AN INSIDE LOOK

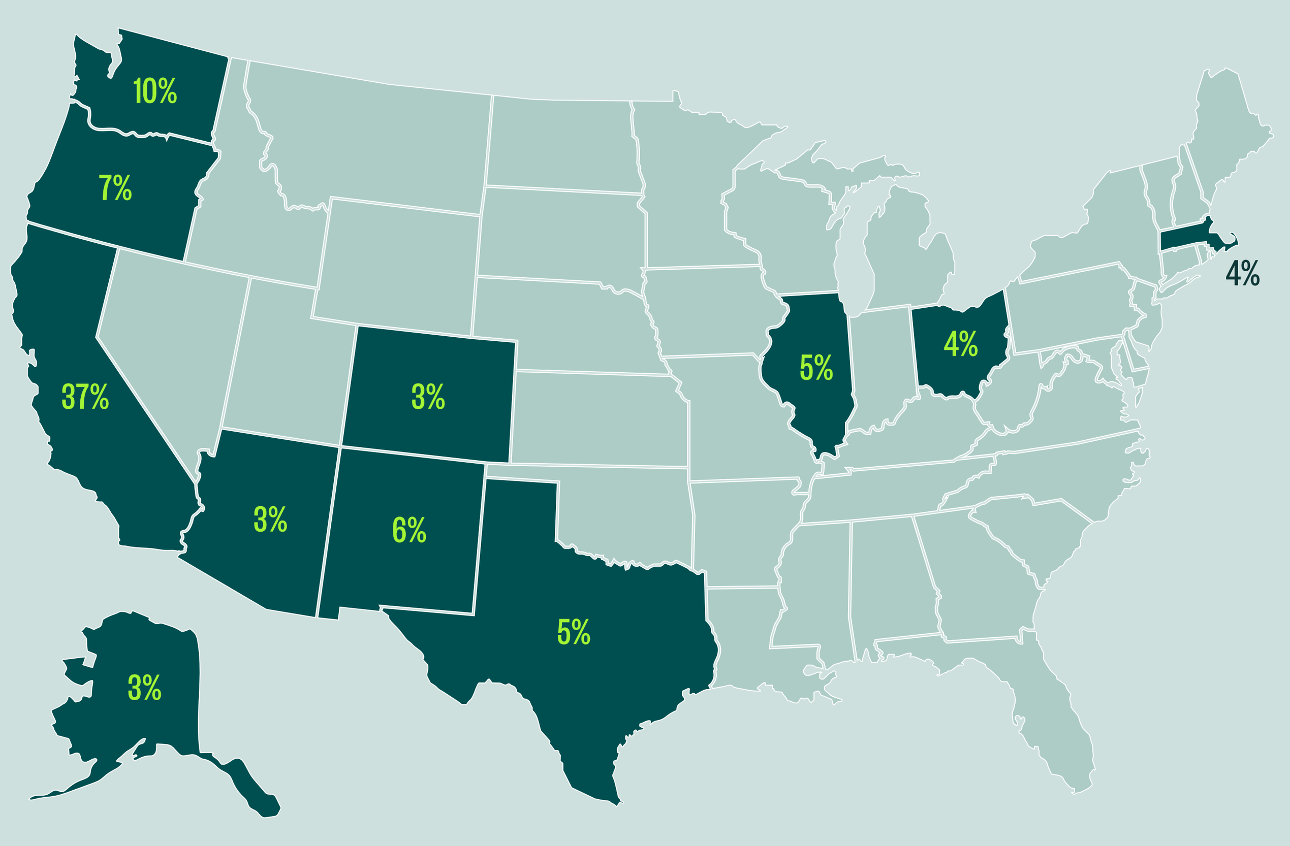
Not-for-Profit Cybersecurity and Cloud Technology

Accurate information about your industry is often the key to assessing your own operations. We've created a series of trend spotlights specifically for not-for-profits—including higher education—to look at decisions other groups are making as well as industry trends.

The latest installment in our survey series includes feedback from not-for-profit organizations across the United States and focuses on their cloud computing and cybersecurity practices.

