



Confidence in a connected world.



Disaster Recovery Research

2009 Results: North America

- Applied Research performed survey
- June 2009
- 1,650 worldwide responses
 - 350 in North America
 - Organizations with at least 5,000 employees worldwide
 - With DR plans
 - Enterprise IT involved with DR management

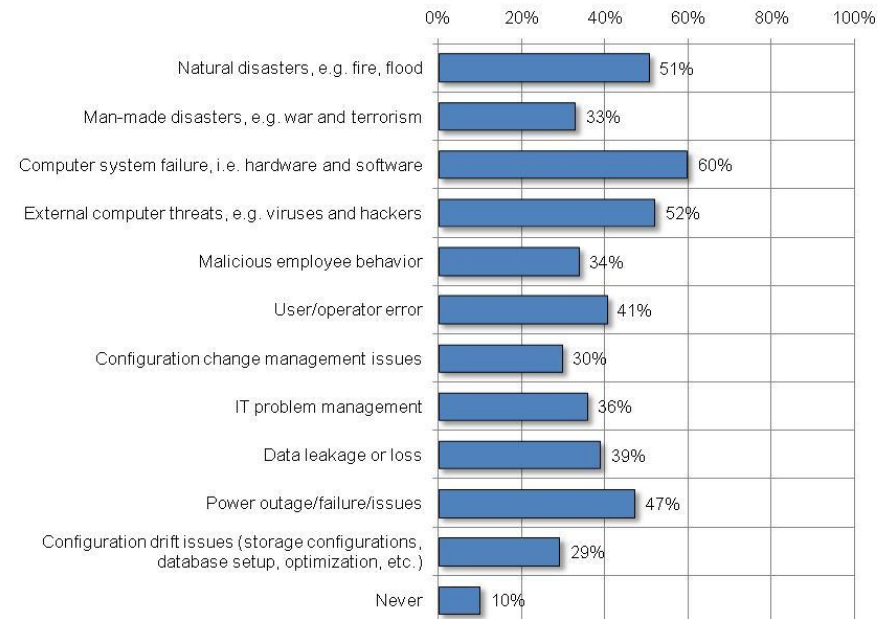
- Cost of downtime is significant
- IT becoming more critical business function
- Business requirements for IT are increasing
- DR budgets expected to be flat in 2010
- Executive involvement higher than last year
- DR testing increasingly impacts customers and revenue
- Virtualization changes how organizations approach DR

Significant cost of downtime



- Cost per incident averages \$500,000
 - Median can be up to \$900K in North America
- Median of 3 hours for skeleton operations, 4 hours for full operations
- 90 percent of organizations have had to execute on DR plans

Under what circumstances have you had to actually execute your disaster recovery plan, either in full or in part, excluding drills/tests?
(Select all that apply)

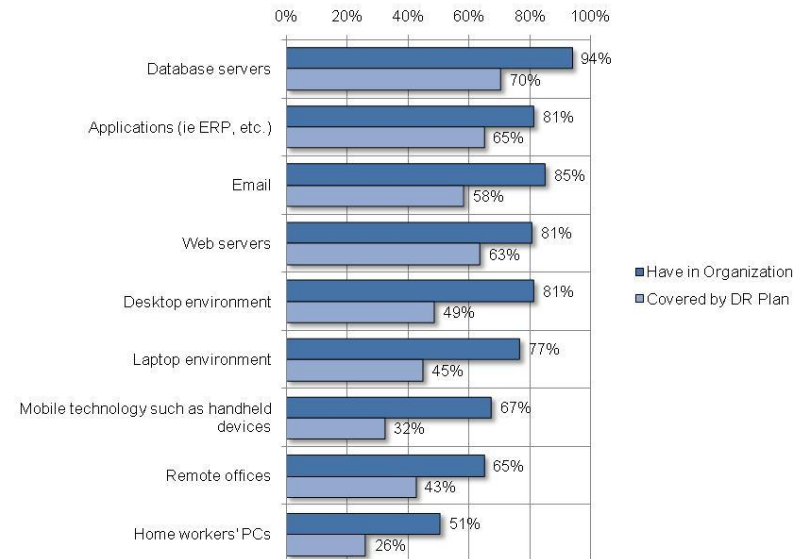


IT becoming more critical



- 60 percent of applications deemed mission critical
 - 56 percent in 2008
- Database servers most covered by DR plan (70 percent), followed by applications (65 percent) and web servers (63 percent)

Which of the following technology types do you have, and which of them are covered by the DR plan?
(Select all that apply)

