

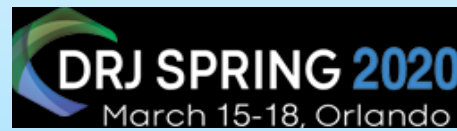
FORRESTER®

## IT Resilience: State And Opportunities

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## Agenda

Research study objectives, methodology

Research findings

Future outlook

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## Forrester + DRJ - Joint research initiative

### • **BACKGROUND**

- Forrester/DRJ partnership
- 1<sup>st</sup> study began in 2006, this is the 10<sup>th</sup> annual study
- Each year, the study focuses on the state of either ERM, BC, or IT DR
- Detailed findings are presented at the DRJ Spring and Fall World
- Executive summaries of all prior studies are available at drj.com

### • **OBJECTIVES**

- Provide insights into evolving best practices in org structure and skills, process, technology etc.
- Provide data for peer comparison



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## Study methodology and demographics

### **METHODOLOGY**

- 80 online surveys (DR decision-makers / influencers)
- 30 Self-selected Forrester & DRJ members
- 50 survey respondents through a survey provider

### **OTHER DEMOGRAPHICS**

- Predominantly North America
- A variety of industries

### **EMPLOYEES**

- 4 (5%) Fewer than 99
- 2 (2%) 100 to 499
- 5 (6%) 500 to 999
- 31 (40%) 1,000 to 4,999
- 21 (26%) 5,000 to 19,999
- 17 (21%) 20,000 or more



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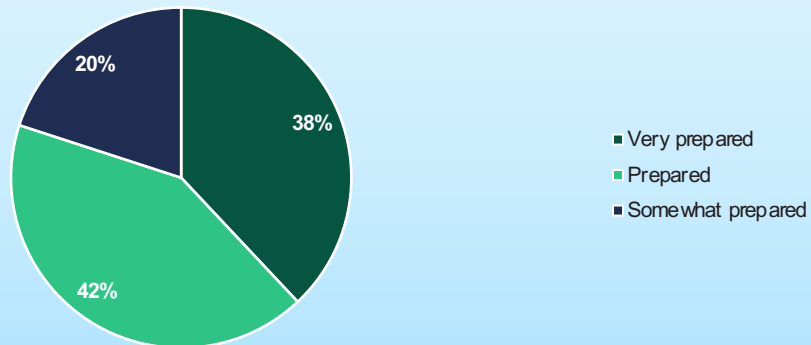


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## Preparedness shows high optimism levels...

... but not enough support from the people, process and technology standpoint

How would you rate your ability to recover your data center in the event of a site failure or disaster event?



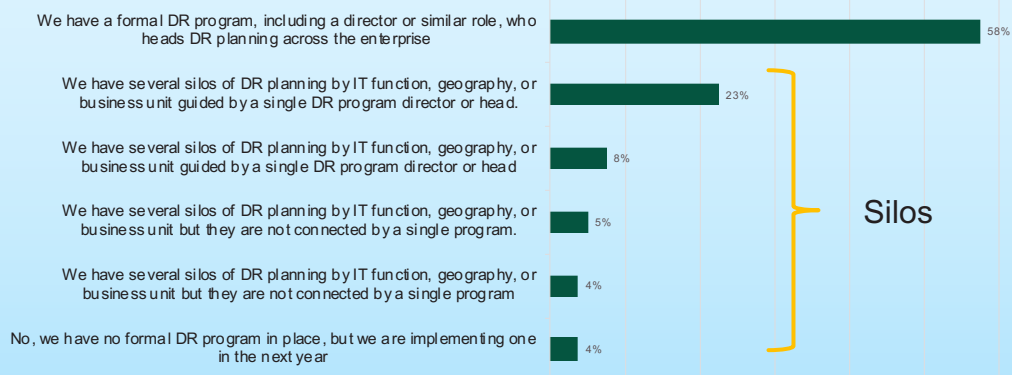
Base: 61 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Most DR programs are centralized, but silos still exist

Do you have a formal disaster recovery (DR) program in place?



