



2008 Disaster Recovery Research for Europe, Middle East, and Africa

2008 Overview and Key Findings

The Overview

The Symantec sponsored 2008 Disaster Recovery Research fourth annual report highlights business trends regarding disaster planning and preparedness. The report provides insight and understanding into some of the more complicated factors associated with disaster recovery.



Survey Methodology/Demographics

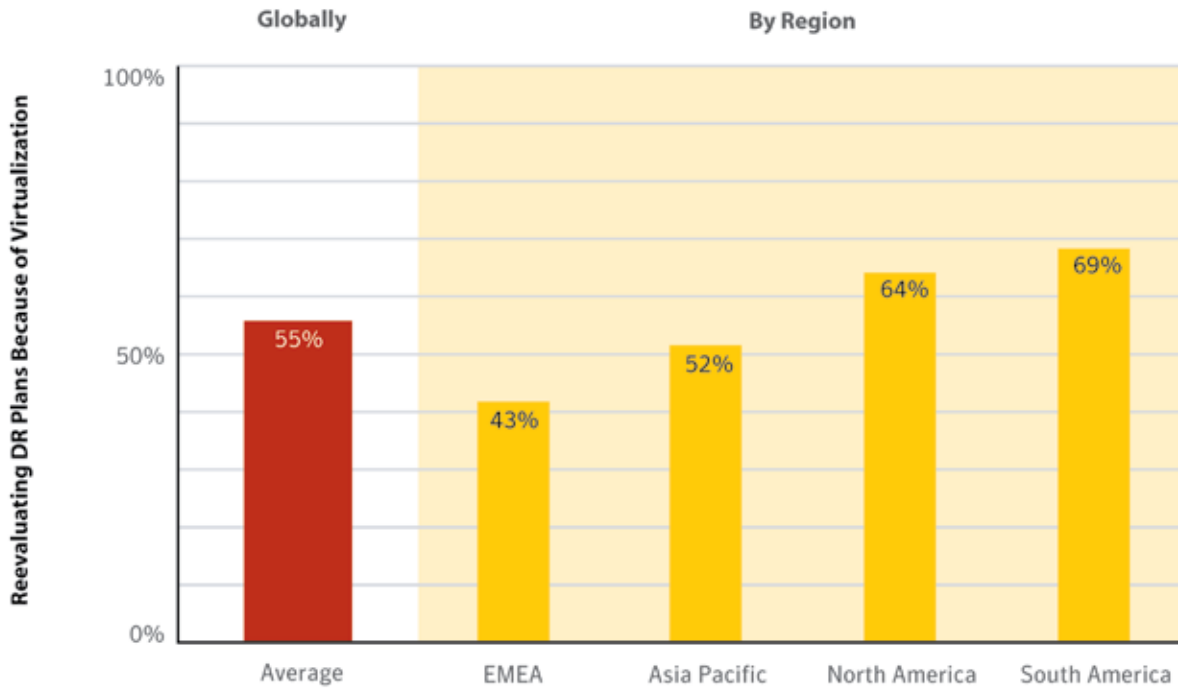
Respondents include IT managers and C-level decision makers responsible for DR plans working in organizations with 500 or more employees that have a DR plan in place. Respondents were interviewed via phone and results reflect global findings. Symantec commissioned a survey through Applied Research of a total of 1000 respondents from 15 countries. Geographic areas included North America, Latin America, EMEA, and Asia Pacific. Specific countries include: United States, Mexico, Canada, Brazil, United Kingdom, Germany, France, Italy, India, China, Singapore, Malaysia, Korea, Japan, and Australia.

Overview of Findings

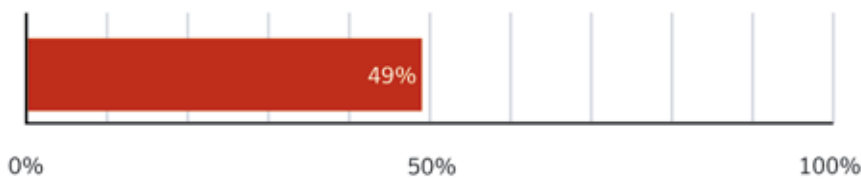
- Although one-third of organizations have had to execute a disaster recovery plan, just under half say they can get fully operational in a week.
- The amount of applications that IT Managers believe are business critical has increased 20% over data from the previous year, and only about half of these applications are covered in DR plans.
- Virtualization is driving organizations to reevaluate their DR plans.
- Organizations find that the biggest challenge for high availability and disaster recovery in virtual server environments is the different tools they need for their physical and virtual environments.
- Organizations report that DR testing impacts customers, sales, and revenue.
- Despite increasing importance of DR, there is an alarming decrease in executive involvement.
- 30% of disaster recovery plans that are tested at least once per year fail.

