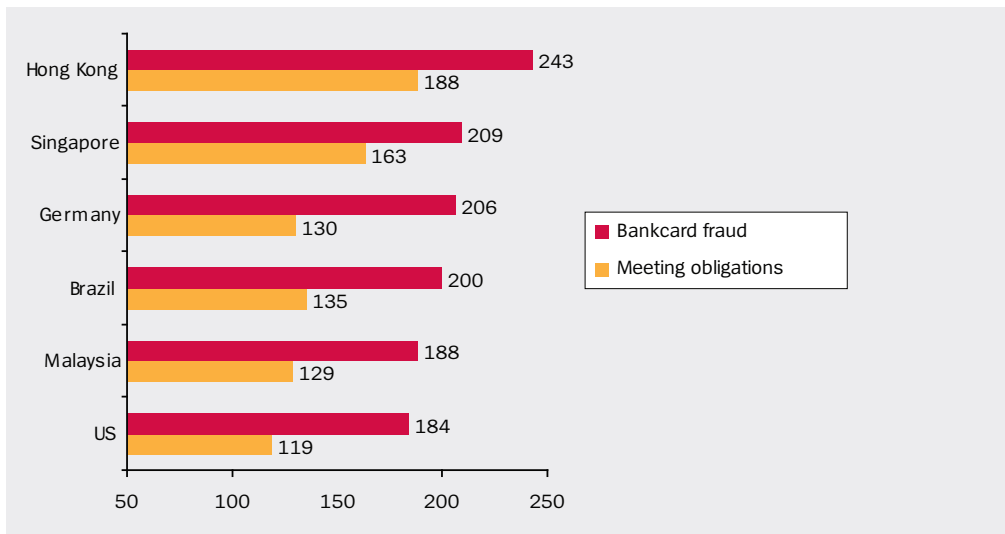


Chart 7: Indices for meeting financial obligations and bankcard fraud (countries with serious concern)

Countries With Moderate Concerns About Financial Security

Eight countries display moderate levels of concern about financial security. Residents in these countries are relatively confident in their ability to meet financial obligations. By contrast, residents in four countries (Spain, Belgium, Australia and UK) are seriously concerned about bankcard fraud.

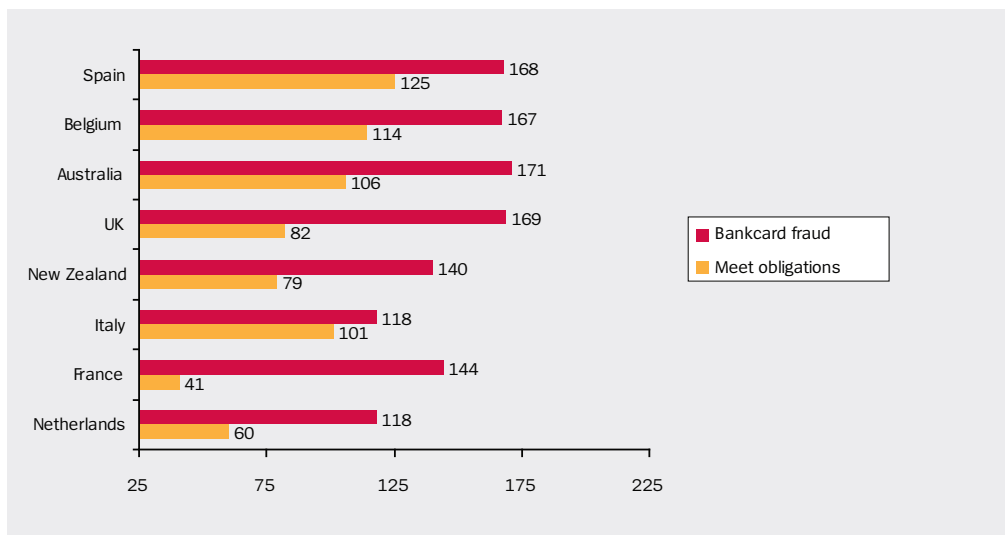


Chart 8: Indices for meeting financial obligations and bankcard fraud (countries tending toward moderate levels of concern)

Issue: National Security

The National Security Index focuses on (1) national security and (2) the risk of epidemics. For seven countries, the National Security Index reflects “significant concern” – i.e., a value over 150.