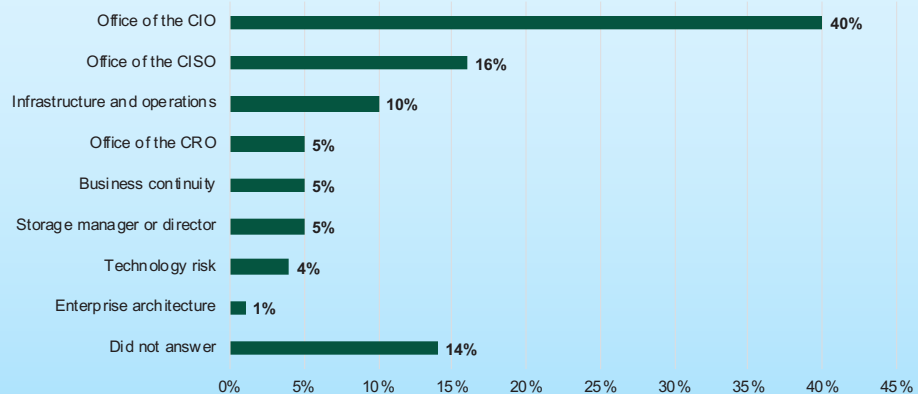
Base: 80 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Most DR programs report into IT...

Into what function/role does the head of the DR program report?



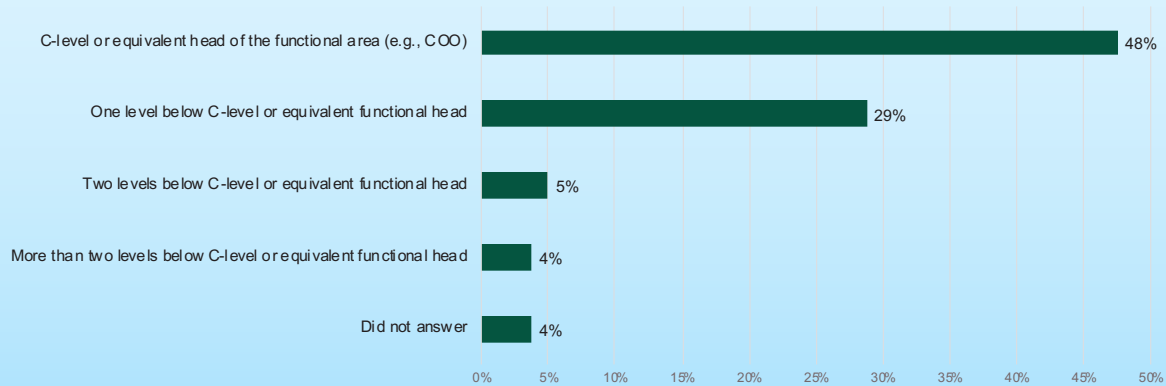
Base: 80 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## ...but not high enough within the organization

To which level within the organization does the head of disaster recovery directly report?



Base: 80 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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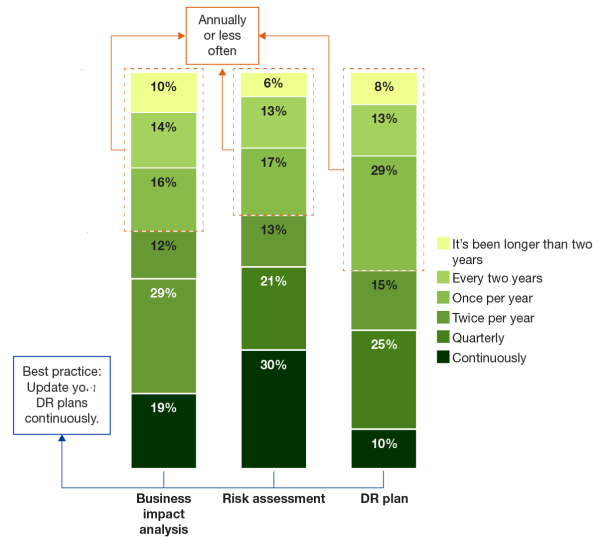
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## Half or more don't practice the process frequently