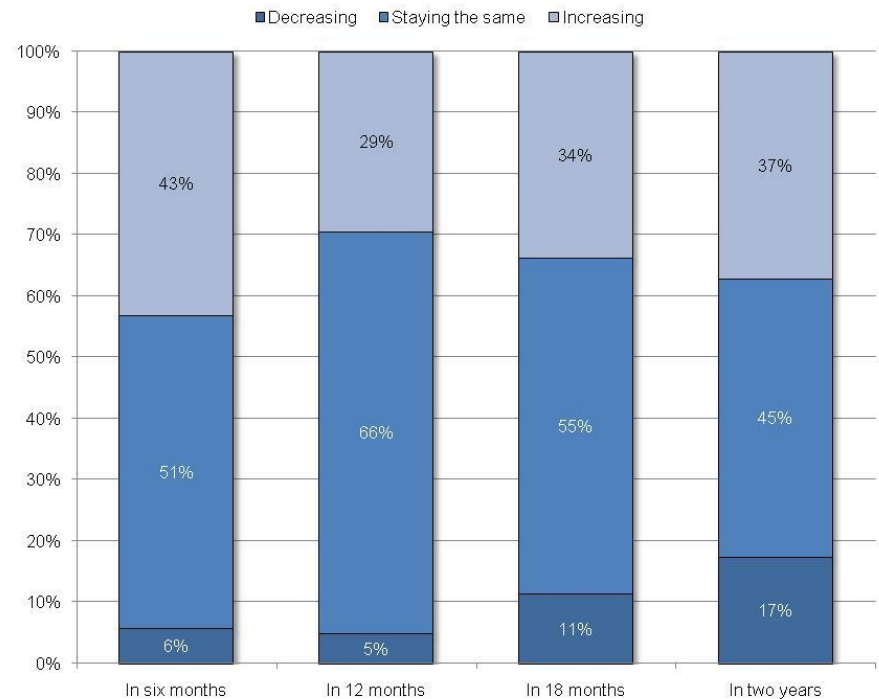


DR budgets expected to be flat in 2010



- 66 percent believe budgets will be staying the same in 12 months
- With IT needs increasing and budgets holding steady, more will need to be done with less
- 29 percent say budgets will increase

In your opinion, which of the following best describes your disaster recovery budget?

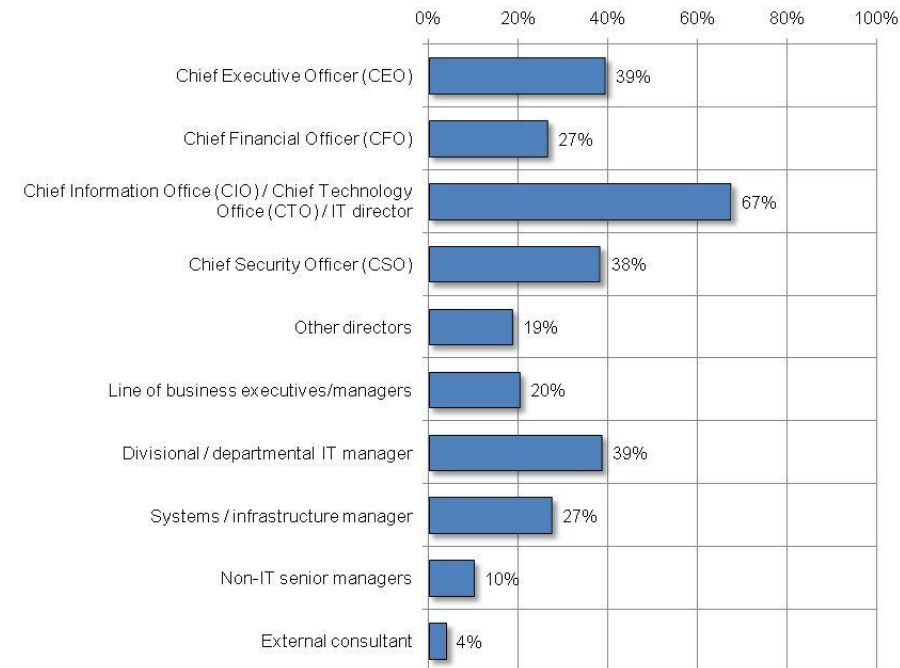


Executive involvement growing



- CIO / CTO / IT director involvement is rising.
 - 2008, involved in 46% of DR committees
 - 2009, involved in 67% of DR committees

Which of the following people are on your organization's disaster recovery committee?
(Select all that apply)