Key Stats on Virtualization

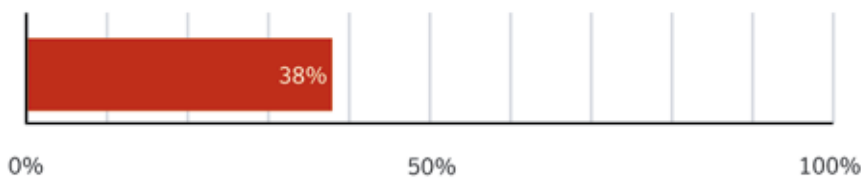
Virtualization is causing organizations to reevaluate their DR plans. More automated and cross platform, cross environment tools are needed.



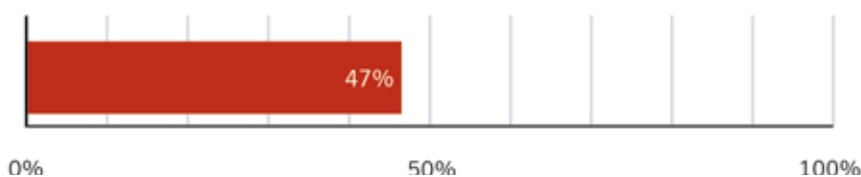
Respondents reporting resource constraints as their top challenge with backing up virtual systems, indicating a need for simplified and automated tools.



Respondents reporting virtual servers are not covered in organizations' DR plans

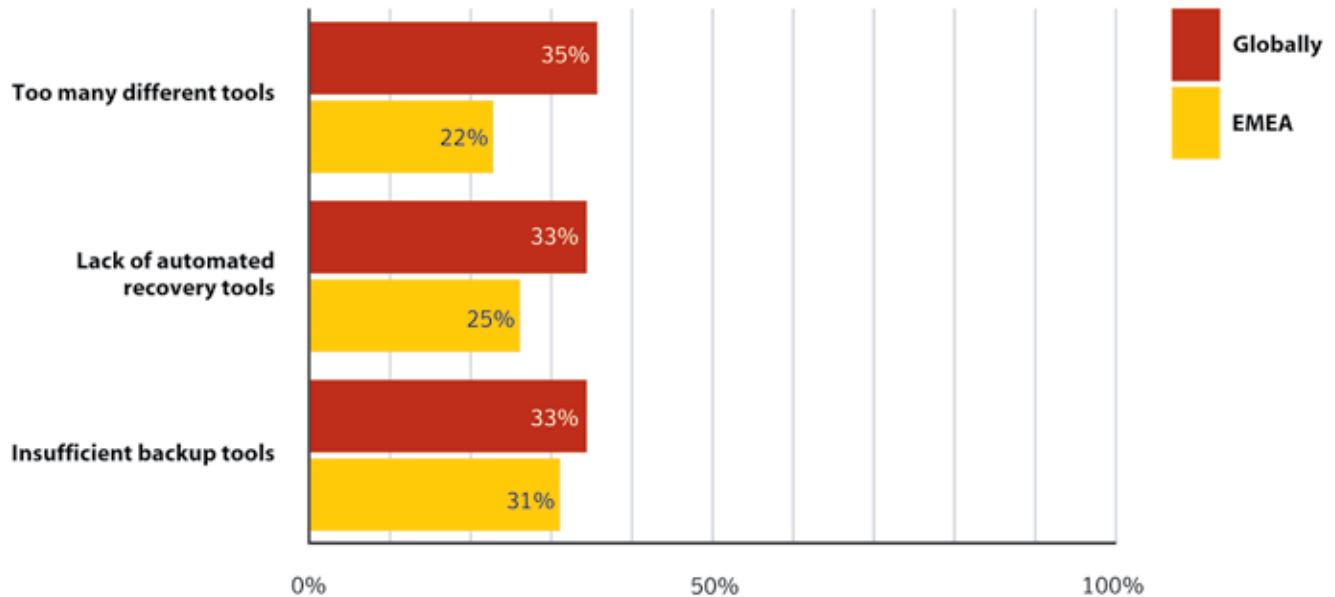


Respondents reporting they back up more than 90 percent of their virtual systems.



