

TLP: WHITE

# RETAIL & HOSPITALITY ISAC

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2021

# CISO BENCHMARK REPORT SUMMARY

# Survey Overview

The RH-ISAC completed its third annual CISO Benchmark Survey in November 2021. It was fielded online between September and November 2021, and generated 93 unique responses.

**This is a redacted version of the report. The full 30-page report is available for RH-ISAC Core Members only.**

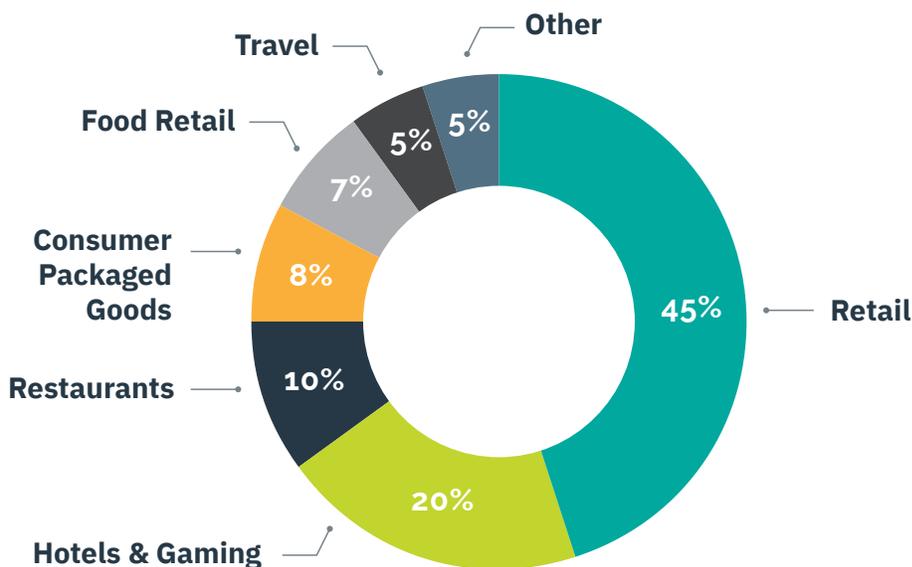
## Survey Demographics

The companies represented in this survey reflect:

-  **304,000 total locations**
-  **2.1 million corporate employees**
-  **\$1.3 trillion in annual sales**
-  **4.6 million people connecting to the networks**

## Participants by Industry Sector

The classes of trade represented in the 2021 survey are very similar to the 2020 survey, with a big emphasis on retail and food retail, combined at 51%.

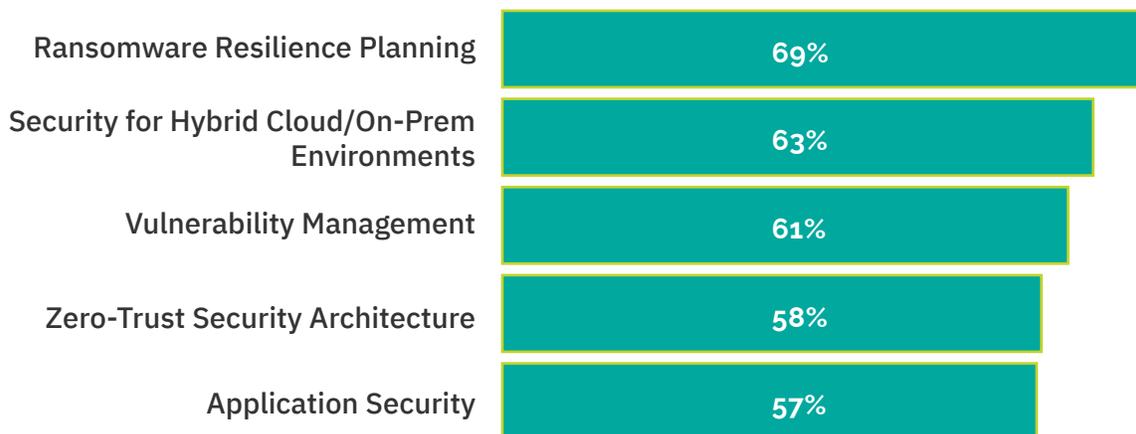


# RISKS & INITIATIVES

## Nearly 25% respondents face risks related to:

- **Cloud Security:** While providing several advantages, the cloud comes with its own security concerns, and as such, it tops the list of information security risks on CISOs' list this year.
- **Ransomware:** The number of ransomware cases continues to rise and incidents have become more destructive and impactful in both nature and scope, which makes this threat a constant in boardroom discussions and thus a top security risk that cybersecurity leaders face.
- **Third-Party:** It's no wonder that third-party risk remains a concern for RH-ISAC members when close to 80% report having between 1-2 FTEs devoted to it. Managing and monitoring the numerous interdependencies was difficult enough without the Colonial Pipeline and JBS attack bringing supply chain issues into the fold, as well.
- **Phishing, BEC, and Malware:** These three make up the trifecta of cybersecurity leaders' pain points. According to the Verizon 2021 DBIR, phishing is responsible for the vast majority of breaches, using social engineering and BECs were the second most common form.