Six of the remaining countries reflect “moderate” levels of concern (values of 75-149), while France has an index of only 59.

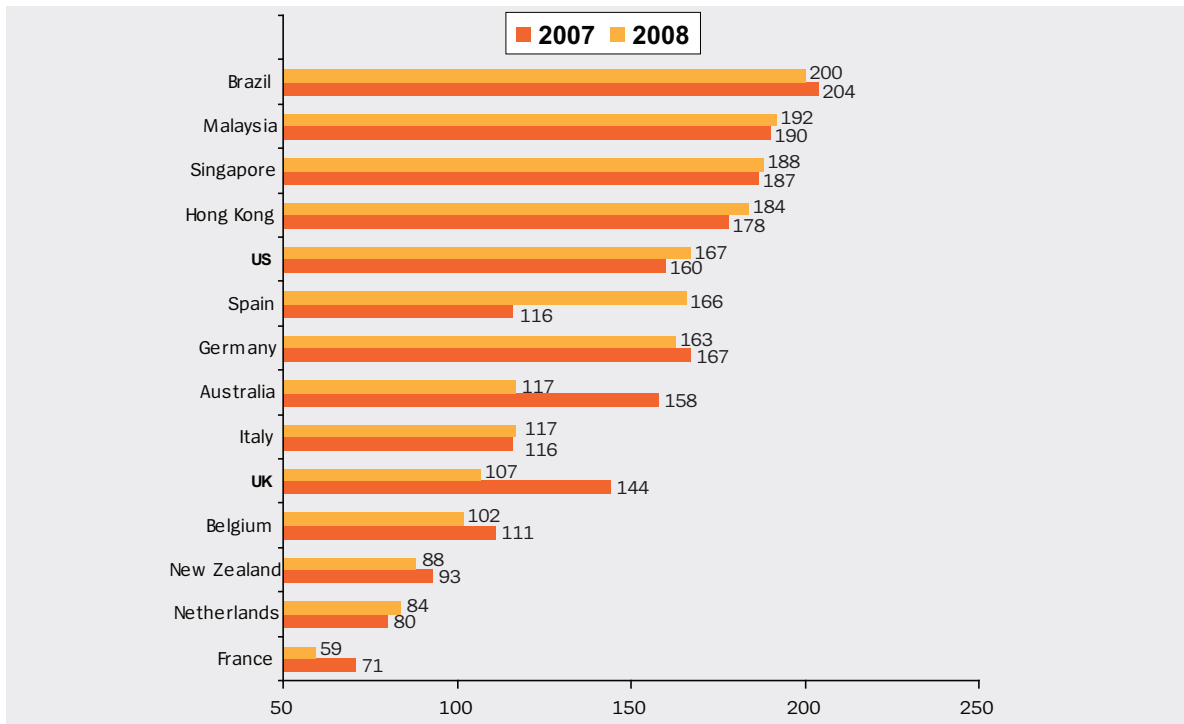


Chart 9: National Security Index by country

Countries With Serious Concerns About National Security

The following chart shows the indices for the individual questions on national security and epidemics for countries with the greatest concern about national security. Hong Kong, vulnerable to bird flu, registers a major preoccupation with epidemics, as do other Asian countries.