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Respondents cited three major problems in protecting mission-critical data and applications within physical and virtual environments. They are broken down by category, also Global averages and EMEA alone in the chart below.



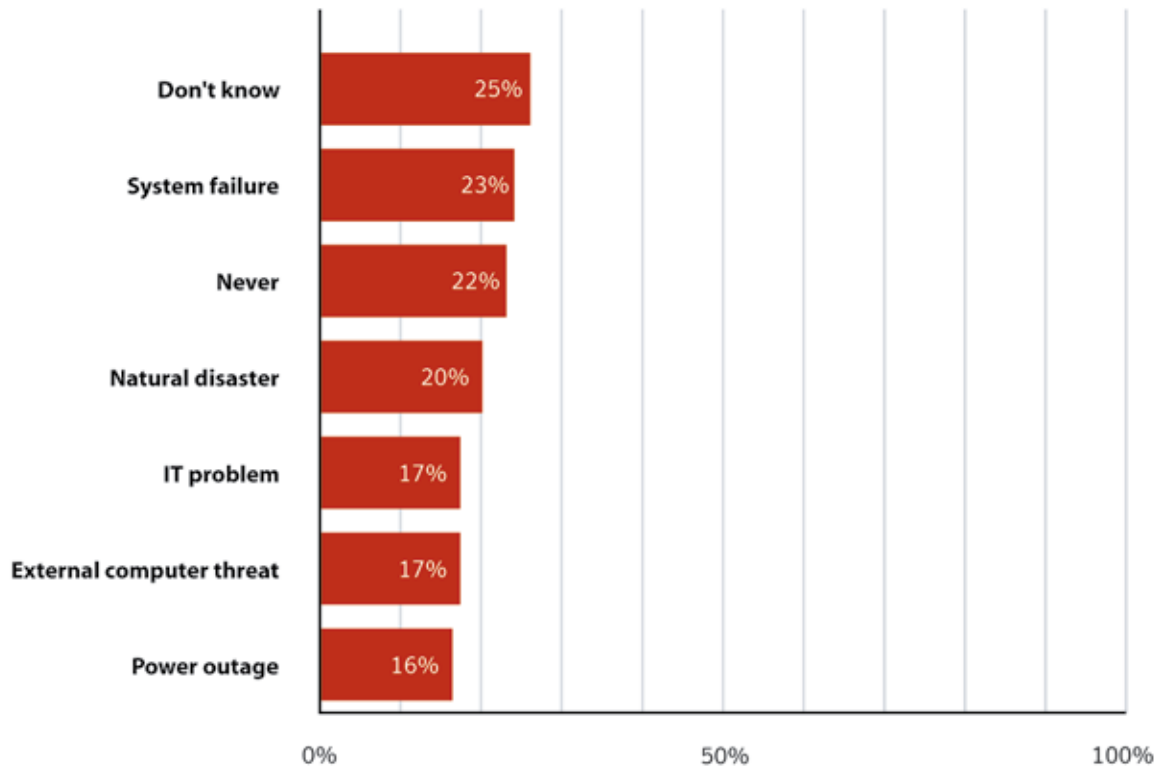
Success of Testing or Recovery

More than one quarter of organizations have had to execute their DR plans. More than half do not think they will be up and running fully in one week if they had to execute their plans. One-third of tests do not meet RTOs.

For the tier-one applications in a disaster recovery plan, respondents report that their recovery time objective is 7.96 hours.

- Only 30% of tests meet RTO objectives.
- Only 35% of respondents reported that they could achieve baseline operations within one day if a significant disaster occurred that obliterated their main data center.
- Only 2% believed they have skeleton operations within 12 hours.
- 42% believed they could have 100% normal operations within one week.

In EMEA, organizations that have had to execute their DR plans, the top reasons include:



Scope of DR Plans

There is less involvement by executives in DR planning and testing. In addition, the amount of applications deemed critical rose significantly year over year. However, only about half of those critical applications, databases, and email are covered in DR plans.