Base: 69,70 and 72 global IT disaster recovery influencers and decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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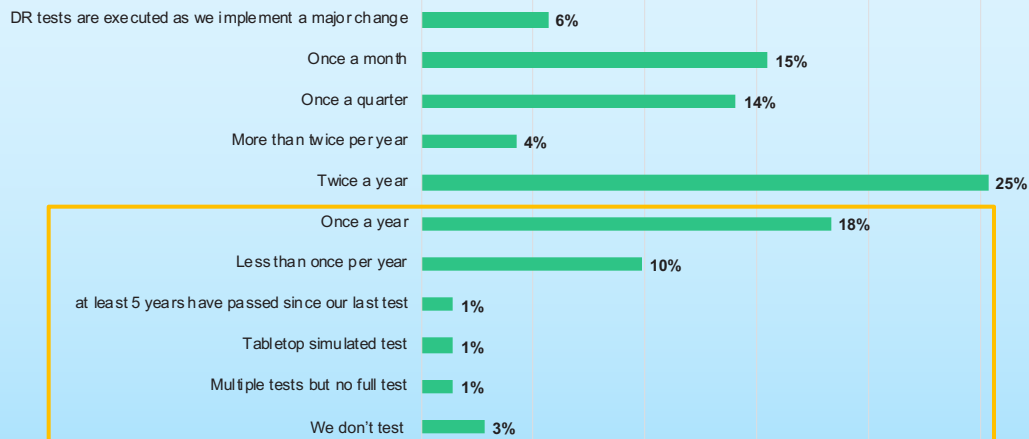
How often do you update the business impact analysis?  
How often do you review the risk assessment?  
How often are your disaster recovery plans updated?



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## DR test frequency – Still a way to go...

How many times per year do you conduct a full test (a live or simulated failover of all infrastructure at a given site) of your disaster recovery plan(s)?



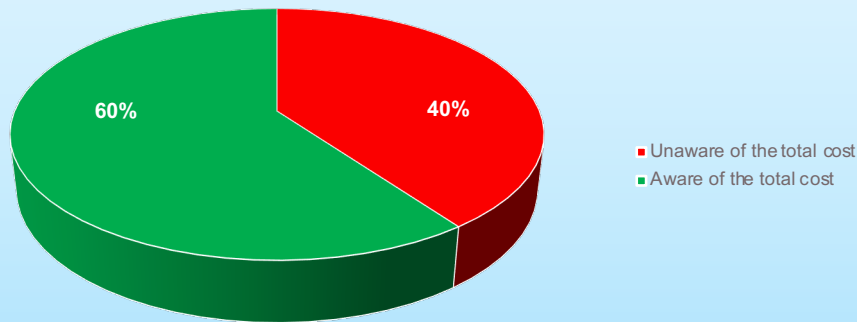
Base: 74 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Firms not aware of the total cost of downtime

**“Do you know the total cost to your company of your last declared disaster?”**



Base: 40 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Revenue, Customers and Corporate Reputation is Lost

**“As a result of your most significant disruption, which of the following turned out to be the greatest impacts to your organization?” Select top 5 responses.**



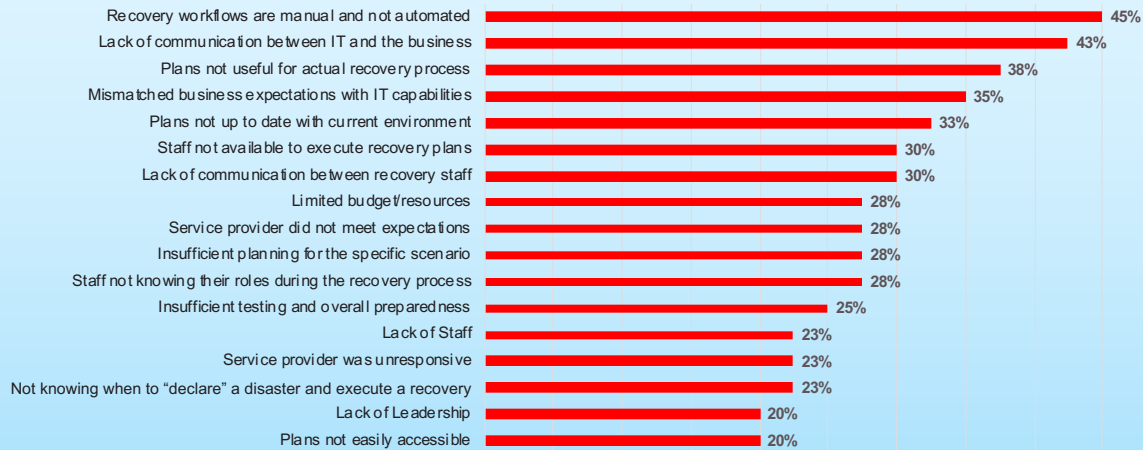
Base: 40 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Lack of automation, communication, outdated plans play spoilsport.

