

2012 Service Availability Benchmark Survey

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Executive Summary

This benchmark survey presents service availability metrics and related corporate practices that allow business continuity, disaster recovery, and IT specialists to compare their organization's performance and practices to their peers.

The results presented here are based on responses from 134 professionals from a wide range of industries and geographies collected through an online survey in February 2012.

Some of the key findings of the survey include:

- **Most organizations have commendable service availability goals for mission-critical systems:** 91% have an availability goal of >99.76% (less than 22 hours of downtime a year), 74% have a goal of higher than 99.91% availability (less than 8 hours of downtime a year), and 31% have a goal of 99.99% availability (less than one hour of downtime a year).
- **However, 27% of the organizations**

surveyed did not meet their service availability goals for mission-critical systems in 2011.

- Less than half the organizations (41%) conduct a complete disaster recovery test annually or more often, and **as many as 23% don't ever conduct a complete test. Consequently, 63% of the respondents have "medium" or "low" confidence in the completeness and accuracy of their disaster recovery testing.**
- 74% of the respondents run at least some mission-critical applications in a private cloud environment, while 34% run such applications in the public cloud. At the same time, **over a third of the respondents (34%) describe their disaster recovery and high availability capabilities for the cloud below the level of those capabilities for the rest of their systems.**

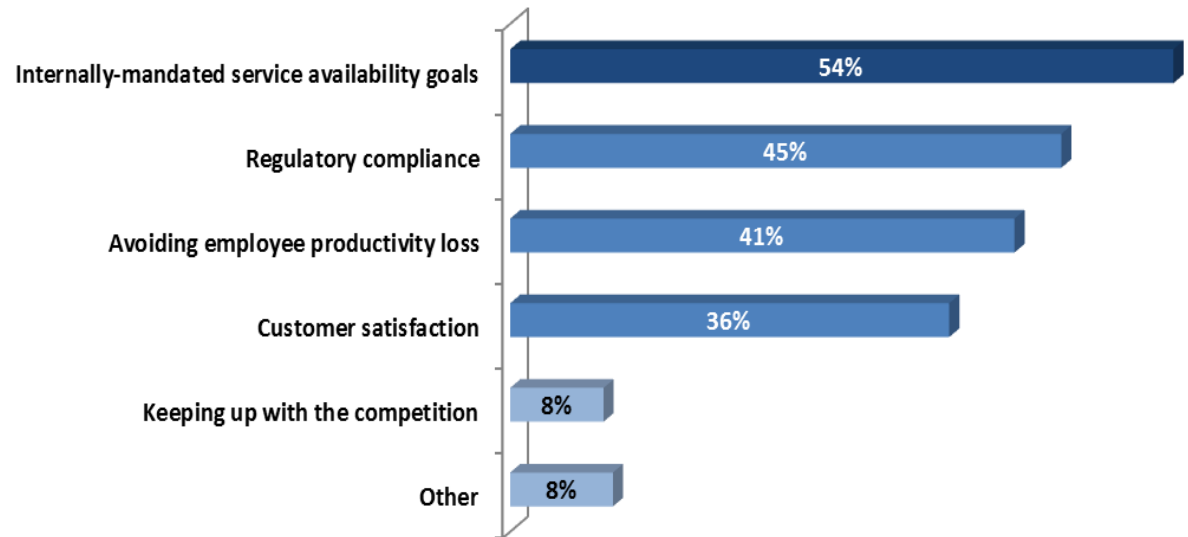
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What Drives DR efforts?

Internally-mandated service availability goals are the most common driver for DR efforts, cited by 54% of the respondents.

Ensuring regulatory compliance (45%), avoiding productivity loss (41%), and maintaining customer satisfaction (36%) were also high on the list.

