

質性研究訪談大綱

Qualitative Research Interview Schedule

英國與台灣綜合比較研究：因應大規模網路攻擊之公私部門協同合作

**A Comprehensive Comparative Study Between the United Kingdom and Taiwan:
Public Private Collaboration and Cooperation in Tackling Large Scale Cyber Attacks**

A 部分-基本資訊

Section A – Basic Information

1. 您所屬的單位屬於以下哪一類？
Which one does your unit that you work for belong to?
 - ☐ 公共部門（如果選擇此項，請僅填寫 A、B、C 和 D 部分）
Public sector (If you choose this, please only complete section A, B, C and D)
 - ☐ 私營網路安全提供商（如果選擇此項，請僅填寫 A、E、F 和 G 部分）
Private cyber security providers (If you choose this, please only complete section A, E, F and G)
2. 您在哪個單位工作？
What unit do you work for?
3. 您在該單位工作多久了？
How long have you been working for the unit?
4. 您在該單位擔任什麼職務？
What position do you hold within the unit?
5. 您主要的職責為何？
What are your main responsibilities?

B 部分-網路安全（公共部門）

Section B – Cyber Security (For public sectors)

1. 台灣面臨主要的網路攻擊為何？網路攻擊的作案手法為何？請您舉例說明。
What are the major cyber attacks in Taiwan? What are the modus operandi? Could you give some examples?
2. 台灣受到網路攻擊的主要攻擊標的物為何？原因為何？
What are the major targets of cyber attacks in Taiwan? What are the reasons?
3. 影響台灣網路安全的因素為何？請您舉例說明。
What are the factors affecting the cyber security in Taiwan? Could you give some examples?

C 部分—網路攻擊防禦策略（公共部門）

Section C – Cyber Defence strategy (For public sectors)

1. 台灣政府的整體網路安全計畫是什麼？您如何評價這些計畫？
What are the overall cyber security plan of the Taiwan government? How do you evaluate them?
2. 目前的網路威脅預防策略為何？您如何評價這些策略？
What are the current cyber threat precaution strategies? How do you evaluate them?
3. 接續第 2 題，您覺得可以在哪方面改善？
Following question 2, what else can be improved?
4. 面對正在發生的網路攻擊，目前的防禦策略為何？您對於這些策略的評價為何？
What are the current cyber defence strategies against ongoing cyber attacks? How do you evaluate them?
5. 接續第 4 題，您覺得可以在哪方面改善？
Following question 4, what else can be improved?
6. 目前對於網路攻擊結束後的檢討與反思措施為何？您如何評價這些措施？
What are the current review and the reflection measures of the post-cyber attacks? How do you evaluate them?
7. 接續第 6 題，您覺得可以在哪方面改善？
Following question 6, what else can be improved?
8. 關於社會大眾對於網路安全的普遍認知，您的看法為何？
How do you describe the general awareness of cyber security among the general public?
9. 針對社會大眾在網路安全的教育，政府的計畫為何？您如何評價這些計畫？
What are the current governmental plans of cyber security education for the general public? How do you evaluate them?
10. 目前政府對未來校內校外網路安全人才的培養計畫是什麼？您如何評價這些計畫？
What are the current governmental cultivation plan of future cyber security talents in schools and out of school? How do you evaluate them?

D 部分—公私部門合作（公共部門）

Section D – Public-Private Partnerships (For public sectors)

1. 針對網路安全方面，您對於公私部門合作的看法為何？您覺得這是否有助於網路安全的發展？
What do you think about the idea of public-private partnerships in terms of cyber security? Does that help in terms of cyber security?
2. 整體來說，針對網路安全方面，台灣目前的公私部門合作機制為何？
In general, what are the current public-private sector cooperation mechanisms in terms of cyber security in Taiwan?
3. 接續第 2 題，您如何評價這些機制？
Following question 2, How do you evaluate them?
4. 接續第 2 題，您覺得可以在哪方面改善？
Following question 2, what else can be improved?
5. 您所屬的單位，在針對網路安全方面，是否有實施任何公私部門合作機制呢？
Does the unit you work for implement any public-private partnerships in terms of cyber security?
6. 接續第 5 題，您如何評價這些機制？
Following question 5, How do you evaluate them?
7. 接續第 5 題，您覺得可以在哪方面改善？
Following question 5, what else can be improved?

E 部分—網路安全（私營網路安全提供商）

Section E – Cyber Security (For private cyber security providers)

1. 台灣面臨主要的網路攻擊為何？網路攻擊的作案手法為何？請您舉例說明。
What are the major cyber attacks in Taiwan? What are the modus operandi? Could you give some examples?
2. 台灣受到網路攻擊的主要攻擊標的物為何？原因為何？
What are the major targets of cyber attacks in Taiwan? What are the reasons?
3. 影響台灣網路安全的因素為何？請您舉例說明。
What are the factors affecting the cyber security in Taiwan? Could you give some examples?

F 部分—網路攻擊防禦策略（私營網路安全提供商）

Section F – Cyber Defence strategy (For private cyber security providers)

1. 在網路安全方面，您提供給客戶的技術及服務為何？
What techniques and services that you provide to your customers in the field of cyber security?
2. 您主要的客源為何？
Who are your major customers?
3. 您的客戶尋求您的服務的主要原因為何？
What are the major reasons that make your customers come to seek your service?
4. 您覺得您的大部分客戶在網路安全方面的哪個部分比較不足？
In what aspect do you think that your customers are insufficient the most in the field of cyber security?
5. 您所處理的主要網路攻擊型式為何？
What are the common cyber attacks that you deal with?
6. 當網路犯罪者攻破您所設的防線，您在降低損害及事件管理方面的主要機制為何？
When cyber criminals break through the defence you set, what are the mechanism for harm reduction and incident management?
7. 針對貴公司提供的技術服務的網路還原力，您如何評價？
How do you describe and evaluate the cyber resilience of your techniques and services you provide?
8. 針對貴公司提供的技術服務中，您覺得哪方面是比較不足的？
Among techniques and services that you provide, in what aspects do you think are insufficient?
9. 接續第 8 題，您覺得可以如何改善不足之處 Following question 6, what do you think can be helpful to make up such insufficiencies?
10. 貴公司計畫未來在所提供的技術及服務的哪方面進行改善？
In what aspects do you plan to improve the techniques and services you provide?

G 部分—公私部門合作（私營網路安全提供商）

Section G – Public-Private Partnerships (For private cyber security providers)

1. 針對網路安全方面，您對於公私部門合作的看法為何？您覺得這是否有助於網路安全的發展？
What do you think about the idea of public-private partnerships in terms of cyber security? Does that help in terms of cyber security?
2. 就您所知，針對網路安全方面，台灣目前的公私部門合作機制為何？
As you know, what are the current public-private sector cooperation mechanisms in terms of cyber security in Taiwan?
3. 接續第 2 題，您如何評價這些機制？
Following question 2, How do you evaluate them?

4. 接續第 2 題，您覺得可以在哪方面改善？
Following question 2, what else can be improved?
5. 您所屬的單位，在針對網路安全方面，是否有實施任何公私部門合作機制呢？
Does the unit you work for implement any public-private partnerships in terms of cyber security?
6. 接續第 5 題，您如何評價這些機制？
Following question 5, How do you evaluate them?
7. 接續第 5 題，您覺得可以在哪方面改善？
Following question 5, what else can be improved?