

Disaster Recovery Global Data

Survey Results
June 2009

CONTENTS

Executive summary.....	3
Methodology	4
Demographics.....	5
Finding 1: Significant Cost of Downtime.....	6
Finding 2: DR Budgets Expected to be Flat	7
Finding 3: DR Testing Impacting Customers and Revenue.....	8
Finding 4: Virtualization Changing DR Approach	9
Key Recommendations	10

EXECUTIVE SUMMARY

Doing more with less has been the recent mantra for IT professionals due to flat budgets. Add to that the increased pressures caused by high downtime costs, stringent service level agreements, and the potential for system outages to test disaster recovery plans, and you may think you have a recipe for disaster.

In this year's annual Disaster Recovery Research, Symantec found that IT professionals responsible for disaster recovery have been largely able to rise to these and other challenges, perhaps due to increased executive involvement. However, the study found that testing disaster recovery increasingly impacts customers and revenue, and one in four tests fails. In addition, incorporating virtualization into disaster recovery plans is still a major challenge for organizations. Due to this and other factors, executives are more involved in disaster recovery initiatives.

Key findings of the 2009 Disaster Recovery Research Report include the following:

- The cost of downtime is significant
- Although DR budgets continue to rise in 2009, they are expected to be flat in 2010
- DR testing increasingly impacts customers and revenue
- Virtualization changes how organizations approach DR

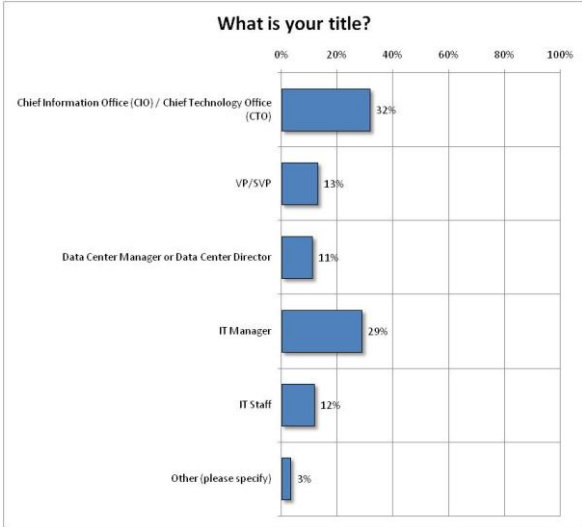
METHODOLOGY

Symantec surveyed 1,650 companies worldwide. Applied Research was selected to perform the survey and targeted the following personnel:

- Enterprise IT (at least 5,000 employees worldwide)
- Companies with a current DR plan
- Personnel involved with DR management

The survey was performed in June 2009.

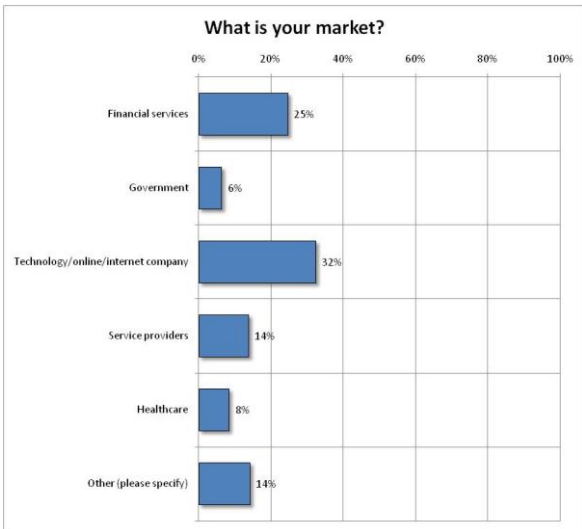
DEMOGRAPHICS



Symantec spoke with 1,650 companies worldwide. All companies included in the survey had at least 5,000 employees worldwide.

