SNIA Europe reveals lack of testing of Euro disaster recovery plans

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Disaster recovery and backup are key concerns, yet rarely reviewed or tested, according to new research.

London / Paris – 2nd April 2003 – Disaster recovery and backup are the biggest technology concerns for end-user respondents to the Storage Networking Industry Association Europe (SNIA-E) Storage Audit 2002. Best practice seems to be patchily adhered to, with less than half of those questioned testing and reviewing backup and restore practices every six months or less. Surprisingly, 12% admit to not having a backup and restore procedure in place.

The storage audit was commissioned by the SNIA Europe and took place between September 2002 and January 2003 and was responded to by storage professionals from end-user organisations throughout Europe. The research was undertaken in order to better understand the storage demands, requirements and usage habits of IT directors across Europe, and the results will be used to enable the SNIA-E to tailor future industry initiatives to meet the needs of the end-user community.

Disaster recovery is of primary concern to 57% of those that participated. Twenty four percent do not have a disaster recovery plan in place, although almost half feel that their colleagues and employees would know what to do in a disaster situation. That said, almost a third (32%) of those questioned do make the effort to reassess and test their disaster recovery plan annually, while 20% make the effort to test procedures at least every six months.

Analyst house Gartner reports that up to two in every five data outages of mission-critical data are caused by user error, not by technology malfunctions. That still leaves 60% of outages down to technology and indicates how vital an effective disaster recovery plan and a solid storage network is for backup and restoration of data. As a result, it is hardly surprising that almost half of respondents are happy to use a storage service provider for disaster recovery and 41% for backup. Only 24% are happy to trust their online data to an SSP.

Charles Inches, Chairman of the SNIA Europe end-user advisory board commented: "To those outside of the frontline of IT management, the indication that the realities of disaster recovery and backup are so far removed from best practice may be surprising. New ways of handling data, such as storage virtualisation help reduce some of the headaches and allow companies to focus on other essential areas of the business, such as improving security and ensuring return on investment of new technology investments."

Michel Grosbost, Chairman of the SNIA Europe said: "The ongoing work of the SNIA-E is to make the life of IT director's easier, by implementing a common, standards-based approach to storage technologies and topologies. This latest SNIA-E research shows the importance of the industry working together to provide more user friendly, mission critical storage solutions."

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Interviews available

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Gartner statistics may be found at www.gartner.com

About the SNIA Europe Storage Audit:

The audit was based on a questionnaire issued by SNIA Europe to obtain the views of organisations on issues regarding data storage. Responses were obtained from 100 respondents representing storage professionals from end-user organisations throughout Europe. Responses were collected during the period of September 2002 through to January 2003 at a variety of European events and via SNIA Europe's website. A full copy of the report is available from Omarketing Limited.

About the Storage Networking Industry Association Europe (SNIA-E)

The Storage Networking Industry Association is a not-for-profit organisation made up of more than 300 companies and individuals worldwide spanning virtually the entire storage industry – end users, vendors and resellers. SNIA members share a common goal: to set the pace of the industry by ensuring that storage networks become efficient, complete and trusted solutions across the IT community.

To this end, the SNIA is uniquely committed to delivering standards, education and services that will propel open storage networking solutions into the broader market. For information, contact the SNIA Europe on +33 1 47 49 06 23 or +33 1 34 58 46 72 or via e-mail at euroinfo@snia.org, or visit the SNIA web site at   http://www.snia-europe.org

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