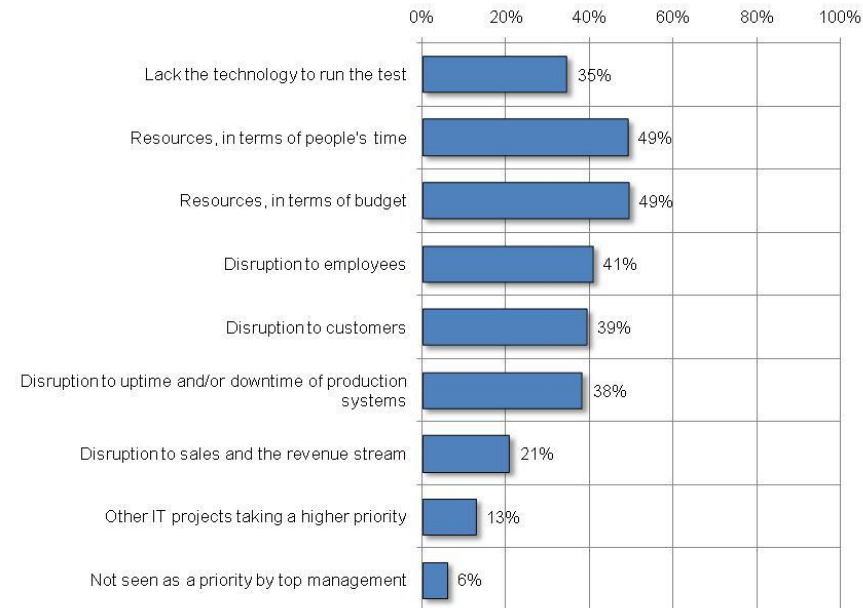


DR testing impacts customers and revenue



- 39 percent claim that DR testing impacts customers
 - Up from 37 percent in 2008
- 21 percent claim that DR testing impacts revenue
 - Down from 24 percent in 2008
- Additionally, one in four tests fail

Which of the following do you consider to be barriers to running a full scenario test on your disaster recovery plan?
(Select all that apply)

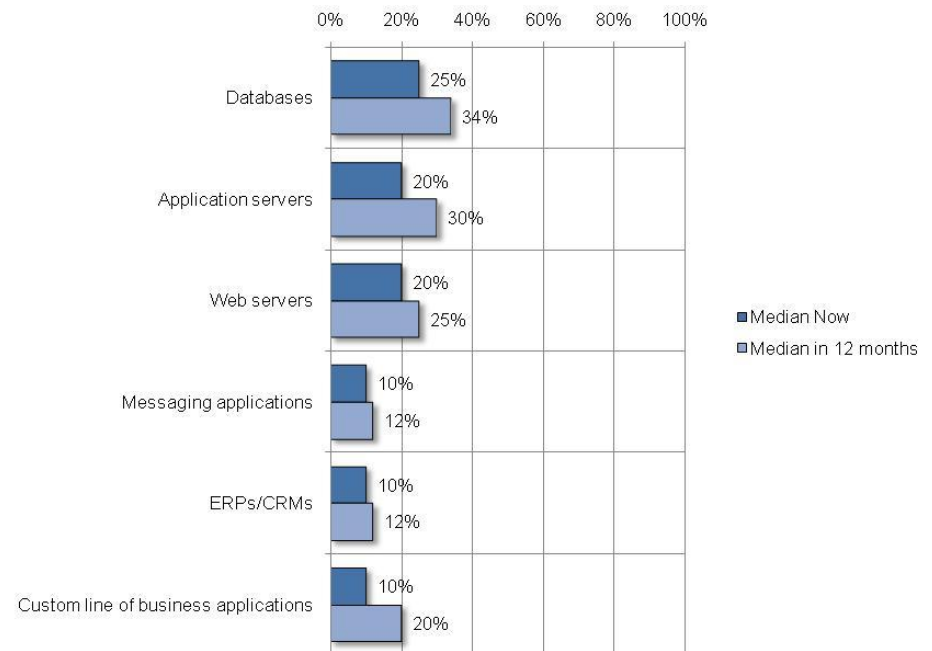


Virtualization affecting DR approach



- Virtualization causing organizations to re-evaluate DR plans
 - 62 percent in 2009 vs. 64 percent in 2008

What percentage of the following applications are being put into virtual environments now, and what will they be twelve months from now?

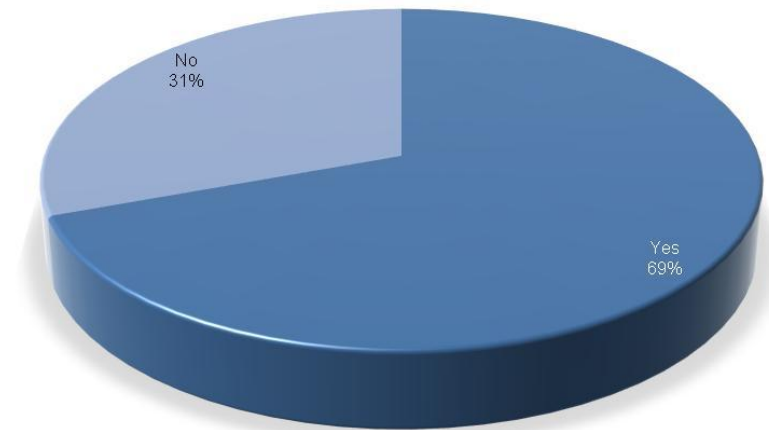


Virtualization affecting DR approach



- Almost one third of organizations do not test virtual servers
- 33 percent do not back up virtual environments

Do you test virtual servers as part of your disaster recovery plan?



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