### The Statesman

# BPO firms lack seriousness on cyber fraud threats: Study

PRESS TRUST OF INDIA

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Most cyber frauds in India's business process outsourcing (BPO) sector take place due to lack of strict implementation of existing information security protocols together with poor employee awareness, a survey jointly conducted by industry body Assocham and Microsoft says.

The Associated Chambers of Commerce and Industry of India (Assocham) along with Microsoft conducted the survey titled ~ Understanding the perceptions and awareness around cyber security among employees working in BPOs ~ in Delhi-NCR and Kolkata to ascertain the level of awareness regarding cyber frauds among people employed in the sector.

The survey sample design comprised four focus group

discussions (FGDs) and 20 indepth interviews (IDIs) held across Delhi-NCR and Kolkata, an Assocham statement said.

It was noted that awareness about cyber frauds was low among freshers and job applicants, but it was relatively higher in experienced employ-

"Both employees and customers are to be blamed for cyber frauds as employees lack ethics and customers for being careless about security and privacy," admitted experienced BPO professionals while acknowledging that computer hacking, credit card/bank frauds, malware/virus, tech support scams are "most prevalent."

While enough measures exist in the BPO sector to keep a check on cyber frauds, it is the lack of seriousness at the organisational level towards the issue which is the root cause

to the problem as casual attitude is often passed down to employees, the survey said.

"Basic protocols like frisking/checking before entry/exit,
no mobile phones on floor, no
pen and paper and others
are frequently overlooked,
thereby exposing gaps." It
was also revealed that there
is certain casualness, as the
general feeling is that most
cyber frauds take place on a
larger scale, and the security
staff is not aware of implications of not following proper
protocols.

"There is also little awareness on importance of protecting data of clients leading to casual attitude of employees towards data."

While seriousness of implications and fear of repercussions is not deeply instilled in the employees' minds, they can also get trapped or perpetrate those frauds unknowingly.

## Millennium Post

# BPO firms lack seriousness of cyber fraud threats'

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HYDERABAD: Most cyber

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protocols. tions of not following proper staff is not aware of implicacyber frauds take place on a larger scale, and the security there is certain casualness, as the general feeling is that most It was also revealed that

install strong antivirus systems practices, implement training organise sessions on ethical stringent security measures, sion on cyber fraud in induction programme, implement

awareness about cyber security wherein a series of workshops and development programmes. ASSOCHAM in collabvide up-to-date security inforthreats among citizens and prostates with an aim to promoting oration with Microsoft has are being organised in various Youth Awareness Campaign, launched 'Cybersuraksha

# BPOs unready for cyber frauds

# **BUSINESS BUREAU**

Hyderabad

Most cyber frauds in India's business process outsourcing (BPO) sector occur due to lack of strict implementation of existing information security protocols together with poor employee awareness, noted a recent survey jointly conducted by industry body Assocham and Microsoft. The Associated Chambers of Commerce and Industry of India (Assocham) along with Microsoft conducted a survey titled, 'Understanding the perceptions and awareness cyber around security among employees working in BPOs,' in Delhi-NCR and Kolkata to ascertain the level of awareness regarding cyber frauds among people employed in the sector.

The survey sample design comprised of four focus group discussions (FGDs) and 20 in-depth interviews



NOT PREPARED: The joint survey by Assocham and Microsoft noted that awareness about cyber frauds was low amid freshers.

(IDIs) held across Delhi-NCR and Kolkata. It was noted that awareness about cyber frauds was low amid freshers and job applicants, but it was relatively higher in experienced employees.

"Both employees and customers are to be blamed for cyber frauds as employees lack ethics and customers for being careless about security and privacy," admitted experienced BPO professionals while acknowledging that computer hacking, credit card/bank frauds, malware/virus, tech support scams are most prevalent.

Highlighting the poor levels of awareness among freshers and job applicants, the survey noted that perceptions about cyber frauds are mostly driven by word of mouth and media.