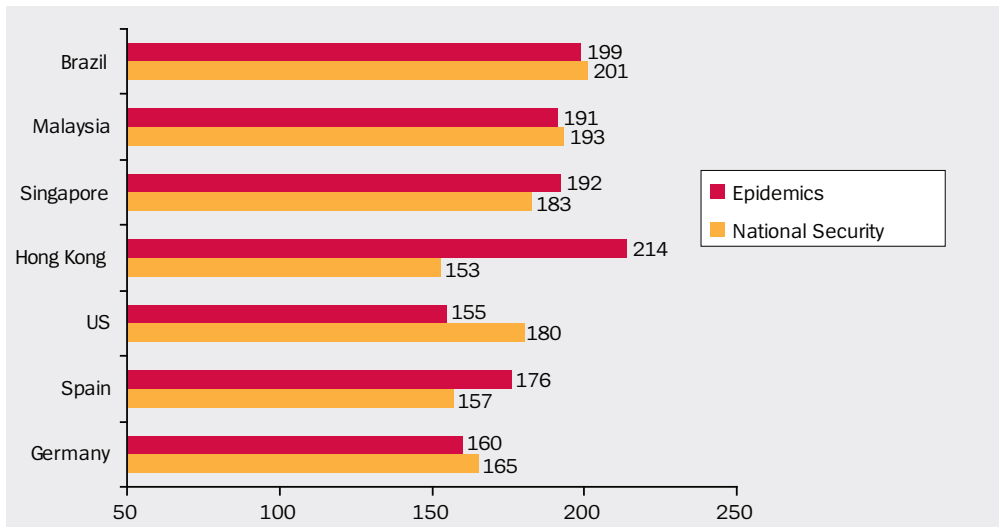


Chart 10: Indices for national security and epidemics (countries with serious concern about national security)

Countries With Moderate Concerns About National Security

The European and Pacific countries with moderate concern about national security tend to worry more about national security than about epidemics.

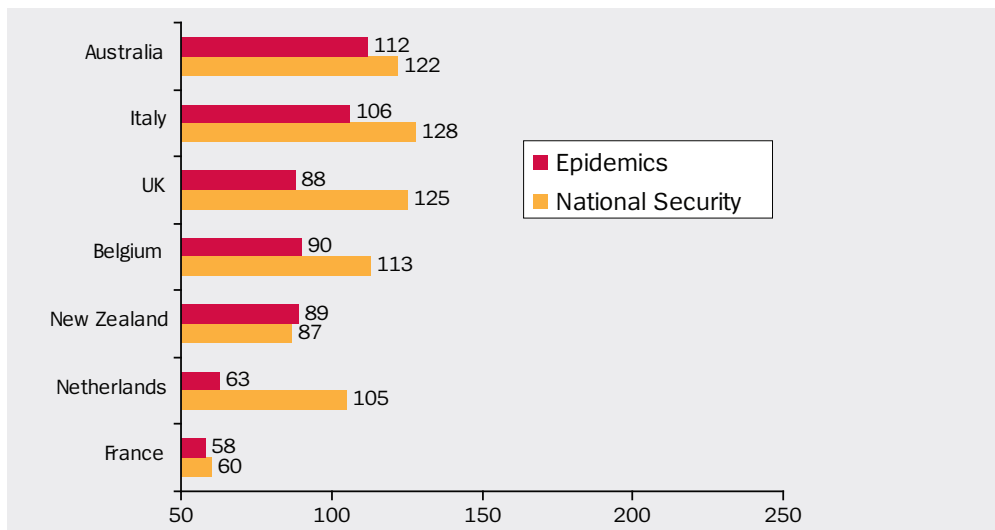


Chart 11: Indices for national security and epidemics (countries with moderate concern about national security)

Issue: Personal Security

The Personal Security Index reflects concerns about (1) personal safety and (2) identity theft. Hong Kong, Singapore, Malaysia and Brazil top the list. Germany and the U.S. also fall in the “significant concern” segment – i.e., a value over 150.

The remaining countries have “moderate” levels of concern (values of 75-149). Again, French respondents are comparatively blasé about these threats.