- In the 2007 DR survey, 55% of respondents said that their DR committees involved the CIO / CTO / IT director. In 2008, that number dropped to 33% worldwide.
- Although 54% of applications were deemed mission critical by respondents, only 51% of applications are covered by DR plans.
- In 2007, 36% of applications were deemed mission critical, showing a 20% increase Worldwide.
- 47% of organizations include web servers in their DR plans, 51% include databases, and 41% applications.
- Only 45% of respondents include email in their DR plans.
- Only 36% respondents say remote offices are covered in organizations' DR plan.

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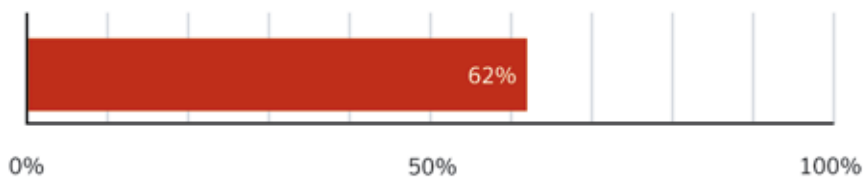
South America leads the way in DR planning with:

- 60% of databases covered
 - 53% of applications covered
 - 51% of email servers covered
 - 67% of web servers covered
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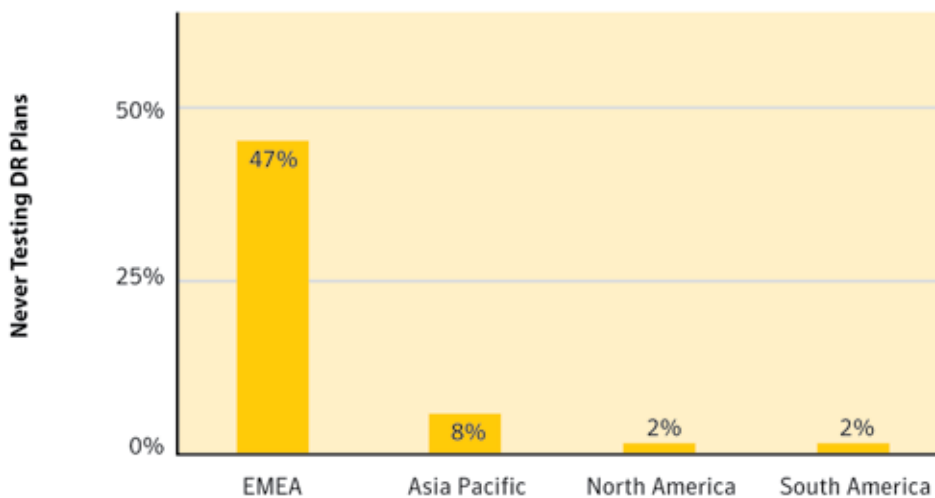
Impact on business

More organizations are testing their DR plans in 2008 and there is significantly less failure in tests. However, the impact of DR testing on the business is significant.

Globally, organizations test their DR plans either once a year or less than once a year:



Asia and EMEA are less likely to test their DR plans than their counterparts in North and South American:



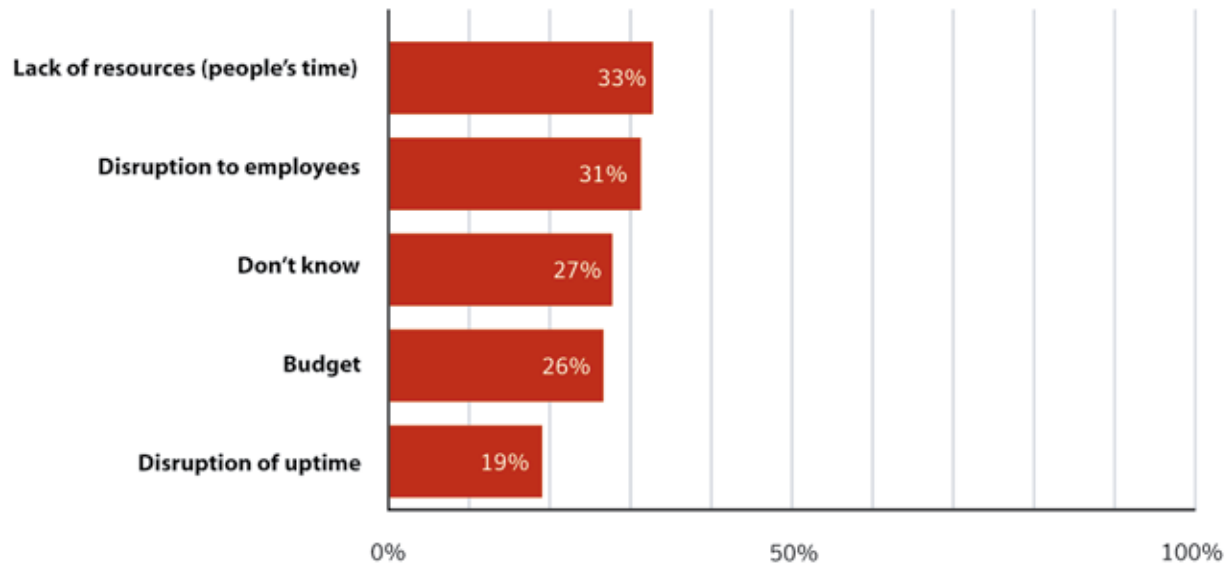
88% of IT organizations report that they have tested their disaster recovery plans at least once, yet they report that 30% of tests fail. There is some improvement being made in the industry with respect to successful DR testing.