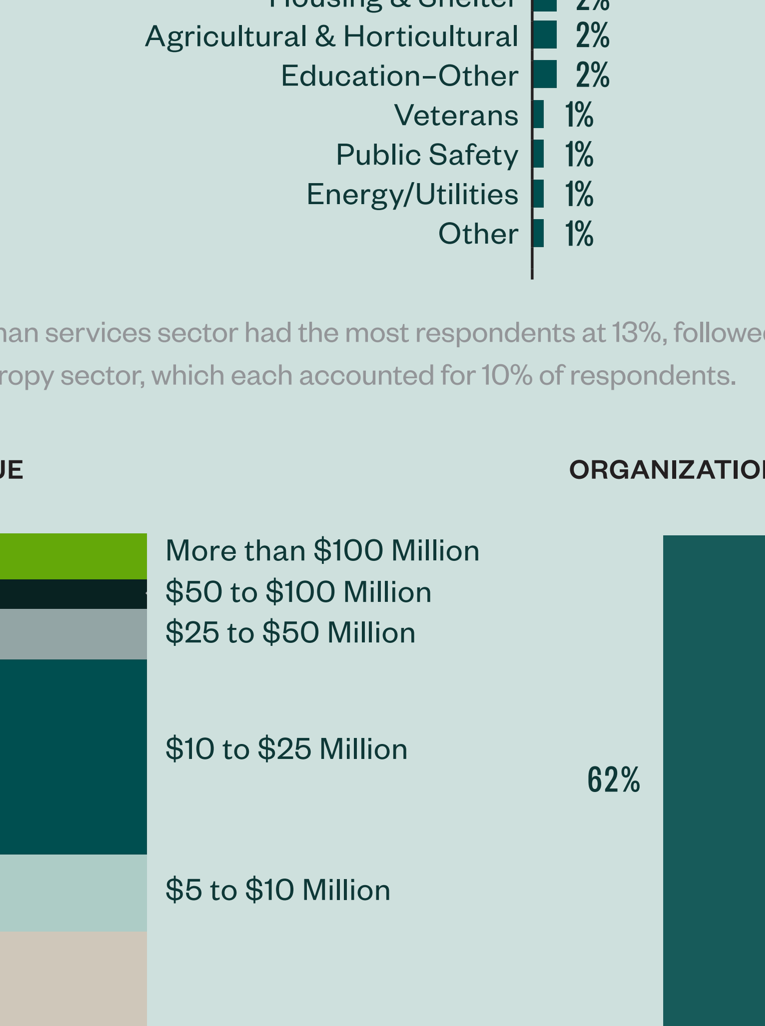
PARTICIPANTS

HEADQUARTERED



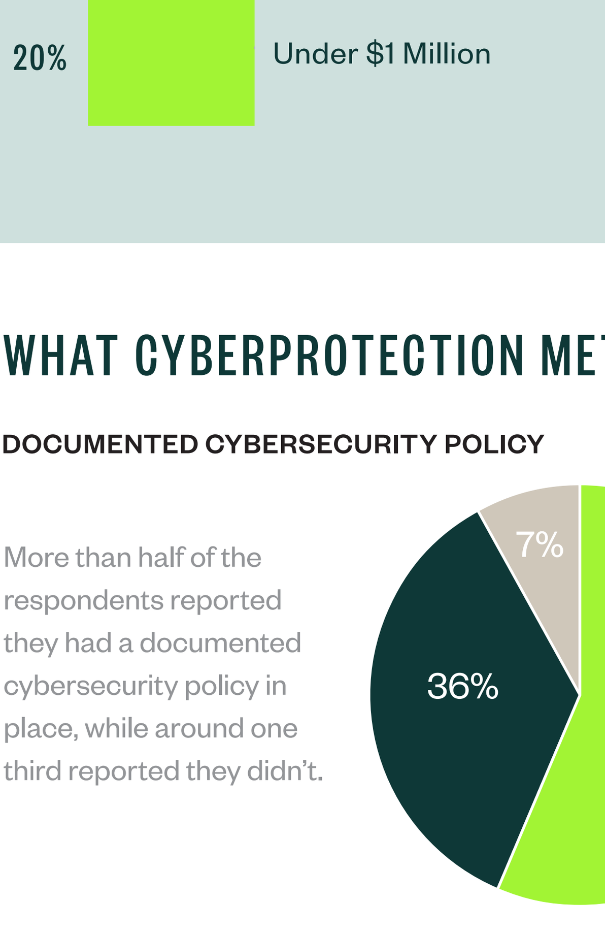
Over three quarters of respondents were located in California.

