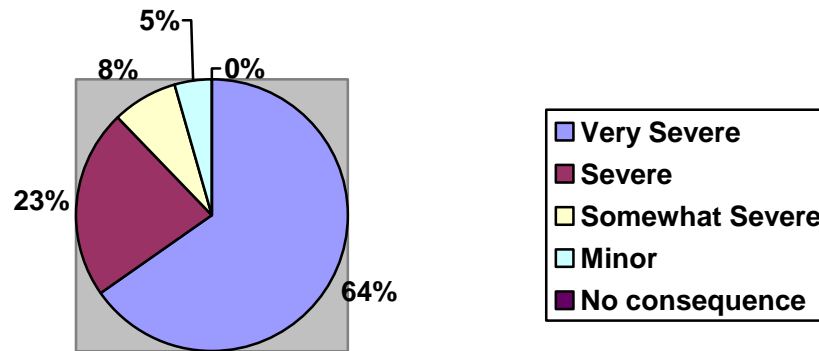


## Data Security Survey Results

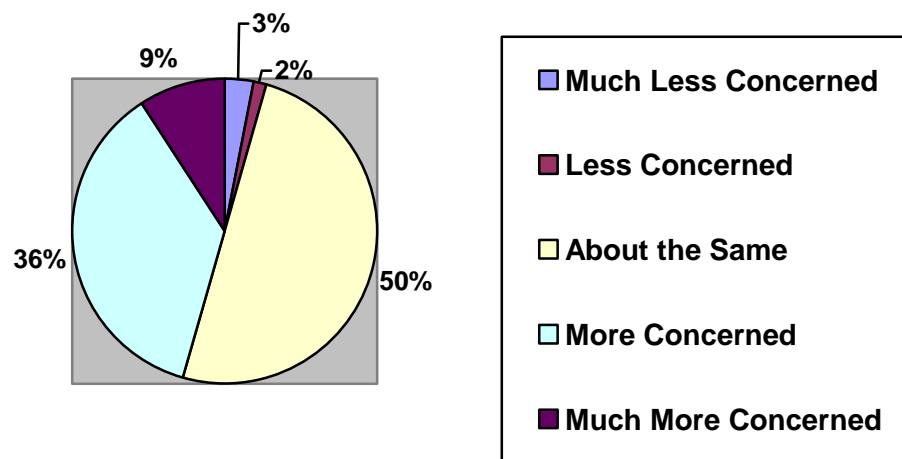
The Data Security Chapter of the International Association of Outsourcing Professionals (IAOP) conducted an informal survey at the 2006 Outsourcing World Summit®. The objective of the survey was to determine the attitude of those in the outsourcing industry regarding the protection of sensitive data. The results of the survey were somewhat surprising. Though the majority of respondents believed that data security was a major concern, in fact it was a board level priority for the majority of respondents; most were equally convinced that a major security breach would not happen to them. Below are the results of the survey:

**Question #1: If your company were to suffer a loss or theft of customer data that was reported in the media, how severe would the consequences be to your business?**



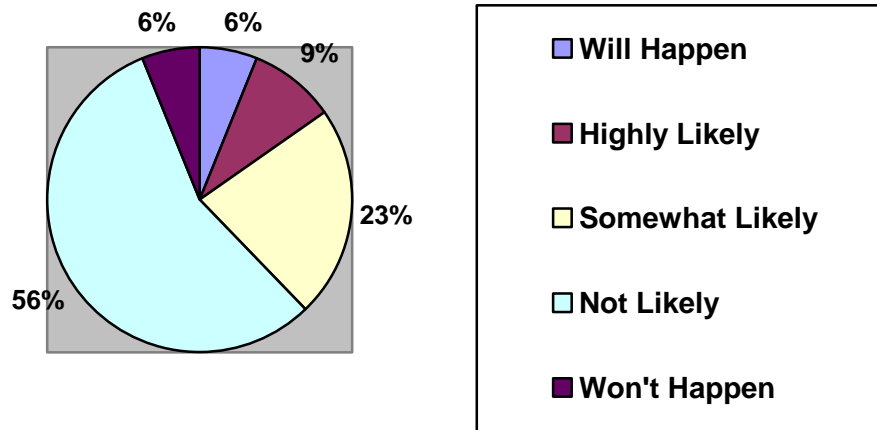
Evidence from other industries, as well as from the outsourcing industry, indicate that the results of a data security breach can be devastating to a company. The survey results bear this out, with 87% saying that a breach would be severe or very severe.