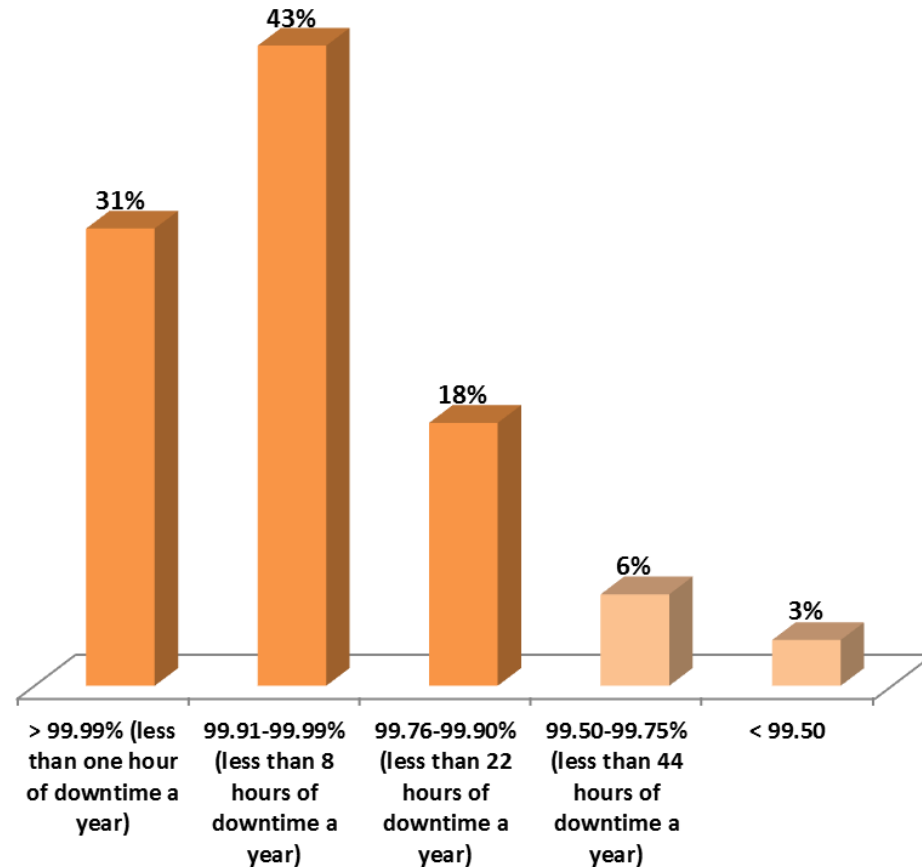


Respondents were asked for top two drivers, results add up to more than 100%.

Service Availability Goals

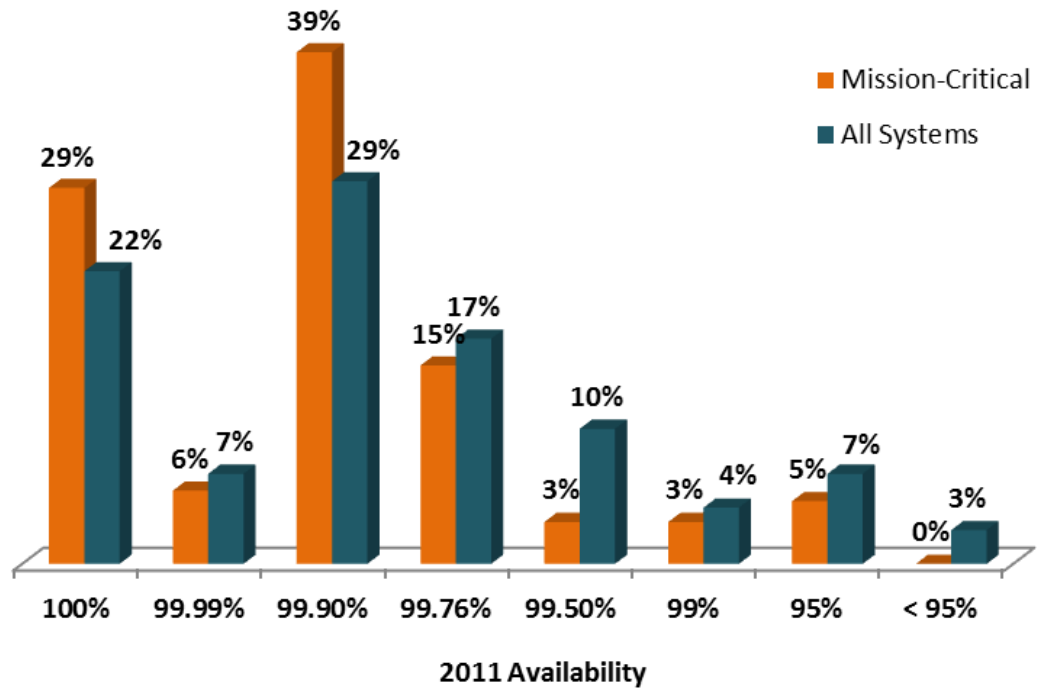
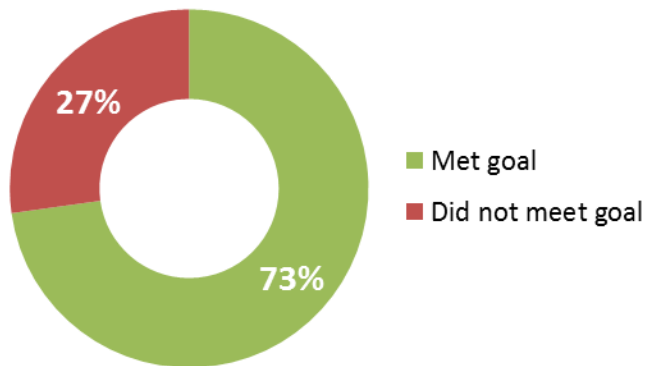
A vast majority of the organizations (91%) have a service availability goal of >99.76% (less than 22 hours of downtime a year) for mission critical systems.