What were the biggest challenges you faced when recovering from your most recent disaster or major business disruption? Select top 5 responses.



Base: 40 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Competition, mission-critical apps and cost of downtime drive DR investments

"What is driving the need to improve your disaster recovery capabilities?" Select top 5 responses.



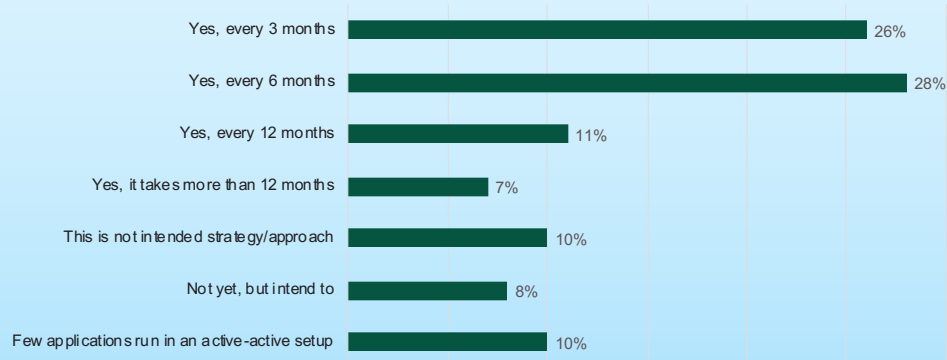
Base: 58 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Workload rotation gaining popularity

**“Does your organization do a full site failover to run production from the alternate data center?”**



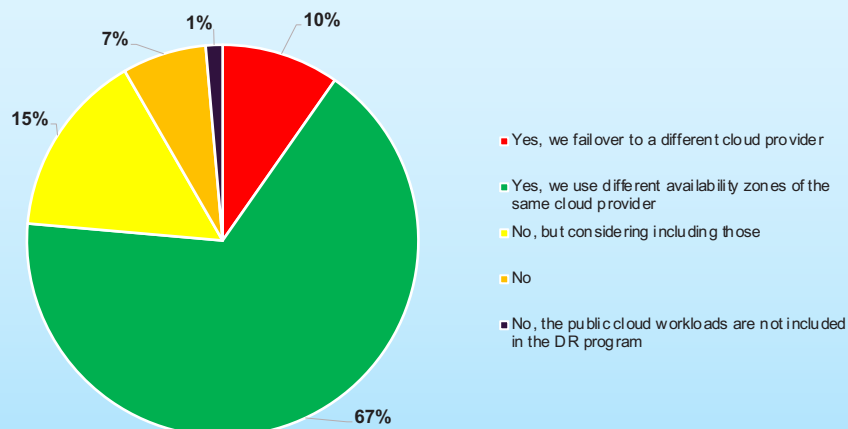
Base: 72 global IT disaster recovery decision makers.  
Source Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Firms include public cloud into DR planning

**“For workloads that are running in the public cloud, have you incorporated them into your IT DR planning?”**



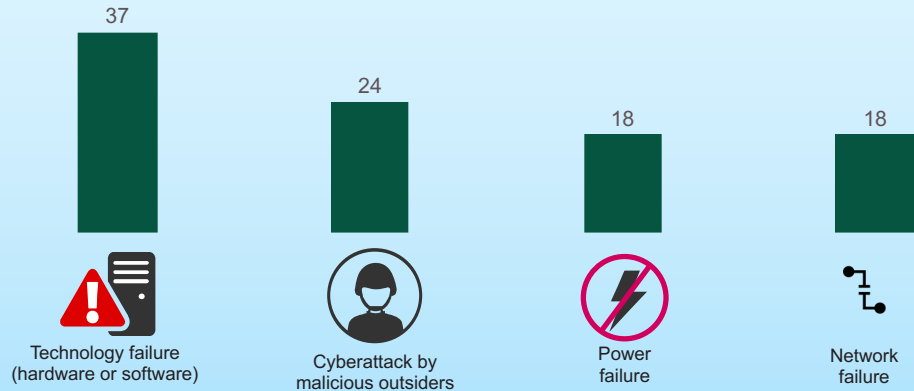
Base: 72 global IT disaster recovery decision makers.  
Source Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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## Cyberattacks increasing cause of outages.