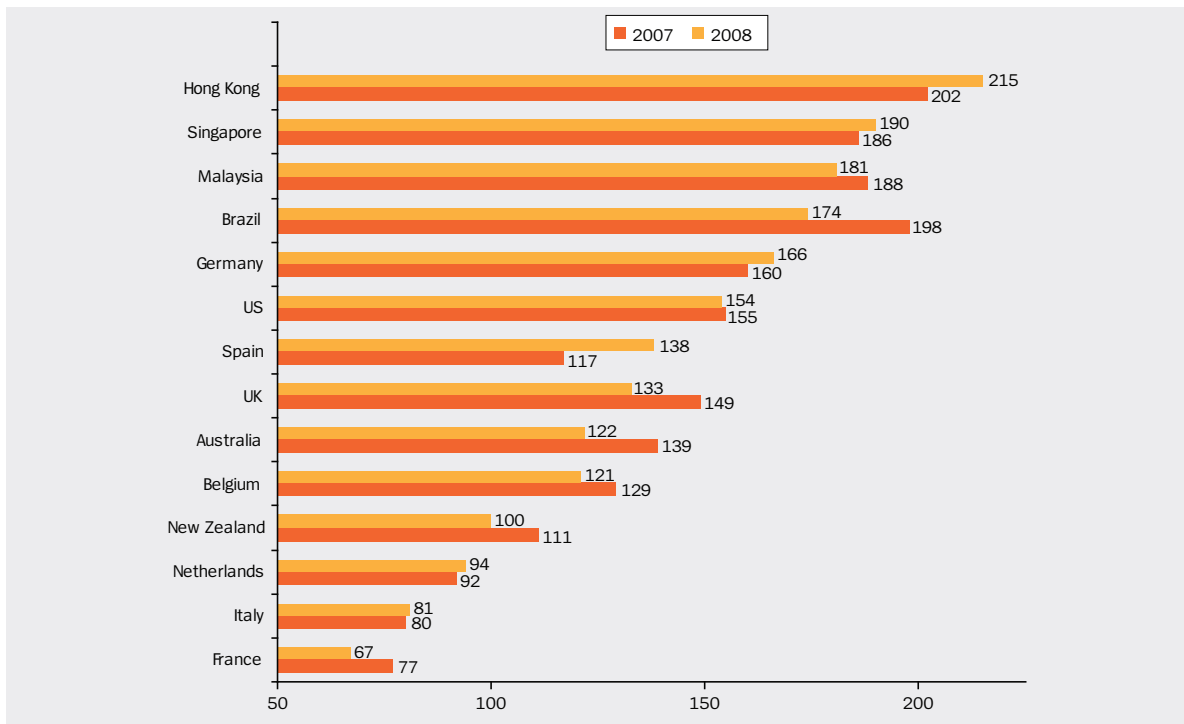


Chart 12: Personal Security Index by country

Countries With Serious Concerns About Personal Security

The following chart shows the indices for the individual questions on personal safety and identity theft. All countries display serious levels of concern about Identity theft. In addition, respondents in Asia and Brazil have significant concerns for their personal safety.

