Are IT Teams and Employees on the Same Page about Tech Support and Cybersecurity?

LogMeIn Rescue asked 2,000 workers about common IT and cybersecurity issues and how they solve them.

3 in 5

IT workers have to "frequently provide emotional support" to employees when they encounter an issue

These issues include...

1 in 3 employees contact IT support when they fall for a phishing attempt

30% contact IT when they accidentally download malware

94% of employees admitted they delay reaching out to IT

Why the wait?

62% Trying their own basic troubleshooting

52% Too embarrassed to admit what happened

It's all about teamwork

76% of employees said their IT team makes it easy to resolve tech-related issues

79% of IT respondents felt confident that employees can identify and prevent cybersecurity issues

Companies are prioritizing training

40% of IT respondents said they require cybersecurity training monthly

and another **25%** offer it quarterly

Yet better cybersecurity practices are needed

76% of employees have used their work email with software not approved by IT in the last **6 months**

Rescue swns one poll

Data from a survey conducted by OnePoll on behalf of LogMeIn Rescue (a GoTo product) from September 14 to September 19, 2023, with a panel of 1,000 American employees and 1,000 American IT workers.