**“What was/were the cause(s) of your significant disaster declaration(s) or major business disruption?” (Multiple responses accepted)**



Base: 40 global IT disaster recovery decision makers.  
Source: Forrester Global The State of IT Disaster Recovery Practices and Preparedness, 2020 Survey  
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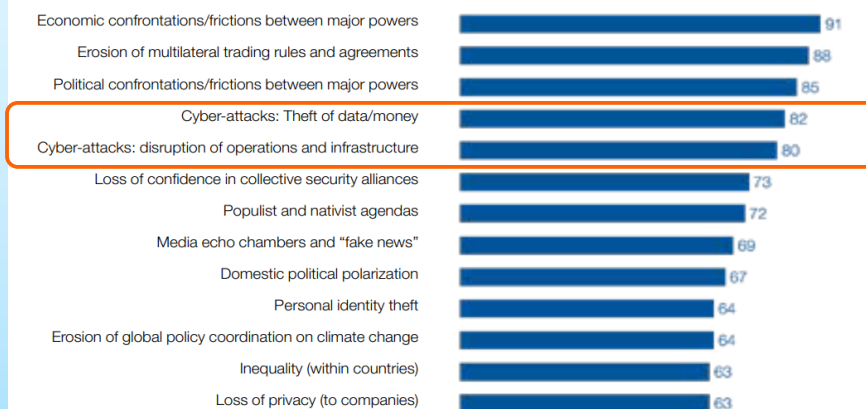
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## Cyber-Attacks Make It To The Top 5 Global Risks

**Figure 1.2: Short-Term Risk Outlook**

Percentage of respondents expecting risks to increase in 2019



Source: World Economic Forum “Global Risks” 2019 report:  
[http://www3.weforum.org/docs/WEF\\_Global\\_Risks\\_Report\\_2019.pdf](http://www3.weforum.org/docs/WEF_Global_Risks_Report_2019.pdf)  
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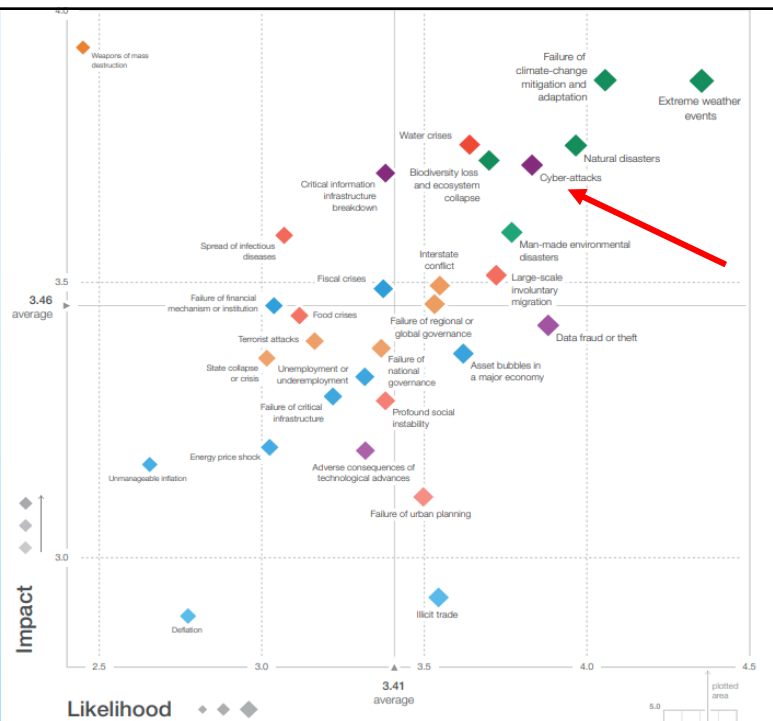
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## World Economic Forum list Cyber-attacks In List of Top 10 Global Risks in Terms of Likelihood And Impact