Close to three quarters of the organizations (74%) have a goal of higher than 99.91% availability (less than 8 hours of downtime a year), and 31% have a goal of 99.99% availability (less than one hour of downtime a year).



Service Availability: The Reality

By their own account, 27% of the organizations surveyed did not meet their service availability goals for mission-critical systems in 2011.

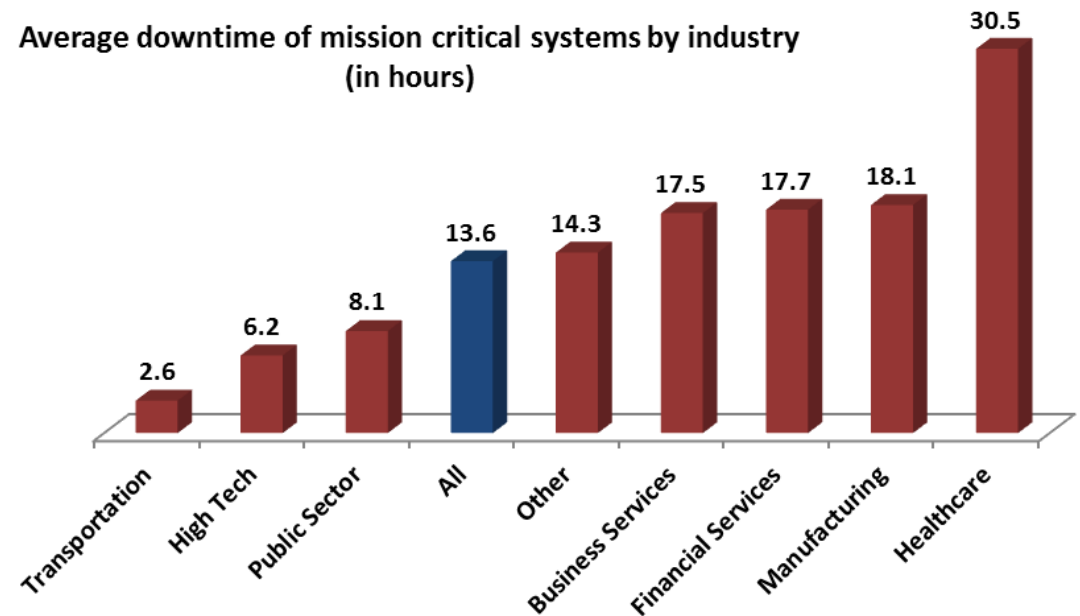


Which Industries Experience the Most Downtime?

The average downtime reported for mission-critical systems across all industries was 13.6, but some industries did better than others.

The lowest average downtime was reported by respondents from the transportation industry (2.6 hours for the year), followed by high-tech (6.2) and public sector organizations (8.1).

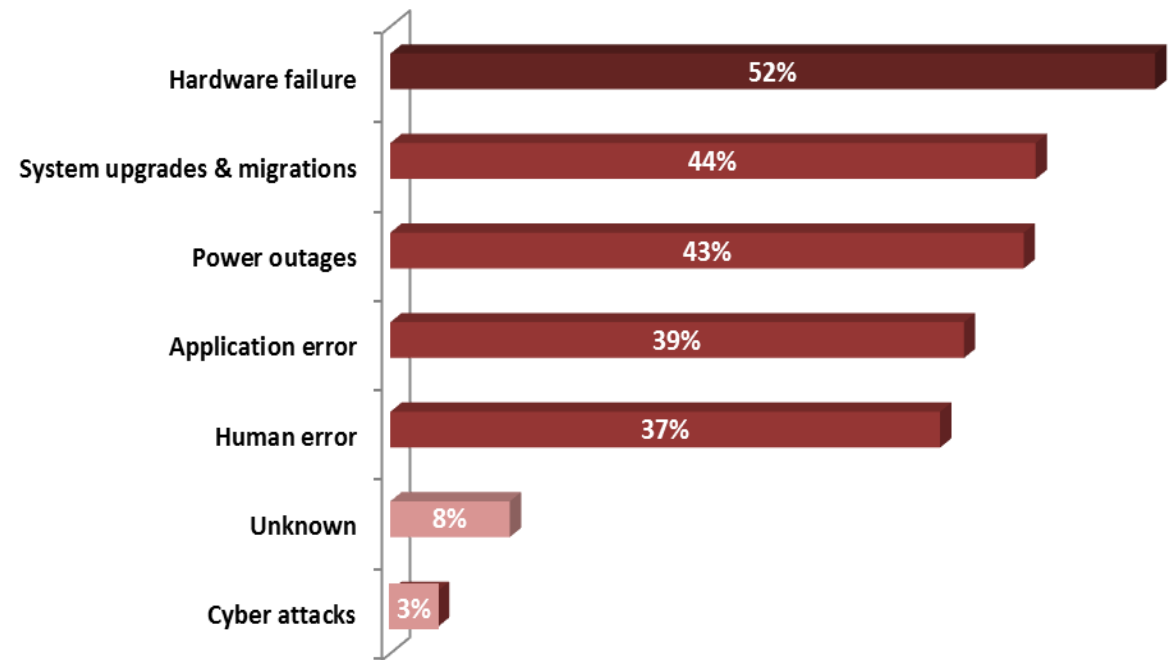
Highest downtime figures were reported by respondents from healthcare (30.5), manufacturing (18.1), financial services (17.7), and business services (17.5).



