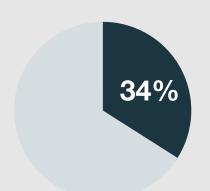
OTRS Spotlight:

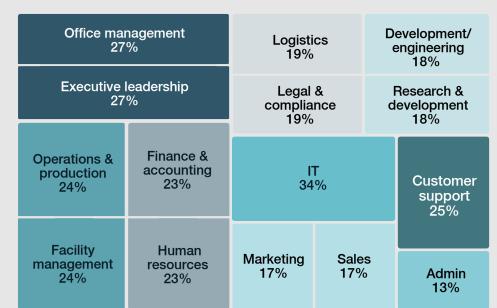
Corporate Security 2023 | U.S.

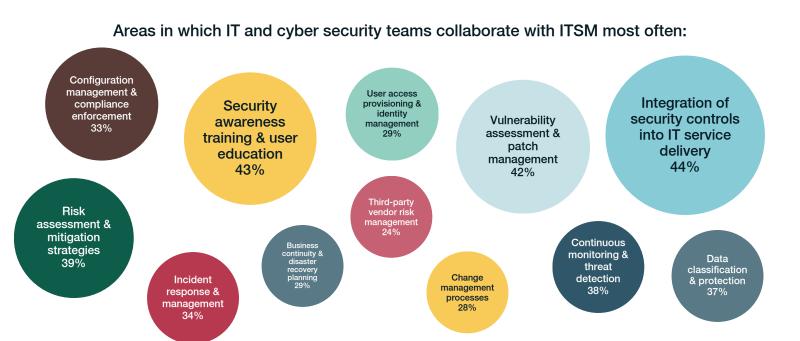
Part 1: How security teams collaborate with others

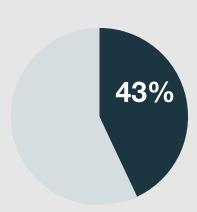


of IT and cyber security professionals rate the IT department as the most difficult to collaborate with on security initiatives.

Top most challenging departments to collaborate with on security initiatives:







of IT and cybersecurity professionals already collaborate with ITSM on security awareness training and user education.

Top important benefits of collaborating with ITSM:



Issues that have caused organizations the biggest risk or damage in the past:

Phishing emails 10%

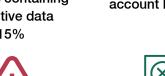


Data privacy and consent issues 13%



Lost or stolen devices containing sensitive data 15%





Vulnerabilities in Forgotten password/ account lockout issues corporate systems 10% 10%

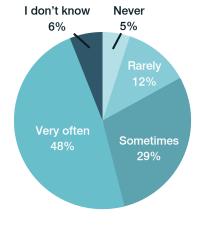




Top 5 most common types of complaints or requests related to IT security that security teams receive from users within their organization:

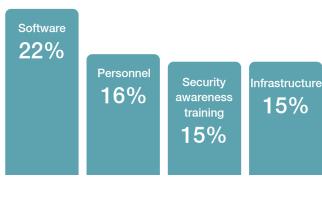
Requests for assistance with setting up multi-factor authentication (MFA) Concerns about suspicious emails or potential phishing attempts Concerns about the security of personal devices used for work software or app downloads or updates Requests for guidance on secure file 28%

How often do you collaborate with ITSM teams to integrate security practices?



Malaysia participated between September 5, 2023, and September 8, 2023.

To work more effectively and increase overall security, many think their



organization needs to invest more in ...

