AT&T Business Continuity Study Results

May 2007
Results for all three years (2005, 2006, and 2007) are based on 1,000 interviews among Information Technology (IT) executives with complete or partial managerial authority within the IT function at companies with over $10 million in annual revenue.

The sample for 2007 consists of 100 telephone interviews each in 10 selected market areas: Boston, New York, Atlanta, Cleveland, Chicago, Minneapolis/St. Paul, Memphis/Nashville, Houston, Los Angeles, and San Francisco.

The telephone interviews in 2007 were conducted between January 17 and February 14, 2007, and the interviews averaged 10 minutes in length.
Which of the following best describes your current involvement with your company regarding business continuity plans?

- Oversight & Project Management
- Part of the project team designing/implementing the plan
- Recommend purchase of IT/security products for the plan
- Don't know/Refused

2007 | 2006 | 2005
---|---|---
Oversight & Project Management | 44% | 44% | 43%
Part of the project team designing/implementing the plan | 26% | 31% | 27%
Recommend purchase of IT/security products for the plan | 28% | 21% | 27%
Don't know/Refused | 3% | 3% | 3%
Which of the following best describes your business’s approach to business continuity planning?

- Always been a priority
- Been a priority in recent years
- Important but not a high priority
- Not important
- Don't know/None of these

AT&T 2007 Business Continuity Study
Does your organization have a business continuity plan?

- Yes: 72% in 2007, 73% in 2006, 67% in 2005
- No: 26% in 2007, 24% in 2006, 31% in 2005
- Don't know: 3% in 2007, 4% in 2006, 2% in 2005
What types of business continuity measures are you planning to implement in the next six months, if any?

- Establish redundant servers/Backup sites: 21% (2007), 16% (2006)
- Implement Internet security measures: 15% (2007), 13% (2006)
- Use a service provider for outsourcing: 9% (2007), 10% (2006)
- Other: 18% (2007), 9% (2006)
- Don't know/None: 55% (2007), 52% (2006)
Has your company ever suffered from a disaster?

- Yes: 24% in 2007, 16% in 2006, 28% in 2005
- No: 75% in 2007, 71% in 2006, 84% in 2005
- Don't know: 1% in 2007, 1% in 2006, 0% in 2005
Is cyber-security part of your overall business continuity plan?

- Don't know: 2%, 3%, 2%
Which do you regard as the most significant threat? The second and third most significant?

- Customer access to internal systems: 22% (2007), 16% (2006), 14% (2005)
- Competitor espionage: 9% (2007), 16% (2006), 8% (2005)
- Terrorist attacks: 8% (2007), 7% (2006), 8% (2005)
- Customer access to internal systems: 7% (2007), 5% (2006), 7% (2005)
- Don't know/none: 3% (2007), 3% (2006), 3% (2005)
- Other: 2% (2007), 2% (2006), 2% (2005)
Where would you place cyber-security as a concern for your company?

- 1 - Not a concern at all
- 2
- 3
- 4
- 5 - It is a top concern

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>2</td>
<td>11%</td>
<td>10%</td>
<td>11%</td>
</tr>
<tr>
<td>3</td>
<td>27%</td>
<td>26%</td>
<td>29%</td>
</tr>
<tr>
<td>4</td>
<td>32%</td>
<td>32%</td>
<td>33%</td>
</tr>
<tr>
<td>5</td>
<td>24%</td>
<td>28%</td>
<td>22%</td>
</tr>
</tbody>
</table>
As the person responsible for business continuity at your company, which one of the following is most likely to keep you up at night?

- Viruses/Worms: 31%
- Security Breaches: 22%
- Natural Disasters: 18%
- Man-made Disasters: 12%
- Web Sites Crashing: 10%
- Don't Know: 8%
What is your job title?

<table>
<thead>
<tr>
<th>Position</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>IS/IT Manager/Director</td>
<td>60%</td>
<td>56%</td>
<td>60%</td>
</tr>
<tr>
<td>CIO</td>
<td>37%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Vice President</td>
<td>6%</td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td>MIS or Sales Manager/Director</td>
<td>4%</td>
<td>3%</td>
<td>13%</td>
</tr>
<tr>
<td>CFO</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>President/CEO</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>COO</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>CTO</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
<td>14%</td>
<td>12%</td>
</tr>
</tbody>
</table>

* Less than one-half of one percent
How many employees work for your organization?

- 500-999: 10% (2007), 14% (2006), 14% (2005)
- 1000 or more: 13% (2007), 14% (2006), 22% (2005)
- Refused/Don't know: 3% (2007), 3% (2006), 2% (2005)
What was your company’s total revenue for the last fiscal year?

- $10 million but less than $15 million: 13% (2007) / 10% (2006)
- $15 million but less than $20 million: 5% (2007) / 7% (2006)
- $20 million but less than $25 million: 5% (2007) / 4% (2006)