SECTOR

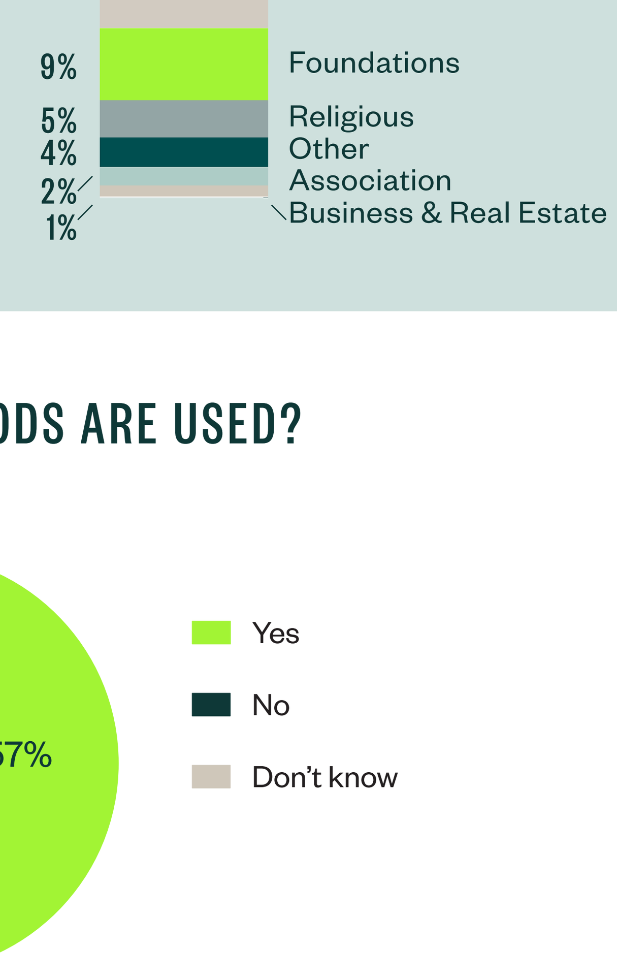


The human services sector had the most respondents at 13%, followed by the youth sector and the philanthropy sector, which each accounted for 10% of respondents.

REVENUE



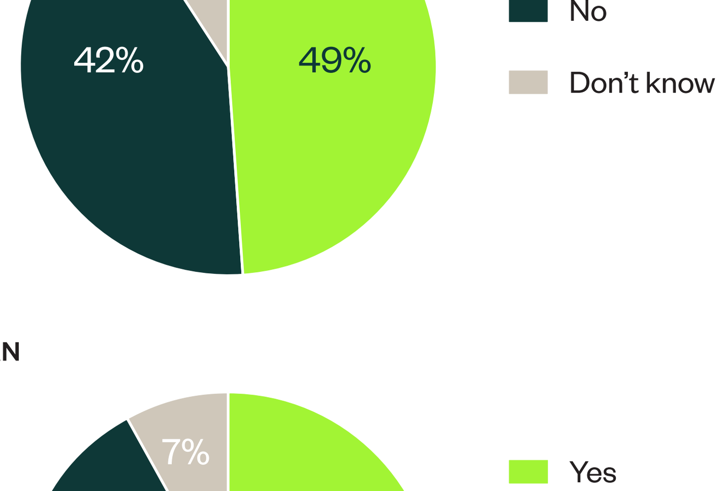
ORGANIZATION TYPE



WHAT CYBERPROTECTION METHODS ARE USED?

