

APPENDIX 5: UNDERLYING DATA FOR THE FIGURES IN CHAPTER 6

Table V5.1 Number of reported ICT incidents

| | Operational incidents | Security incidents | Total number of incidents |
|------|-----------------------|--------------------|---------------------------|
| 2017 | 180 | 10 | 190 |
| 2018 | 184 | 5 | 189 |
| 2019 | 200 | 6 | 206 |
| 2020 | 191 | 20 | 211 |
| 2021 | 272 | 20 | 292 |
| 2022 | 266 | 21 | 287 |

Source: Finanstilsynet

Table V5.2 Incidents causing reduced availability for users. Weighted by estimated impact

| | Card systems | Teller systems, administrative procedures, other support systems | Clearing and settlement | Corporate internet banking (NOK) | Cross-border payments | Retail internet banking (NOK) | Securities trading | Retail mobile banking (NOK) (app) |
|------|--------------|------------------------------------------------------------------|-------------------------|----------------------------------|-----------------------|-------------------------------|--------------------|-----------------------------------|
| 2010 | 32 | 14 | 5 | 191 | 77 | 252 | 45 | 38 |
| 2011 | 53 | 19 | 15 | 266 | 82 | 274 | 51 | 41 |
| 2012 | 61 | 63 | 22 | 160 | 60 | 202 | 50 | 30 |
| 2013 | 31 | 81 | 13 | 131 | 43 | 187 | 53 | 24 |
| 2014 | 32 | 124 | 13 | 175 | 64 | 229 | 83 | 33 |
| 2015 | 31 | 59 | 20 | 128 | 42 | 166 | 55 | 22 |
| 2016 | 25 | 38 | 2 | 115 | 35 | 128 | 35 | 21 |
| 2017 | 38 | 55 | 0 | 140 | 40 | 165 | 103 | 34 |
| 2018 | 32 | 72 | 14 | 68 | 25 | 82 | 92 | 18 |
| 2019 | 18 | 24 | 20 | 70 | 20 | 86 | 67 | 14 |
| 2020 | 51 | 47 | 27 | 78 | 19 | 78 | 58 | 22 |
| 2021 | 13 | 15 | 27 | 57 | 18 | 50 | 44 | 20 |
| 2022 | 18 | 18 | 12 | 55 | 24 | 49 | 8 | 31 |

Source: Finanstilsynet