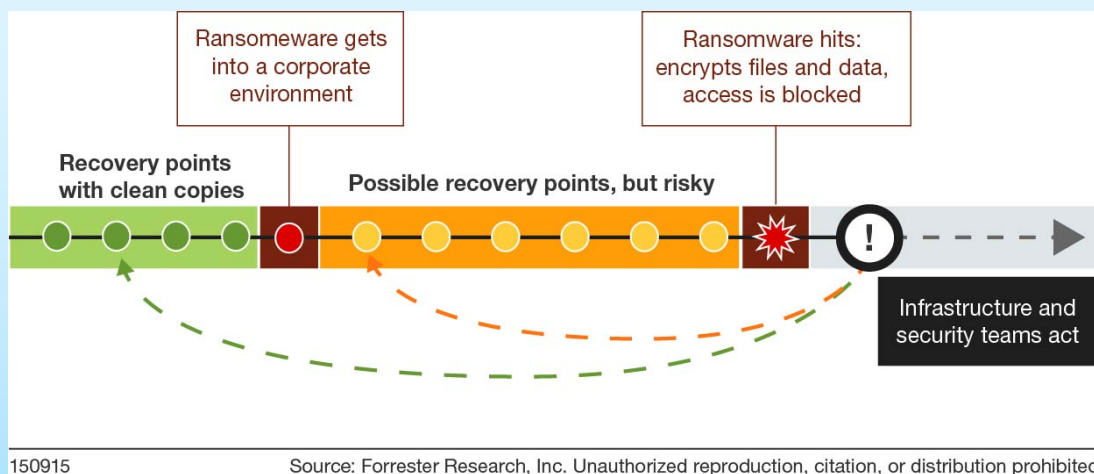
Source: World Economic Forum "Global Risks" 2019 report:  
[http://www3.weforum.org/docs/WEF\\_Global\\_Risks\\_Report\\_2019.pdf](http://www3.weforum.org/docs/WEF_Global_Risks_Report_2019.pdf)

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## Protection, Detection & Recovery From Ransomware



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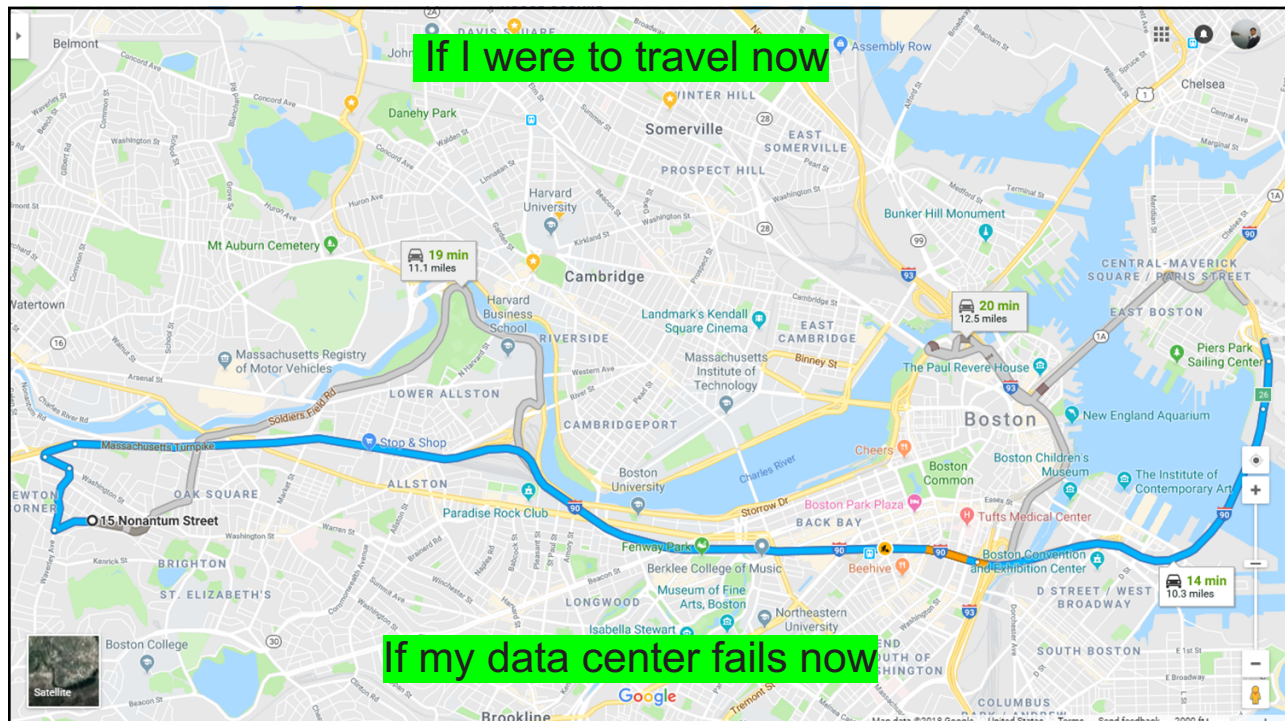
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## Recovery Readiness