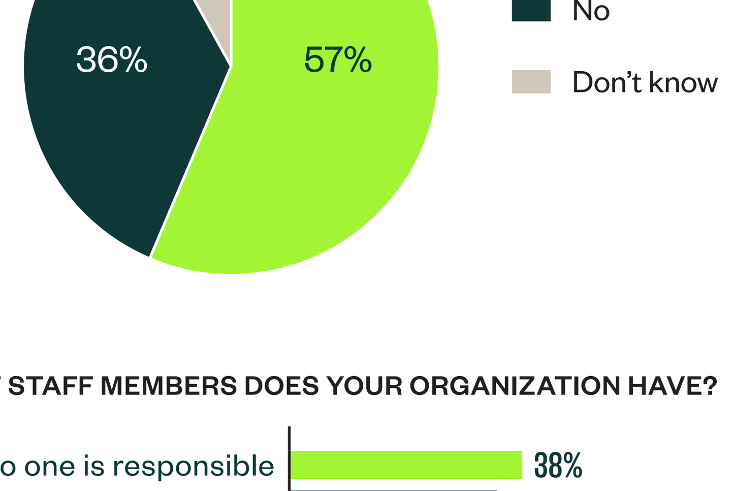
DOCUMENTED CYBERSECURITY POLICY

More than half of the respondents reported they had a documented cybersecurity policy in place, while around one third reported they didn't.



CYBERLIABILITY INSURANCE

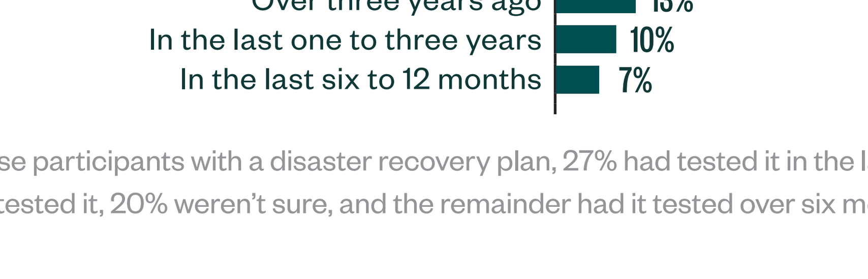
Slightly more organizations reported having cyberliability insurance than those who did not.



DISASTER RECOVERY PLAN

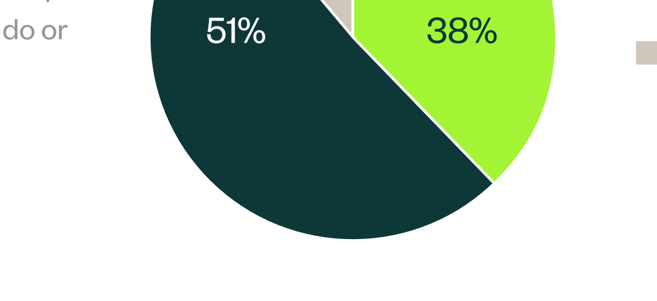
More than half of the respondents said they had a recovery plan; about a third did not and the rest weren't sure.

HOW MANY DEDICATED IT STAFF MEMBERS DOES YOUR ORGANIZATION HAVE?



Over a third of participants reported that no one is responsible for IT, while roughly a third reported that someone is responsible for it, but it's not a full-time staff member's job. The remaining third of participants have at least one full-time staff member.

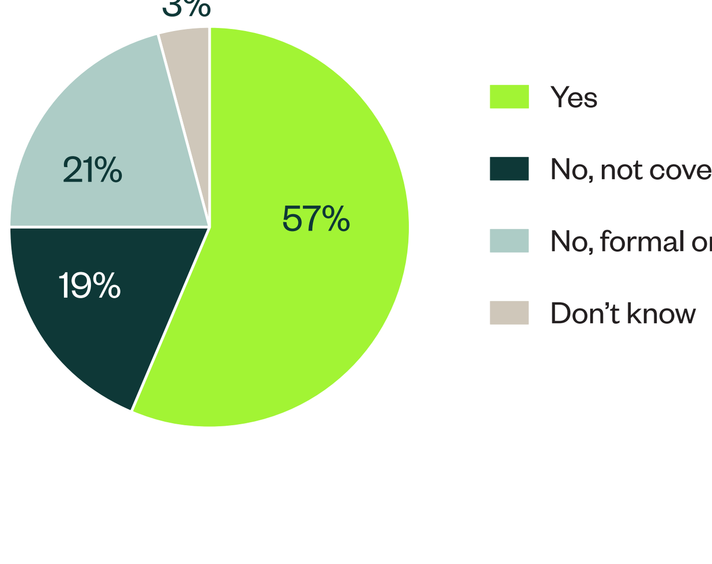
WHEN WAS THE DISASTER RECOVERY PLAN LAST TESTED?