**Question #2: Compared to last year, how concerned are you about data security?**



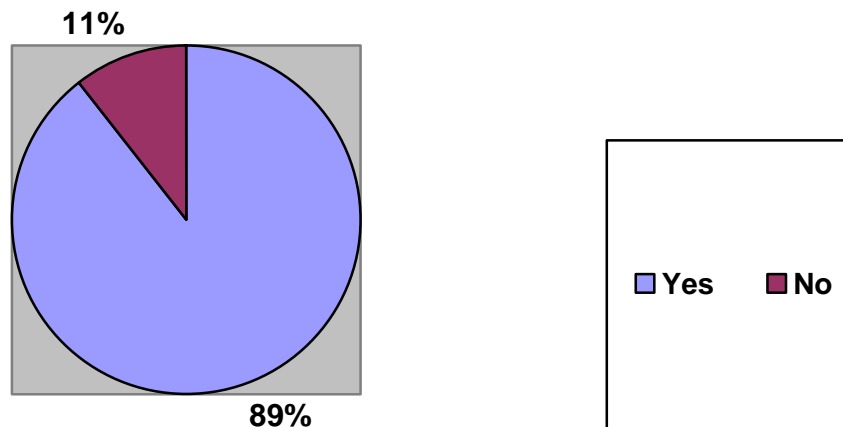
Media reports have brought the issues of data security to the forefront of public attention. As the public has become more aware of data security, companies have been compelled to take actions to illustrate that they are security-minded. Regulatory compliance issues may also be driving this increased concern. In this case, 45% of respondents indicated that they were more, or much more concerned, about data security than they were last year.

**Question #3: What do you think the likelihood is that your company will suffer a data breach reported to the media in the next 2 years?**



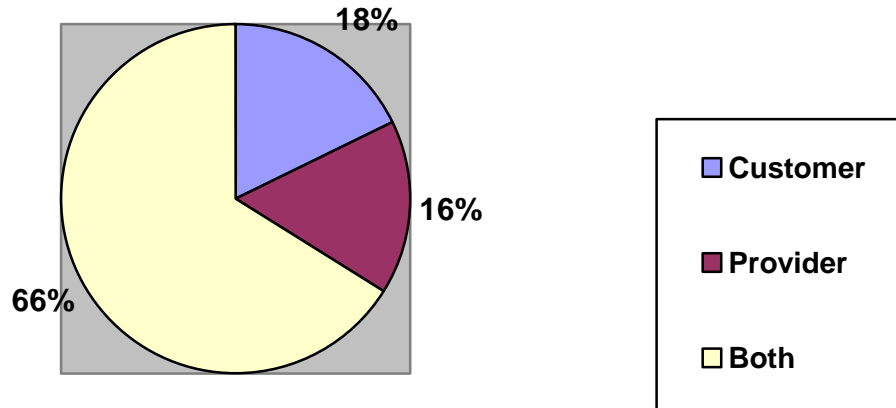
Despite the growing concern surrounding data security, there is still some complacency in the industry. The majority of those surveyed (62%) felt that their company was not likely to suffer a security breach within the next two years.

**Question #4: Is data security and privacy a board-level priority?**



The growing importance of data security and privacy is reflected by the fact these issues are now a board level priority for most companies. Again, the growing prominence of data security and privacy to the board is likely driven more by compliance concerns. Regulations such as SOX and GLBA require the board to become involved in the data security postures of their companies.

**Question #5: Who is responsible for fulfilling compliance requirements like SOX, GLBA or PCI (Payment Card Industry Data Security Standards)?**



Issues of compliance are also causing some confusion in the industry. While 66% believe that the provider and the buyer should work together to ensure compliance, 34% believe it to be the sole responsibility of either the customer or the provider.

The results of the survey indicate that, while data security is a growing concern, there is still a great deal of uncertainty as well.