

Business Continuity and Disaster Recovery- 2009

1. Demographics

For the purposes of this survey, most aspects of business continuity and disaster recovery are essentially the same. While business continuity also has a more overarching implication of having an impact on key business functions and other administrative issues, this survey will focus only on the technical issues surrounding business continuity.

Thus, business continuity and disaster recovery (BC-DR) will be used to refer both to "disasters" – including natural disasters (e.g., floods, hurricanes, earthquakes, medical epidemics) and "manmade disasters" (e.g., terrorist strikes) and severe technical outages (e.g., a fiber cut to a major data center).

1. Please indicate which of the following best describes the perspective from which you will be answering this questionnaire.

Business networking professional

Service provider / Carrier

Equipment vendor

2. Where is your company headquartered?

US

UK

Latin and South America

Canada

Europe (other than the UK)

Asia-Pacific

Other (please specify)

3. How many employees are there in your organization? (Please include all locations.)

1-100

251 - 1000

More than 5,000

101 - 250

1,000 - 5,000

Don't Know / Not Applicable

4. What is your the total telecommunications spending per *month* for your company/enterprise?

Less than \$5,000 (US)

More than \$100,000

\$5,000 - \$25,000 (US)

Not Applicable / Don't Know

\$25,000 - \$100,000 (US)

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5. Which *best* describes your job responsibility/title?

Company officer (e.g., Corporate Executive, COO/VP/Dir, CIO/CTO/VP/Dir)

IT/Data/Telecommunications Manager

IT/Data/Telecommunications Engineering Specialist or Technician

Consultant

Sales, Marketing, Product Development Staff

Analyst

Other (please specify)

6. What is your role regarding BC-DR?

Primary responsibility

Marginal

Team member

None, but interested and informed

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2. Overall Capabilities and Status

7. Which of the following best describes your company's BC-DR plan for each area?

| | Marginal or none | Needs improvement | Robust | Extensive | N/A |
|---------------------------|------------------|-------------------|--------|-----------|-----|
| Non-Internet WAN services | jn | jn | jn | jn | jn |
| Internet | jn | jn | jn | jn | jn |
| Voice | jn | jn | jn | jn | jn |
| Network access | jn | jn | jn | jn | jn |
| Applications | jn | jn | jn | jn | jn |

8. How often does your organization...

| | 3 months or less | 3 to 6 months | 6 to 12 months | 1 to 2 years | more than 2 years |
|----------------------------------|------------------|---------------|----------------|--------------|-------------------|
| Plan to update its BC-DR plans? | jn | jn | jn | jn | jn |
| Actually update its BC-DR plans? | jn | jn | jn | jn | jn |
| Plan to test your BC-DR plans? | jn | jn | jn | jn | jn |
| Actually test your BC-DR plans? | jn | jn | jn | jn | jn |

9. To what extent have the current economic conditions affected the attention/importance that your BC-DR plan receives. (E.g., More attention because the network is more critical than ever versus less attention because of a lack of staff.)

| | Much more | Somewhat more | About the same | Somewhat less | Much less | N/A |
|--|-----------|---------------|----------------|---------------|-----------|-----|
| | jn | jn | jn | jn | jn | jn |

10. How *important* do you consider BC-DR solutions in each of the following areas?

| | Critical | Strongly | Medium | Slightly | Not at all | N/A |
|---------------------------|----------|----------|--------|----------|------------|-----|
| Non-Internet WAN services | jn | jn | jn | jn | jn | jn |
| Applications | jn | jn | jn | jn | jn | jn |
| Network access | jn | jn | jn | jn | jn | jn |
| Internet | jn | jn | jn | jn | jn | jn |
| Voice | jn | jn | jn | jn | jn | jn |

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11. How *satisfied* are you with your current BC-DR solutions in each of the following areas?

| | Not at all | Slightly | Medium | Very | Extremely | N/A |
|---------------------------|------------|----------|--------|------|-----------|-----|
| Voice | jn | jn | jn | jn | jn | jn |
| Internet | jn | jn | jn | jn | jn | jn |
| Non-Internet WAN services | jn | jn | jn | jn | jn | jn |
| Applications | jn | jn | jn | jn | jn | jn |
| Network access | jn | jn | jn | jn | jn | jn |

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3. Technologies and Testing

12. Which of the following situations are covered by your organization's BC-DR plan?
(Please check all that apply.)

- Server failure
- Natural disaster
- ISP outage
- "Local loop" access failure
- Regional medical epidemic
- WAN service failure
- Data corruption
- E-mail listserv/"Reply-all" abuse
- Other (please specify)
- Infrastructure sabotage/terrorism/extortion
- Corporate sabotage
- Widespread medical pandemic
- Router failure (CPE)
- Virus/worm infection
- Security breach
- Power outage

13. How many times within the past two years has your BC-DR plan been tested / implemented?

| | None | 1 - 3 times | 3 - 10 times | More than 10 times | N/A |
|-------------|------|-------------|--------------|--------------------|-----|
| Tested | jn | jn | jn | jn | jn |
| Implemented | jn | jn | jn | jn | jn |

Comments?

14. How well did the your plan work when you last tested and implemented your BC-DR plan?

| | Poorly | Sub-par | Pretty well | Better than expected | Excellent | N/A |
|-------------|--------|---------|-------------|----------------------|-----------|-----|
| Test | jn | jn | jn | jn | jn | jn |
| Implemented | jn | jn | jn | jn | jn | jn |

Comments?

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15. In your experience, what have been the top three outage sources? (Please check no more than three.)

- Application provider
- Human error
- Medical epidemic/pandemic
- Cabling failure (local)
- Other (please specify)
- Wide area network provider
- Server failure
- Access network provider
- Security failure

16. What kinds of organizations do you see as key partners in BC-DR? (Please check all that apply)

- Service providers
- Consultants
- Disaster Recovery/Business Continuity specialists
- Solutions providers
- Equipment manufacturers/vendors

- Other (please specify)

4. Thank you!

17. If you desire, please provide any additional comments on this topic.

18. Please enter your email address below if you would like to receive an early "respondents only" copy of the results.

PLEASE make sure you click the "Done; Record my survey response" link below to record your email address.