What Were the Causes for Outages?

Hardware failures were the most common reasons for system outage, cited by 52% of the respondents.

Other leading causes include upgrades & migrations (44%), power outages (43%), application errors (39%), and human error (37%).



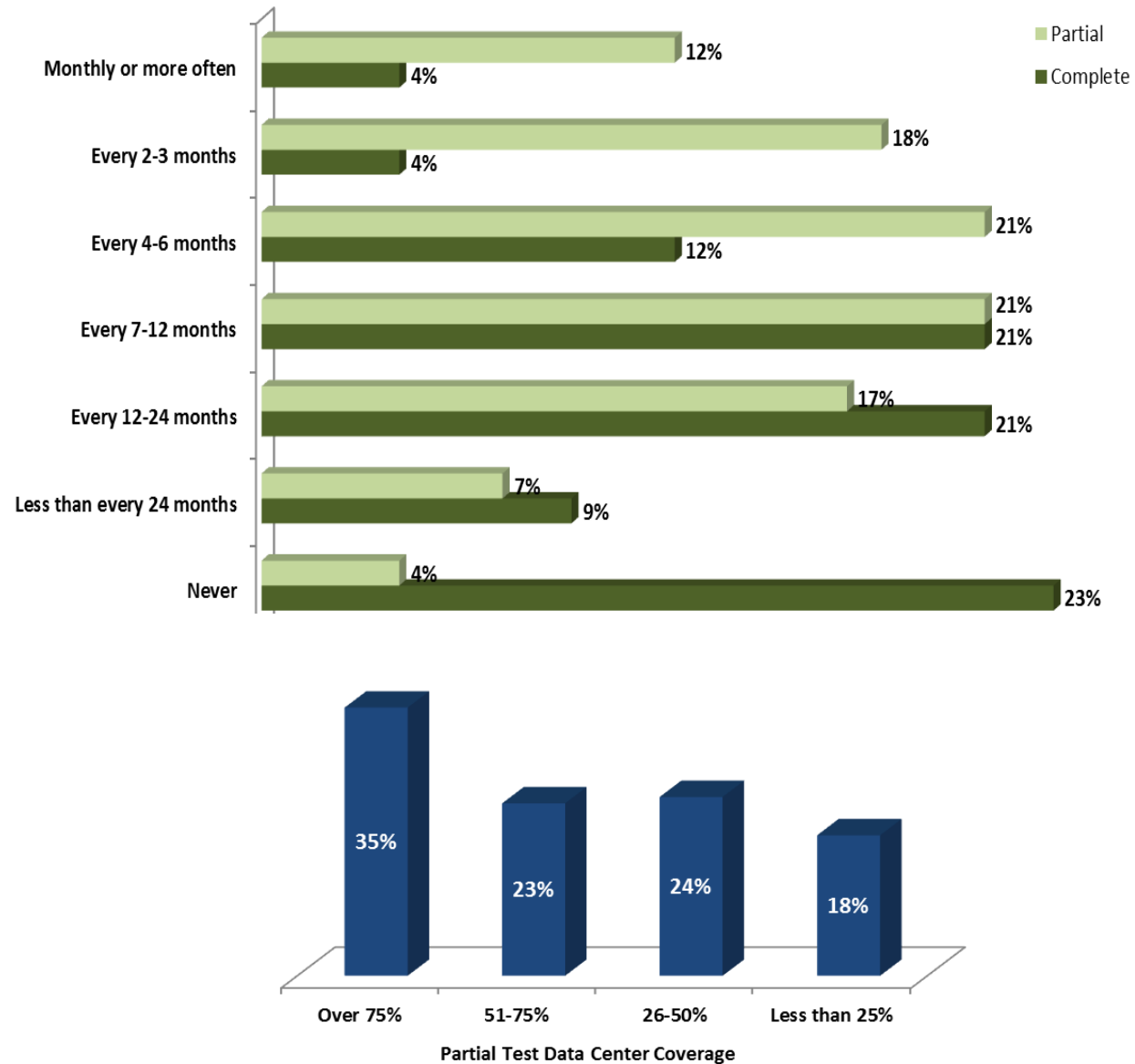
Multiple answers per respondent, results add up to more than 100%.

