

## Analysis

Number of Responses

74

	Not Important	Important	Most Important
Signing Contracts	19%	49%	32%
Signing Forms	8%	58%	34%
Signing Documents	9%	53%	38%

Obstacle	Rank	Points (of 100)
Software Applications Don't Support It	1	<u>17.56</u>
Costs Too High	2	<u>12.60</u>
PKI Poorly Understood	3	<u>10.62</u>
Too Much Focus on Technology, Not Enough on Need	4	<u>10.12</u>
Poor Interoperability	5	<u>8.95</u>
Hard to Get Started – Too Complex	6	6.78
Lack of Management Support	7	6.62
Hard for End Users to Use	8	5.91
Enrollment Too Complicated	9	3.51
Too Much Legal Work Required	10	3.34
Smart Card Problems	11	3.16
Hard for IT to Maintain	12	2.96
Insufficient Need	13	2.93
Revocation Hard	14	2.49
Standards Problems	15	2.47
Total		100.00

Application	Rank	Points (of 100)
Document Signing	1	<u>24.12</u>
Secure Email	2	<u>16.30</u>
Electronic Commerce	3	<u>13.19</u>
Single Sign On	4	10.58
Secure Wireless LAN	5	9.09
Web Services Security	6	7.99
Web Server Security	7	6.13
Virtual Private Network	8	5.87
Code Signing	9	4.53

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Secure RPC	10	2.19
Total		100.00

Costs	Rank	Points (of 100)
Costs of Initial System Design	1	10.80
Cost of Software Acquisition	2	10.59
Cost of Software Integration	3	9.72
Cost on Ongoing Operations	4	9.63
Cost of Secure Facilities	5	9.41
Cost of Smart Cards and Readers	6	9.20
Cost of End-User Support	7	8.29
Cost of Initial Certificate Issuance	8	7.30
Non-Technical Setup Costs (e.g. legal & CPS)	9	6.62
Other Costs	10	5.80
Cost of Training	11	5.32
Cost of Cross-Certification	12	3.70
Cost of Support Contracts	13	3.64
Total		100.00

	Yes	No	No Response
Cost Problems Eliminated with Large Number of Users	31%	45%	24%

	Outsourced PKI	In-house PKI	Both	No Response
Cost Comments Pertain Primarily To:	9%	23%	<u>43%</u>	24%

Understanding	Rank	Points (of 100)
Senior Management	1	<u>33.45</u>
Users	2	<u>23.38</u>
IT Management	3	17.02
IT Staff	4	13.05
Vendors	5	10.24
Other	6	2.87

Interoperability	Rank	Points (of 100)
Path Validation	1	<u>20.32</u>

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<b>Smart Card</b>	2	<u>15.10</u>
<b>Unusual Certificate Contents</b>	3	13.16
<b>Cross-Certification</b>	4	12.28
<b>Certificate Issuance</b>	5	11.70
<b>Certificate Revocation</b>	6	9.88
<b>Protocols that Use PKI</b>	7	9.55
<b>Other</b>	8	8.01