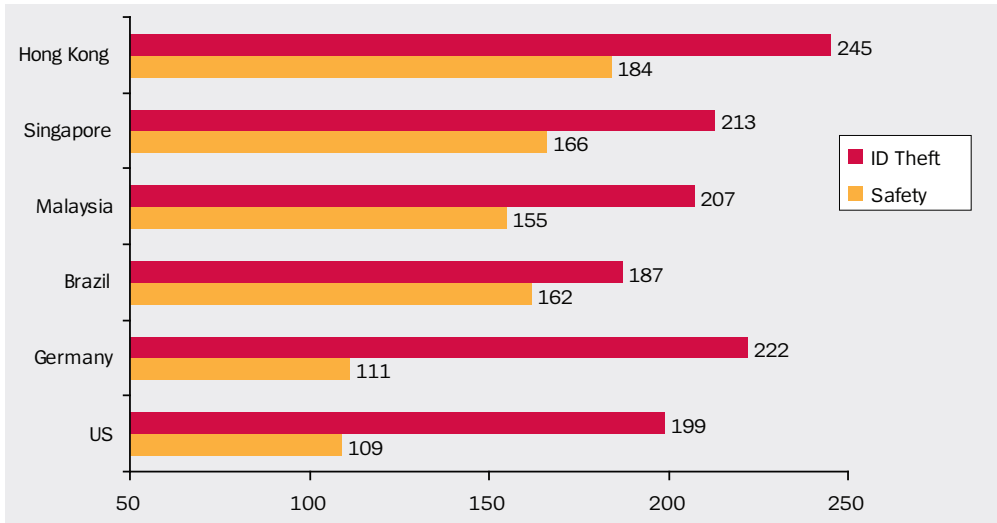


Chart 13: Indices for personal safety and identity theft (countries with serious levels of concern)

Countries With Moderate Concerns About Personal Security

The European and Pacific countries with moderate concern about national security also worry much more about identity theft than personal safety – especially in France, where the Personal Safety Index is only 23.

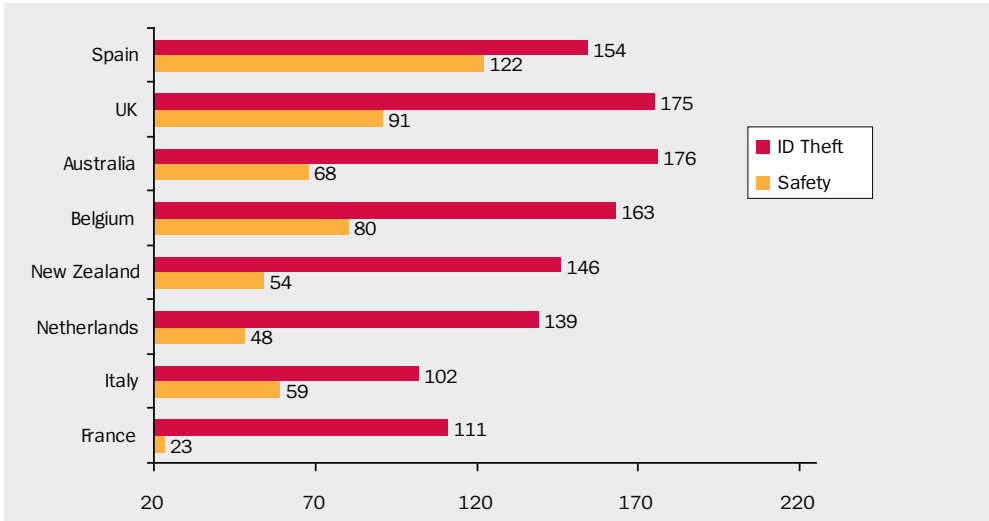


Chart 14: Indices for personal safety and identity theft (countries with moderate levels of concern)

Issue: Internet Security

The Internet Security Index reflects concerns about (1) online shopping and banking and (2) viruses and spam. These issues produce the least amount of concern. Only Germany, with an unusually strong preoccupation with viruses and spam, falls into the “serious concern” category.

Asian, Pacific and most other European countries have “moderate” levels of concern (values of 75-149). Italy’s index is only 71.