How Often Does Disaster Recovery Testing Take Place?

Most organizations surveyed (72%) conduct a partial disaster recovery test at least once a year.

At the same time, less than half the organizations (41%) conduct a complete test annually or more often, and as many as 23% don't ever conduct a complete test.

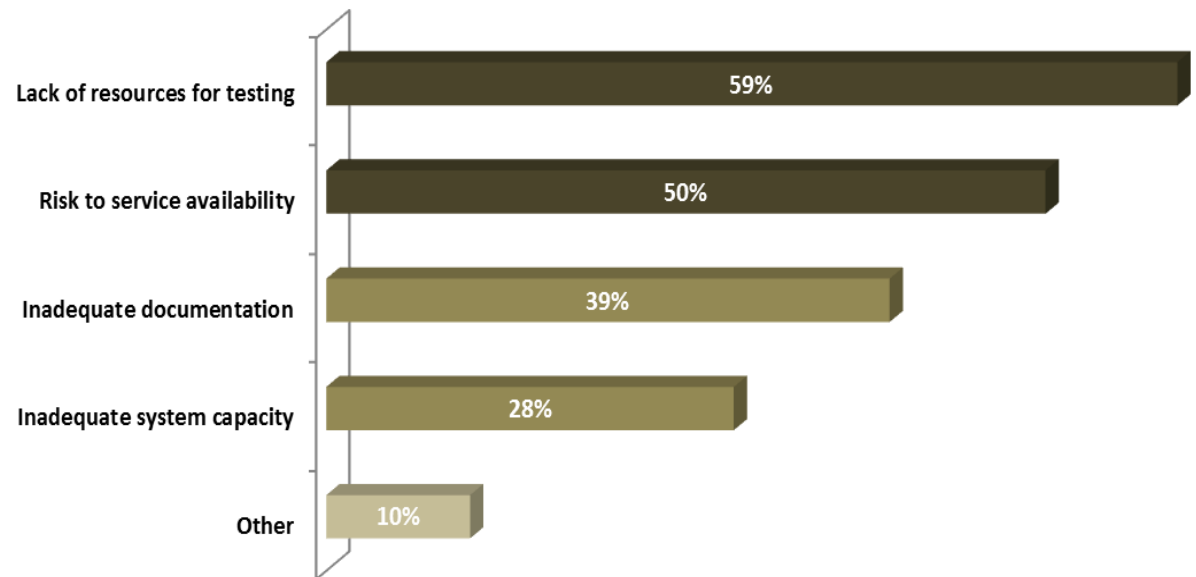
Partial tests cover over three quarters of the data center footprint in 35% of the organizations while 40% of the organizations cover less than half of their data center in these partial tests.



What Are the Top Challenges in Disaster Recovery Testing?

Lack of resources is the top challenge to disaster recovery testing, cited by 59% of survey respondents, followed by risk to service availability (50%).

Other challenges include inadequate documentation of disaster recovery components and topology (39%) and inadequate system capacity for testing (28%).