## Key Initiatives Planned in 2022 to Mitigate Risk

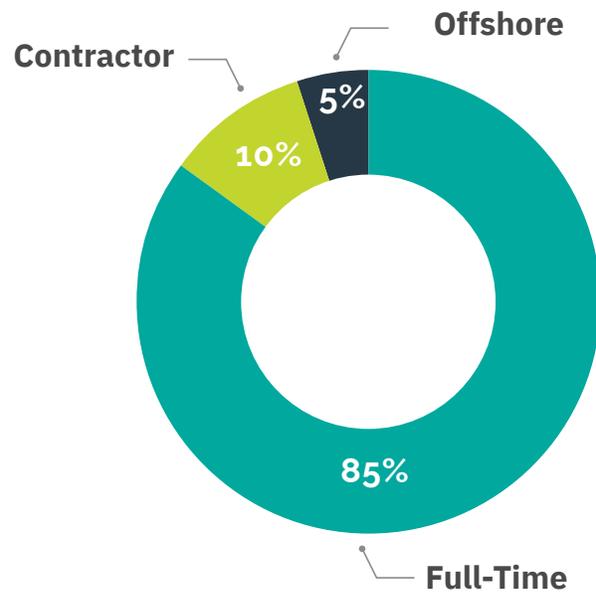


# BUDGET & PERSONNEL TRENDS



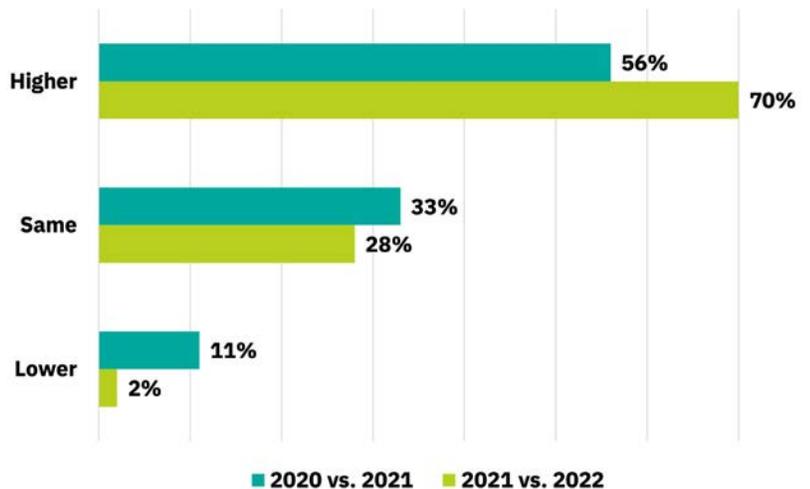
## Personnel Trends

- **15-25 FTEs** is the average size of an InfoSec department
- **49%** said their InfoSec team size was larger in 2021 than pre-pandemic
- **67%** said the number of full-time InfoSec employees will increase in 2022



## Budget Trends

- **56%** said their 2021 budget was higher than pre-pandemic budgets
- **70%** expect their 2022 budget to be higher than the budget in 2021
- **Only 2%** expect to cut budget in 2022



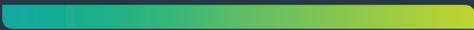
## Full Report Available to RH-ISAC Core Members

CISOs can download the entire report at [rhis.ac/Benchmark21](https://rhis.ac/Benchmark21)

Not a member? Learn more about how to join at [rhis.ac/Join](https://rhis.ac/Join)

The Retail & Hospitality Information Sharing and Analysis Center (RH-ISAC) is the trusted community for sharing sector-specific cybersecurity information and intelligence. The RH-ISAC connects information security teams at the strategic, operational, and tactical levels to work together on issues and challenges, share best practices and benchmark among each other – all with the goal of building better security for the retail and hospitality industries through collaboration. RH-ISAC serves all consumer-facing companies, including retailers, restaurants, hotels, gaming casinos, travel, food retailers, consumer products and other consumer-facing companies.

For more information, visit [www.rhisac.org](http://www.rhisac.org).

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