Of those participants with a disaster recovery plan, 27% had tested it in the last six months, 23% had never tested it, 20% weren't sure, and the remainder had it tested over six months ago.

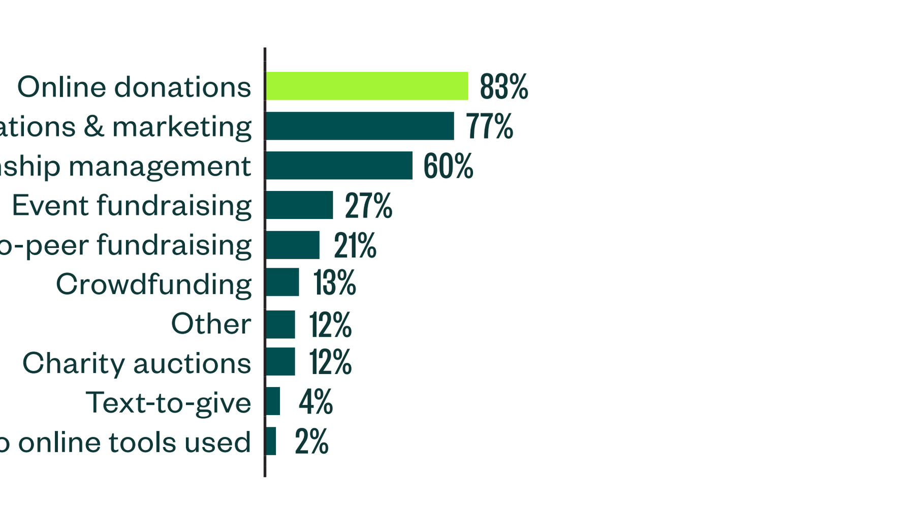
DATA BREACH INCIDENT RESPONSE PLAN

Around half of the respondents don't have an incident response plan and the other half do or weren't sure.



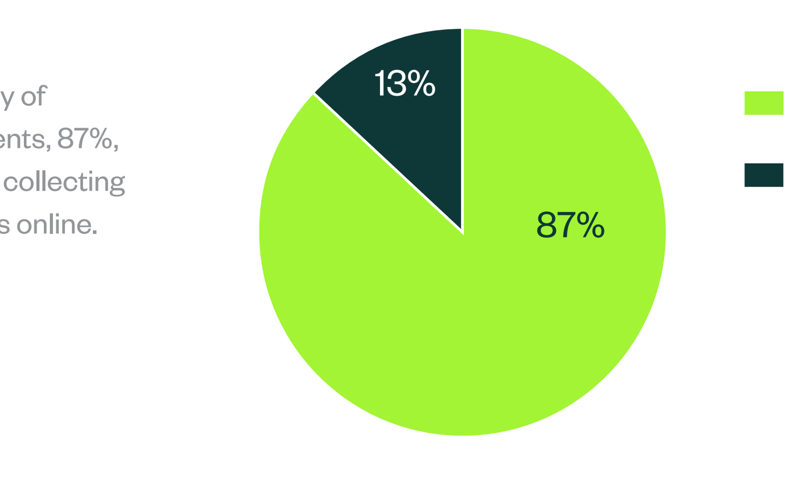
INCLUDE IT SECURITY TRAINING WITH ONBOARDING

More than half of the respondents provide security training with onboarding.