- 17% say that tests have never failed.
- While in 2007, this report showed that 91% of IT organizations test their disaster recovery plans, yet 50% of those tests failed Worldwide.

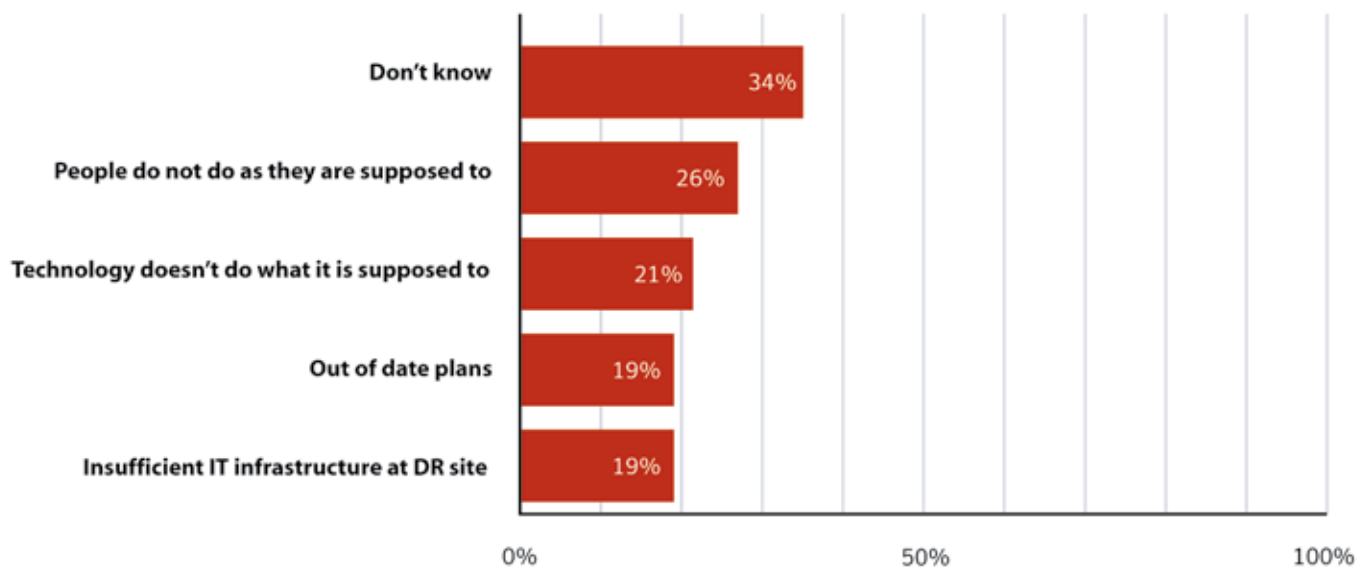
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While there is apparent improvement in the percentage of successful tests, nearly one-third (32%) of organizations report that disaster recovery testing will impact their customers, and over one-fifth (21%) admit such testing could impact their organization's sales and revenue.

Reasons cited for why organizations don't do more testing include:



Reasons reported for tests failing include:



In 2008, 98% of respondents indicated they had carried out an assessment for at least one threat. While in 2007, 88% of IT professionals polled carried out a probability and impact assessment for at least one threat Worldwide.

More information

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