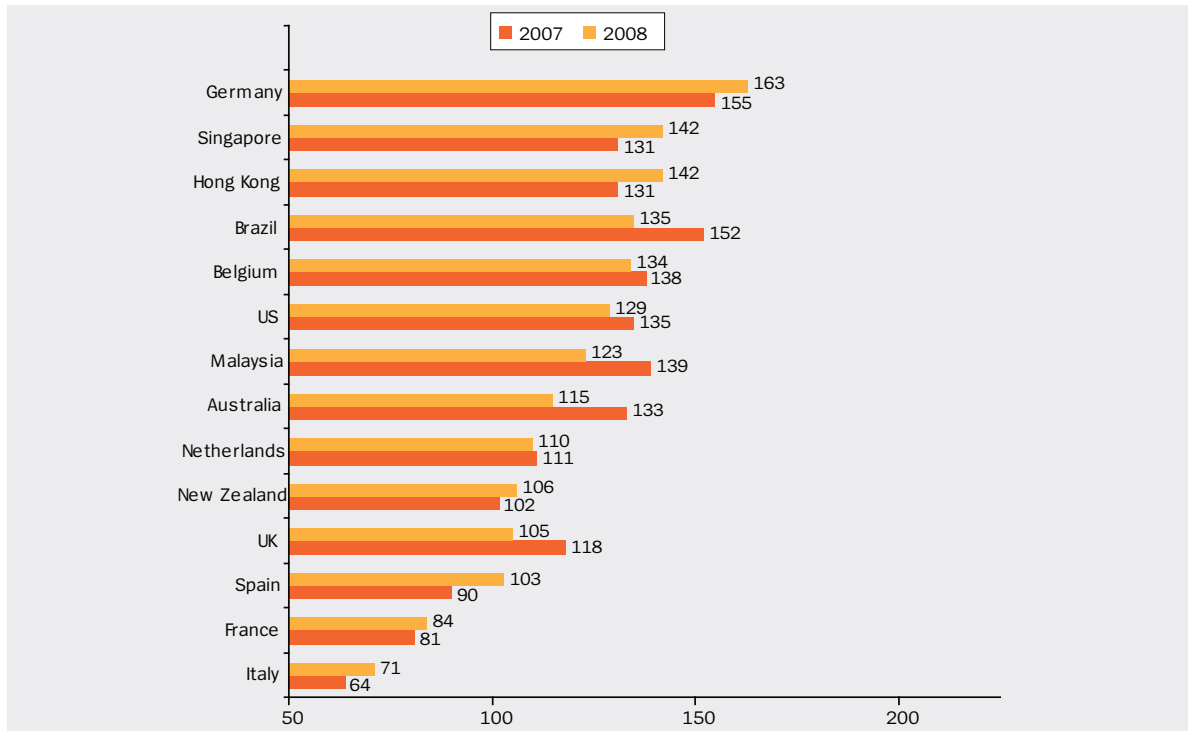


Chart 15: Internet Security Index by country

Two European Countries With Very Different Attitudes Concerning Internet Security

The following chart shows the indices for the individual questions about viruses/spam and e-commerce. Germans, who worry most about these threats, are compared with Italians, who worry the least.

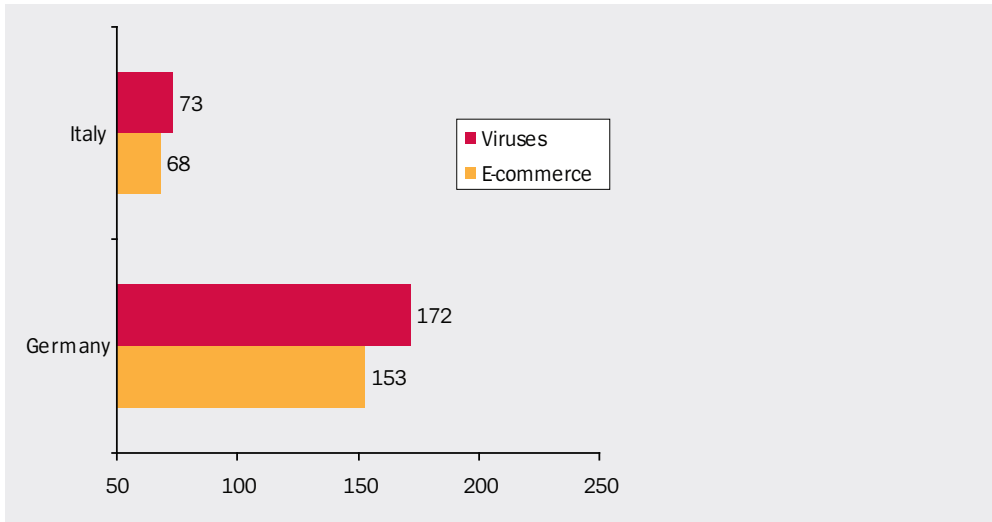


Chart 16: Indices for viruses and e-commerce (Germany and Italy)

Countries With Moderate Concerns About Internet Security

Generally, viruses and spam contribute more to the moderate levels of concern of these countries than does worry about e-commerce, but the disparity in concern is not great.