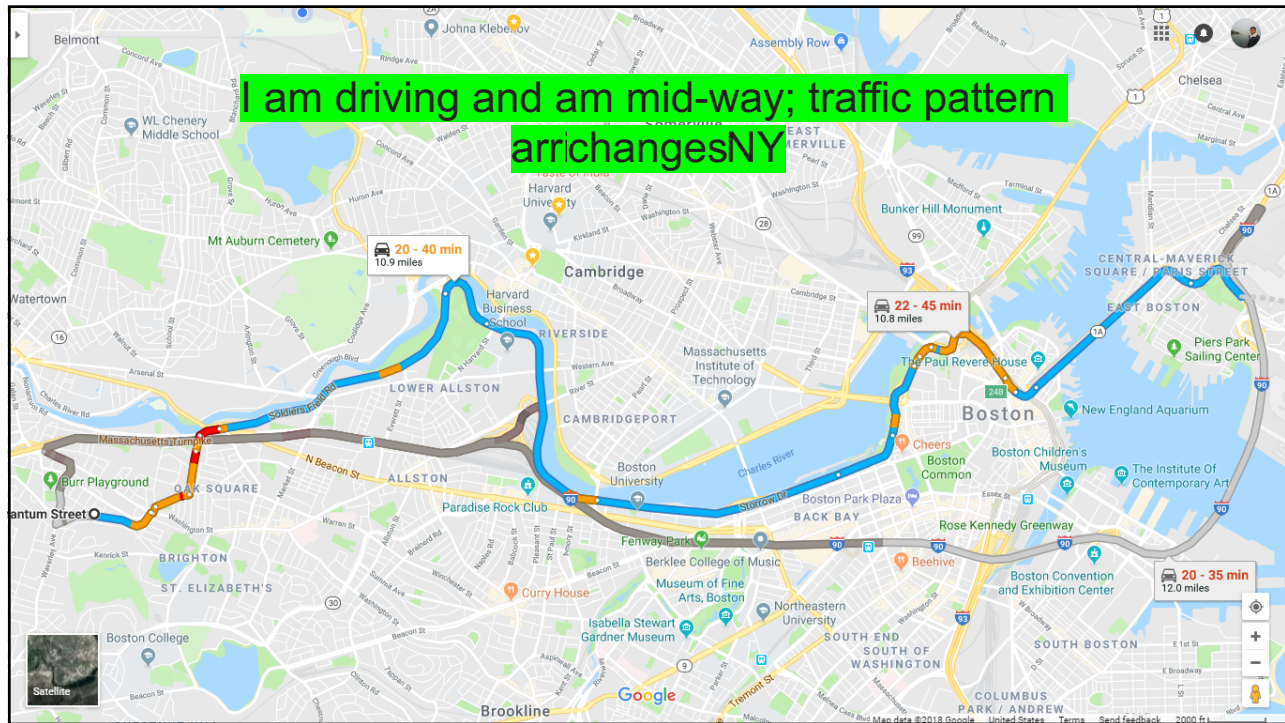
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**Thank You.**

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