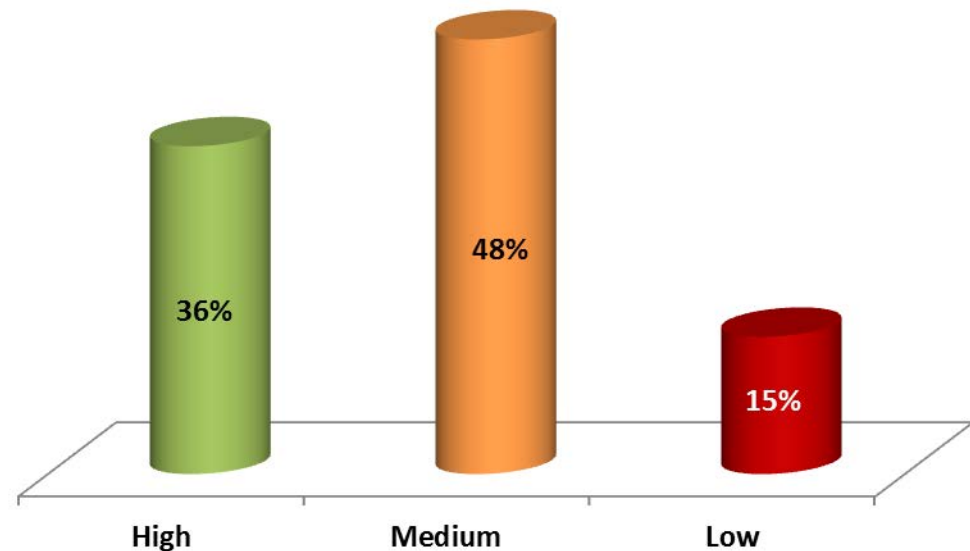


Respondents were asked for top two challenges, results add up to more than 100%.

Confidence in Disaster Recovery Testing

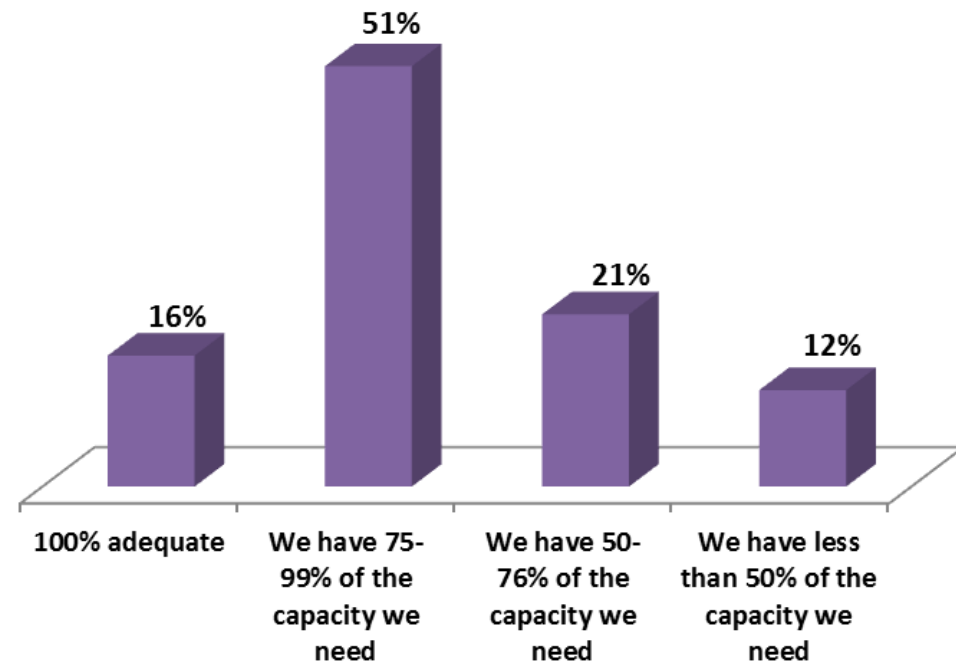
Close to half of the survey respondents (48%) describe their confidence in the completeness and accuracy of disaster recovery testing as “medium.”

36% have high level of confidence, while 15% have low confidence in their testing.



Disaster Recovery / Failover Capacity

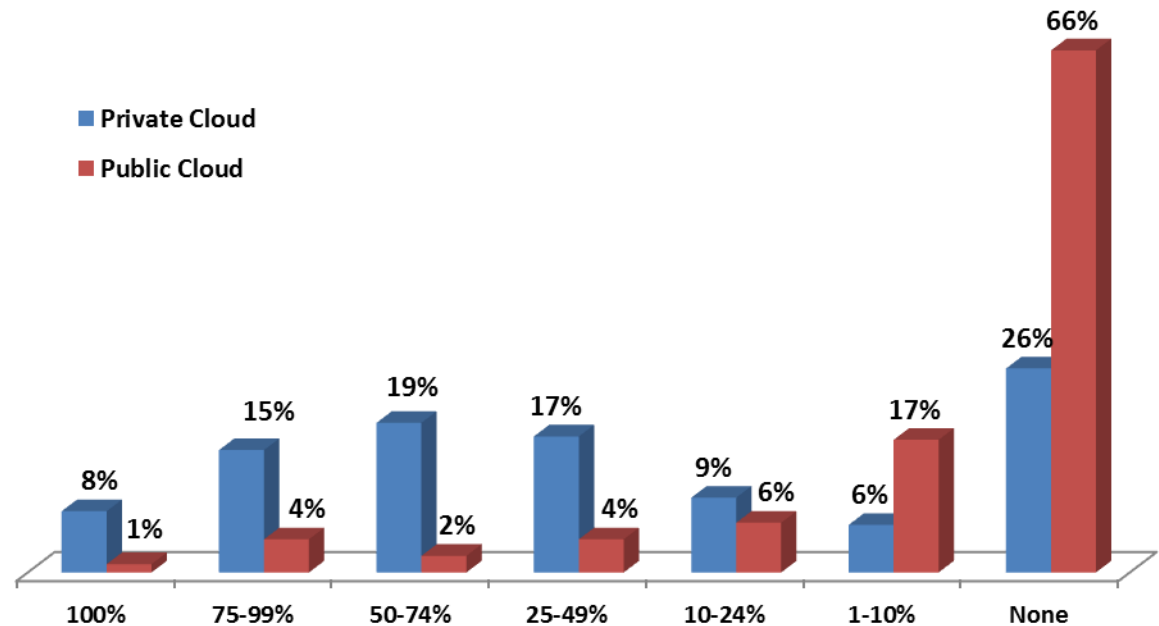
Only 16% of the organizations surveyed have adequate disaster recovery capacity, while a third of the organizations (33%) have less than 75% of the required capacity.