One third of global respondents were CIOs/CTOs. Twenty-nine percent were IT managers, with the remaining respondents being split almost evenly between VPs/SVPs (13 percent), IT Staff (12 percent), and Data Center Managers or Directors (11 percent).

One third of respondents worked in the technology/online market. One fourth provided financial services, and 14 percent were service providers.



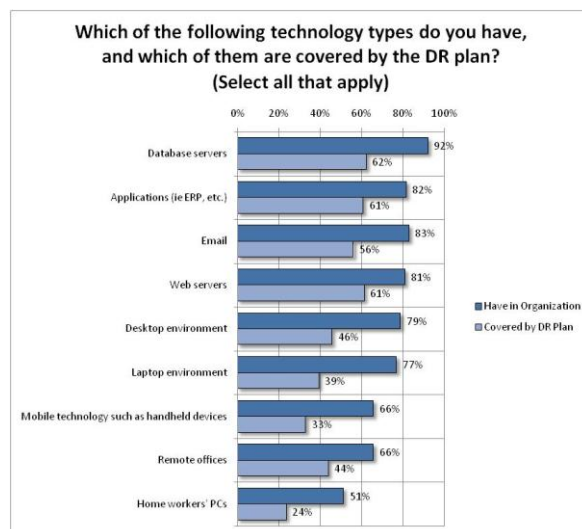
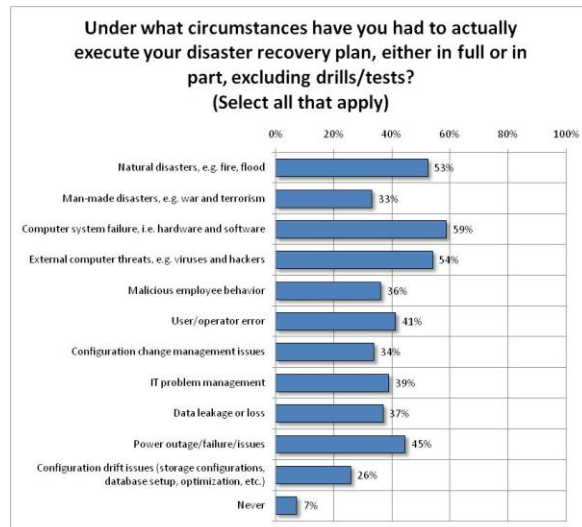
FINDING 1: SIGNIFICANT COST OF DOWNTIME

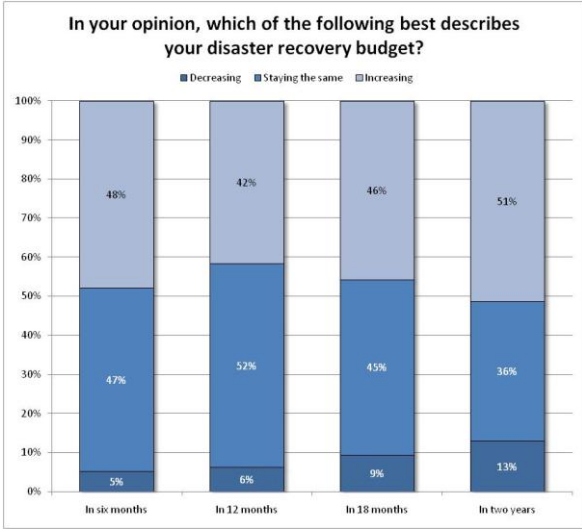
In the past year, nearly all organizations (93 percent) have had to implement DR plans (either in full or partially). They reported they could get mostly back up and running in about four hours after a site-wide outage. They said they could achieve skeleton operations in a median of three hours.

Based on recovery time reported by respondents and the cost per hour of downtime, it can be deduced that the cost per incident globally averages approximately \$287,000. The median cost per incident can rise as high as \$500,000 globally.