ONLINE TECHNOLOGY AND ACTIVITIES

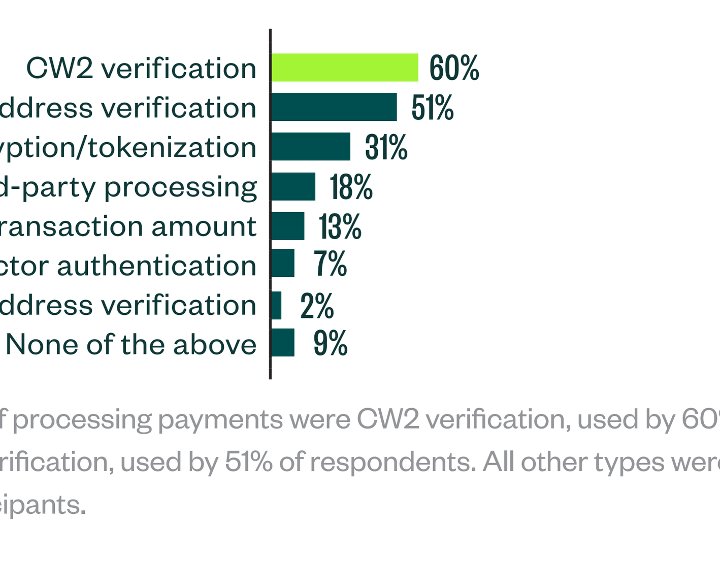
ONLINE TOOLS



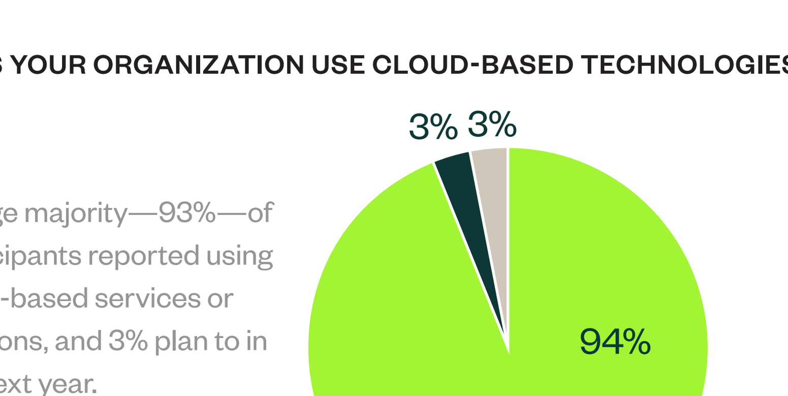
Most organizations used online tools for the following: online donations (83%), communications & marketing (27%), and customer relationship management (60%).

CONDUCT E-COMMERCE ONLINE

A majority of respondents, 87%, reported collecting payments online.



METHODS FOR ONLINE PAYMENT PROCESSING

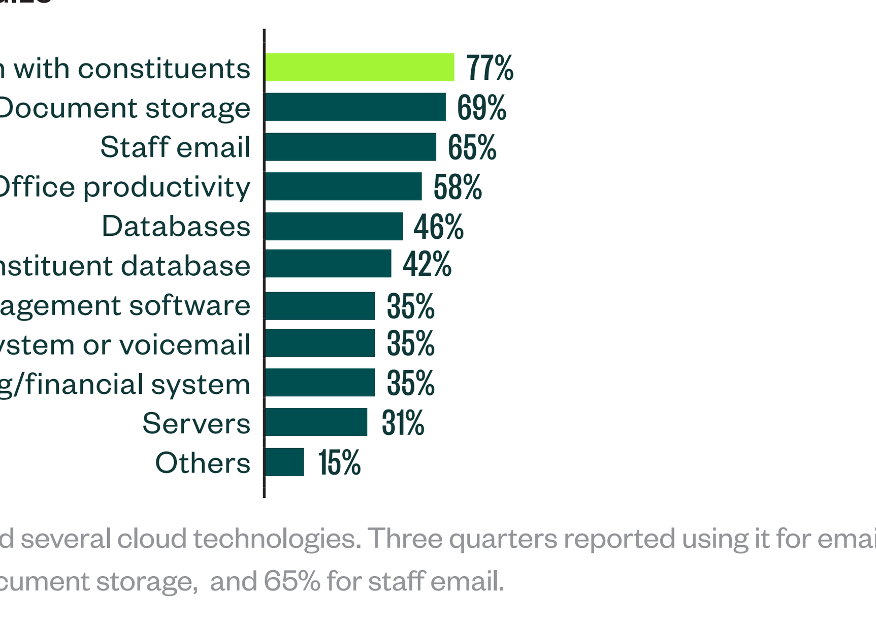


The most popular methods of processing payments were CW2 verification, used by 60% of respondents, and address verification, used by 51% of respondents. All other types were used by roughly a third or fewer participants.

