What we found as part of the 2016 Accenture High-Performance Security Survey is that security executives feel very confident that their programs are meeting their objectives. And what does not align is that 70% of those surveyed feel that cybersecurity is completely distributed through their culture; 90% believe that those same programs will adequately protect them against regulatory response. However, only 60% feel that that same program actually protects customer information — members and providers in the case of healthcare. So it doesn’t quite make sense why these executives have that same feeling around the same programs.

I would describe the chasm between what executives think they’re achieving and what they’re really achieving is a confidence gap. The implications of the confidence gap are significant. In fact, it’s the very data that their entrusted to protect — whether it’s patient data or member data — that is at risk when these executives are overconfident.