Additionally, IT is becoming more critical to organizations, demonstrating the crucial problems associated with downtime. Sixty percent of all applications are now deemed mission critical, up from 56 percent in 2008.

Database servers are the most likely technologies to be covered by DR plans (62 percent), followed by applications and web servers (61 percent each).

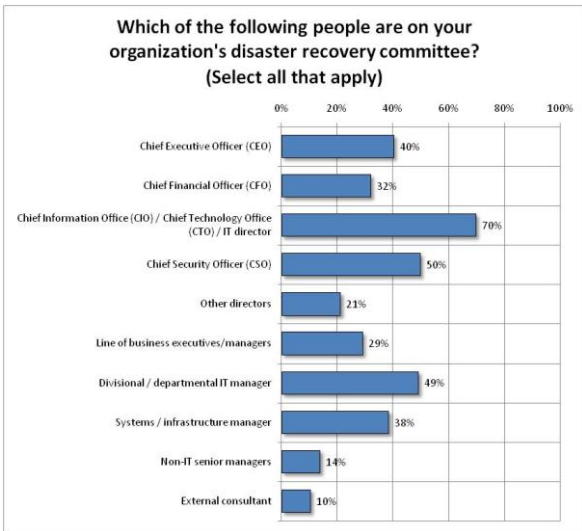




FINDING 2: BUDGETS EXPECTED TO BE FLAT

Though Disaster Recovery budgets are currently rising in 2009, they're expected to be fairly flat in 2010. In 2010, 52 percent of respondents believe that budgets will remain the same. Conversely, 42 percent believe that budgets will increase.

With IT needs increasing and budgets remaining steady, it becomes apparent that more will need to be done with less.



Executive involvement rising

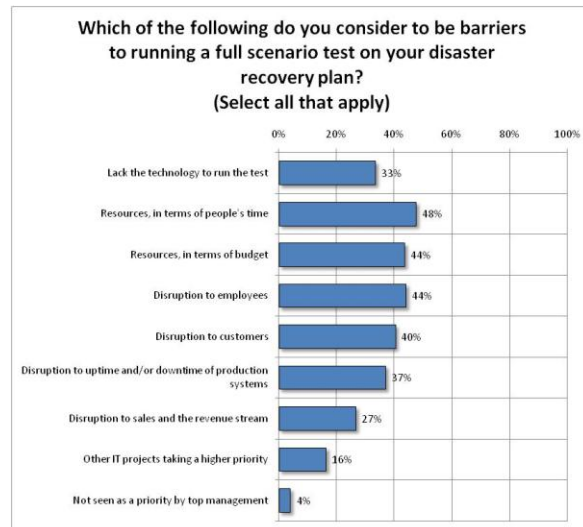
One side effect of flat budgets and the increase in the strategic and critical nature of IT is that executive involvement in Disaster Recovery initiatives is increasing. Seventy percent of respondents indicated that executives (CIO, CTO, IT director) are involved in DR committees. Compared to 33 percent indicating the same in 2008, this is a significant rise.

FINDING 3: DR TESTING IMPACTING CUSTOMERS AND REVENUE

Disaster recovery testing, while important, also has a negative impact. When asked about barriers to running full-scenario tests on their disaster recovery plans, 40 percent of respondents indicated a fear of disruption to customers. Twenty-seven percent indicated a fear of disruption to sales and the revenue stream. These both rose from 32 percent and 21 percent, respectively, in 2008. Another 44 percent said it could cause disruption to employees.

Additionally, almost one third of such tests (30 percent) failed to recover critical data and applications within their specified targets.