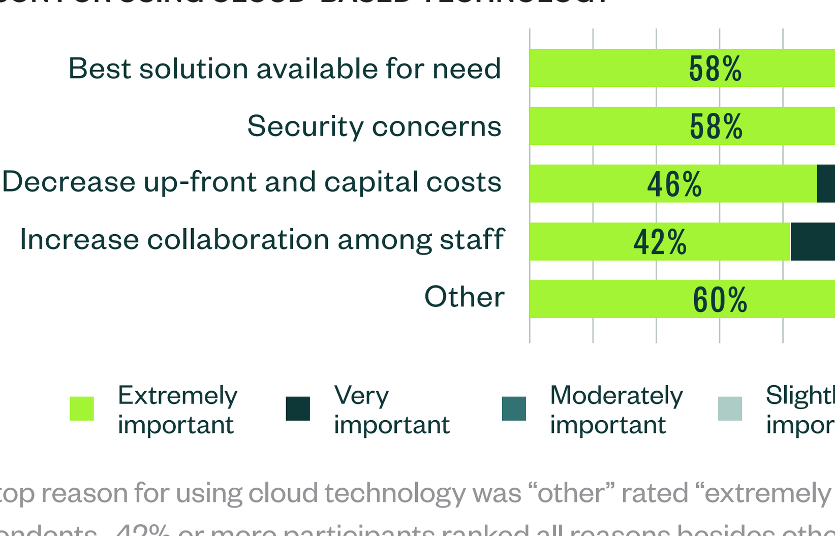
HOW ARE CLOUD-BASED TECHNOLOGIES USED?

DOES YOUR ORGANIZATION USE CLOUD-BASED TECHNOLOGIES?

A large majority—93%—of participants reported using cloud-based services or solutions, and 3% plan to in the next year.