Mission-critical in the Cloud

Close to three quarters of the survey respondents (74%) run at least some mission-critical applications in a private cloud environment, while 34% run such applications in the public cloud.

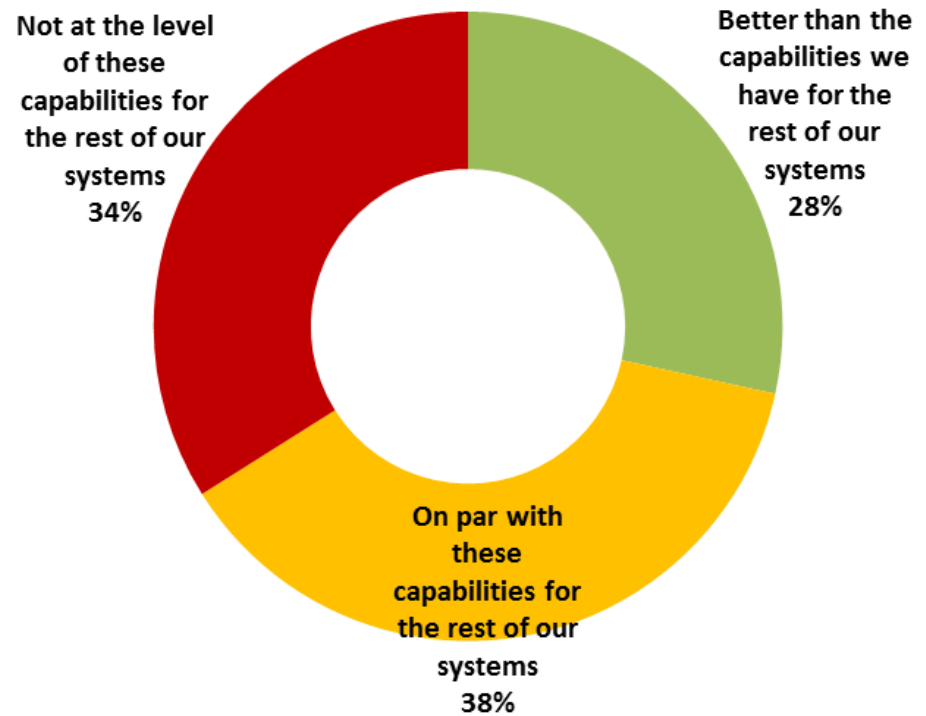
As many as 42% of the organizations run more than half of their mission-critical applications in the private cloud; only 7% do so in the public cloud.



Disaster Recovery and high Availability for Cloud Applications

Over a third of the respondents (34%) describe their disaster recovery and high availability capabilities for the cloud below the level of those capabilities for the rest of their systems.

At the same time, 28% describe their cloud capabilities as better than those for the rest of their systems.