Residents of The Netherlands stand out as being far less concerned with the security of online transactions than about viruses.

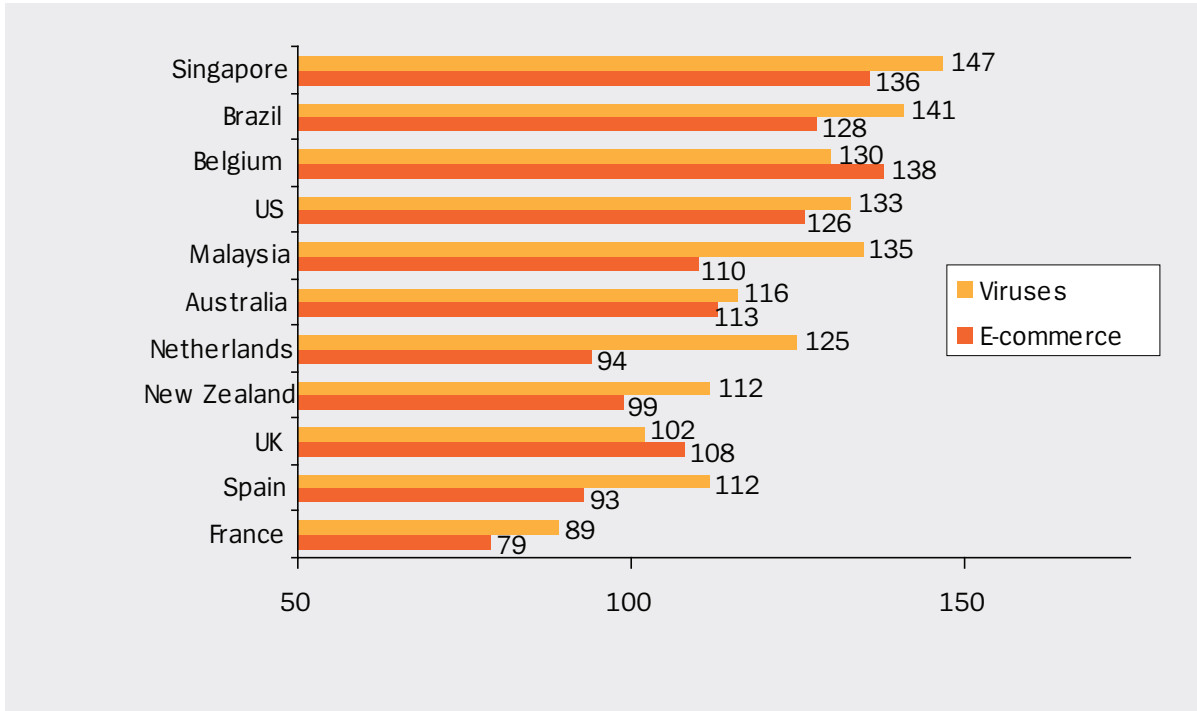


Chart 17: Indices for viruses and e-commerce (countries with moderate levels of concern)

About Unisys

Unisys is a worldwide information technology services and solutions company. We provide consulting, systems integration, outsourcing and infrastructure services, combined with powerful enterprise server technology. We specialize in helping clients use information to create efficient, secure business operations that allow them to achieve their business goals. Our consultants and industry experts work with clients to understand their business challenges and create greater visibility into critical linkages throughout their operations. For more information, visit www.unisys.com.

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