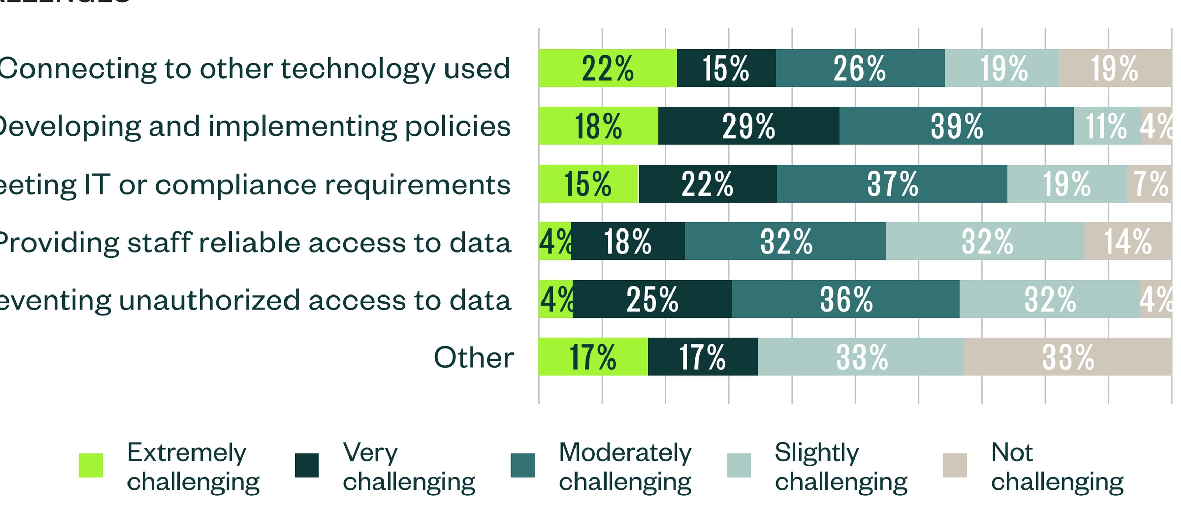


CLOUD-BASED TECHNOLOGIES



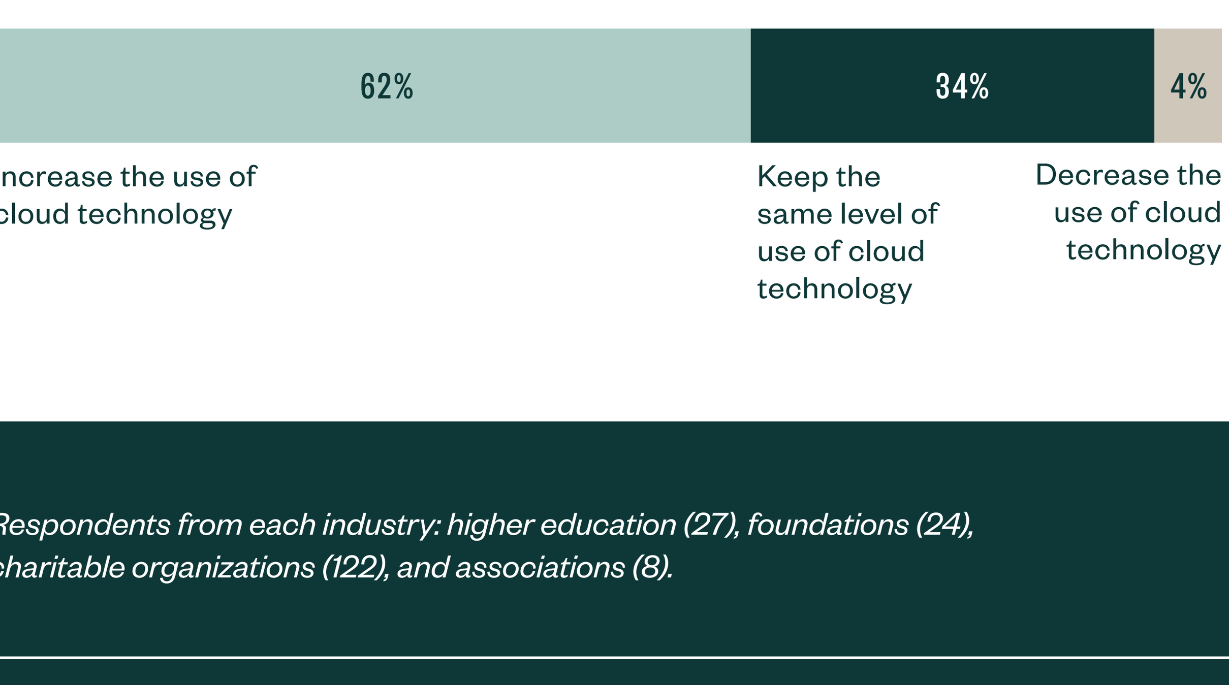
A majority of participants used several cloud technologies. Three quarters reported using it for emails with constituents, 69% for document storage, and 65% for staff email.

REASON FOR USING CLOUD-BASED TECHNOLOGY

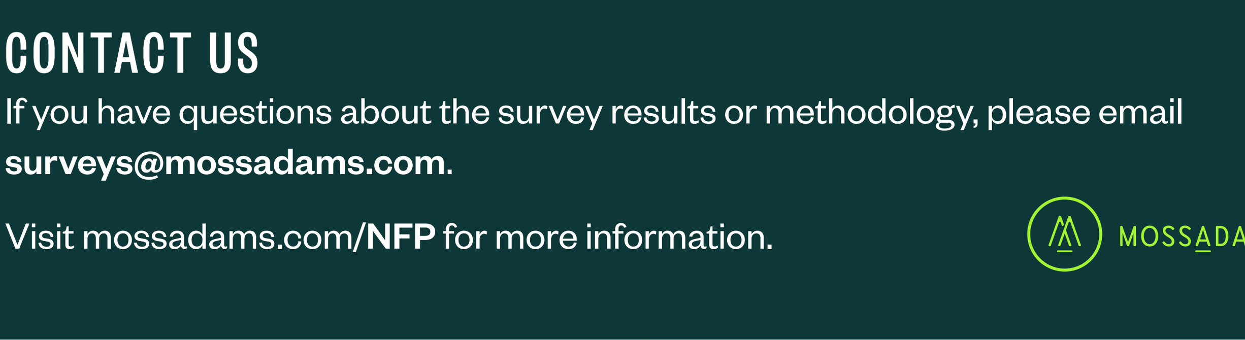


The top reason for using cloud technology was "other" rated "extremely important for 60% of respondents. 42% or more participants ranked all reasons besides other as extremely important while relatively few, under 8% or less, listed these reasons at not important.

CHALLENGES



OVER THE NEXT YEAR, DO YOU THINK YOUR ORGANIZATION WILL:



Respondents from each industry: higher education (27), foundations (24), charitable organizations (122), and associations (8).

CONTACT US

If you have questions about the survey results or methodology, please email **surveys@mossadams.com**.

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