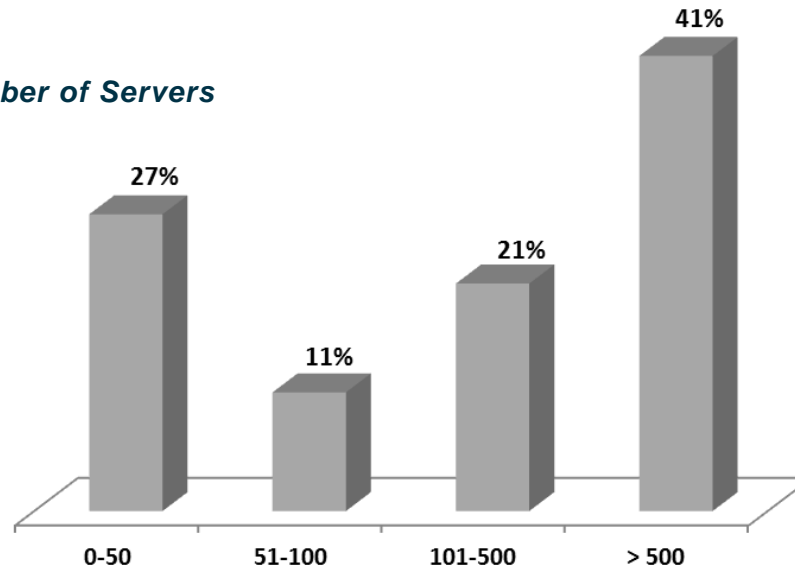
Respondent Demographics

Over a third of the survey respondents come from organizations of 5,000 or more employees (36%) and have more than 500 servers in their data center (41%).

Number of Employees



Number of Servers

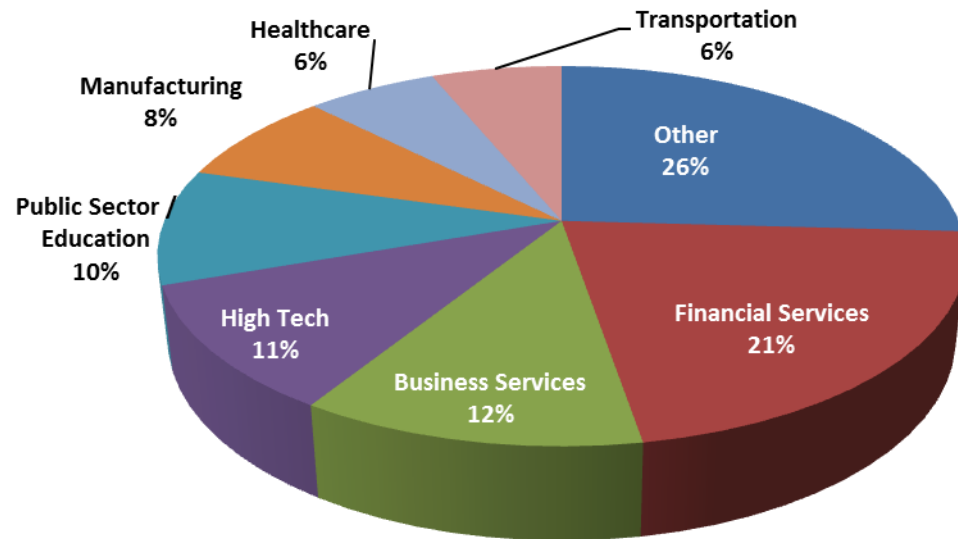


Respondent Demographics (cont.)

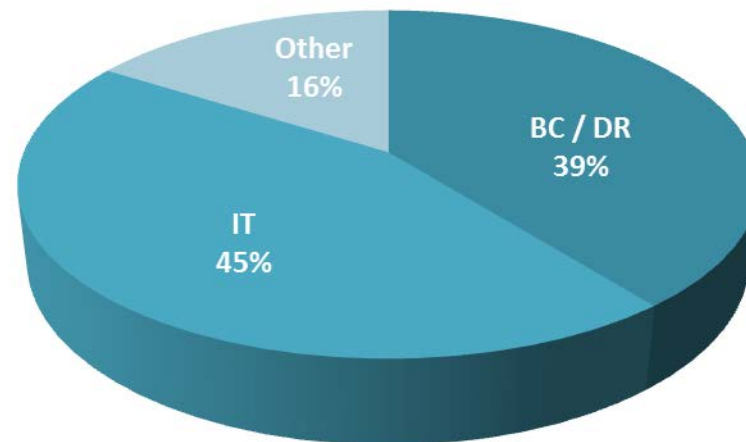
Financial services (26%), business services (12%), and high tech (11%) are the industries most prominently represented by survey respondents.

Close to half of the respondents (45%) come from the IT organization, while 39% are in business continuity and disaster recovery roles.

Industry



Role in the organization



Sign up for a Service Availability Assessment

- Find hidden risks that can jeopardize your data center
- Test your environment against a database of 5,000+ documented availability risks
- Get actionable recommendations that will help you eliminate availability risks before they impact your business

100% of the companies that have performed the assessment uncovered vulnerabilities that were previously undetected!

Sign up today



About Continuity Software

Continuity Software is a leading provider of Business Continuity and Disaster Recovery Risk Management solutions.

Our RecoverGuard software helps many of the world's largest organizations mitigate downtime and data loss risks by monitoring production and remote replication environments to detect hidden vulnerabilities and gaps.

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