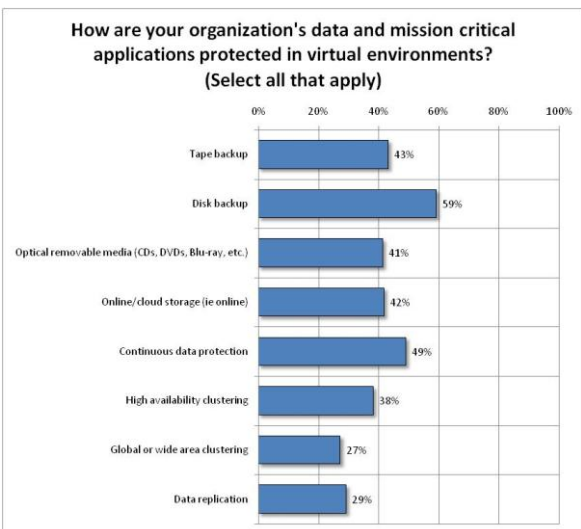
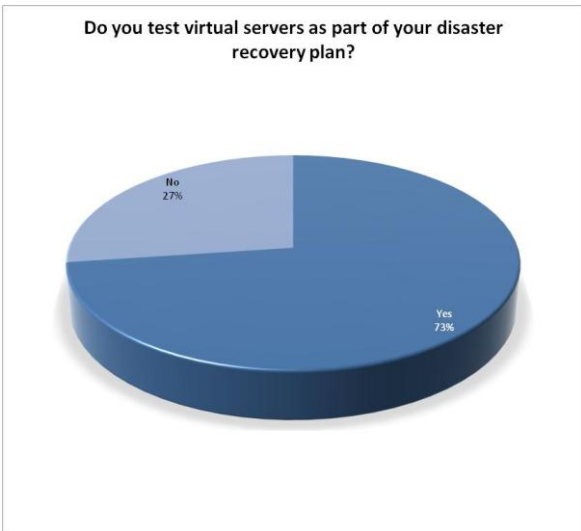
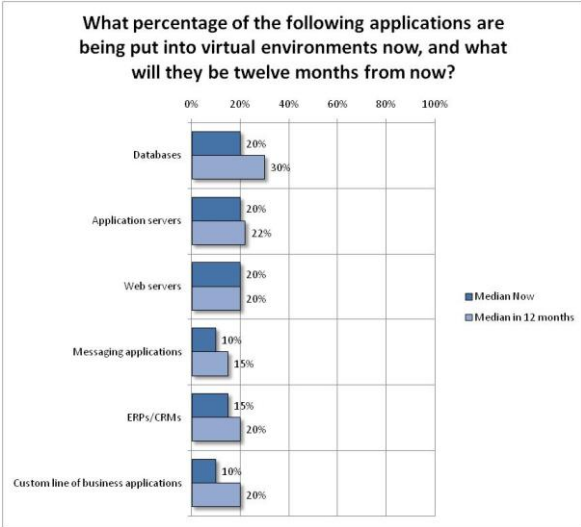
Symantec believes that disaster recovery testing methods should not disrupt business operations. As respondents point to people (44 percent) and processes (36 percent) as two of the main reasons tests fail, more automated tools would help to address this challenge.



FINDING 4: VIRTUALIZATION CHANGING DR APPROACH

As technology evolves, so does disaster recovery. The rising popularity of virtualization is causing 64 percent of organizations to re-evaluate their disaster recovery plans, a significant increase from 55 percent in 2008. In addition, companies only back up 36 percent of their data in virtual environments.

That said, however, virtual environments still have a way to go. Just over one fourth of organizations reported that they do not test their virtual servers.



KEY RECOMMENDATIONS

- Organizations can do a better job at curbing the costs of downtime by implementing more automation tools that minimize human involvement and address other weaknesses in their disaster recovery plans.
- Because disaster recovery testing is invaluable, but can significantly impact business – including customers and revenue – organizations should seek to improve the success of testing by evaluating and implementing testing methods which are non-disruptive.
- Organizations should include those responsible for virtualization in disaster recovery plans, especially testing and backup initiatives.
- Virtual environments should be treated the same as a physical server, showing the need for organizations to adopt more cross-platform and cross-environment tools, or standardize on fewer platforms.