IT Strategies and Resilience During COVID-19

Summary Results | January 2021

GATEPOINT RESEARCH PulseReport

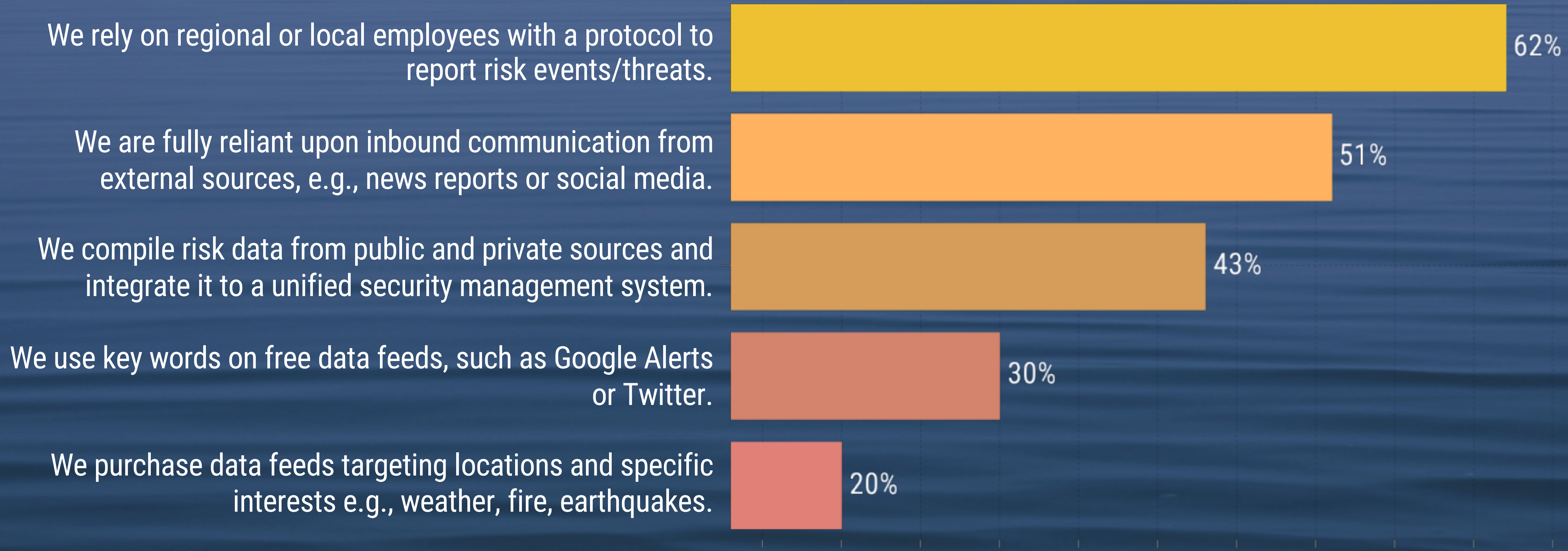
EXECUTIVE OVERVIEW

The effect of the COVID-19 pandemic on the business environment has been pervasive and profound. Shifts in the workforce and resource shortages, supply and demand changes, and other rapidly evolving events can create havoc. Amidst the chaos, staying ahead of security risks, both cyber and physical, is more important than ever. In this new environment, operational risk groups are central to the success of the business. What are organizations doing differently during this business climate?

This survey asks respondents to report:

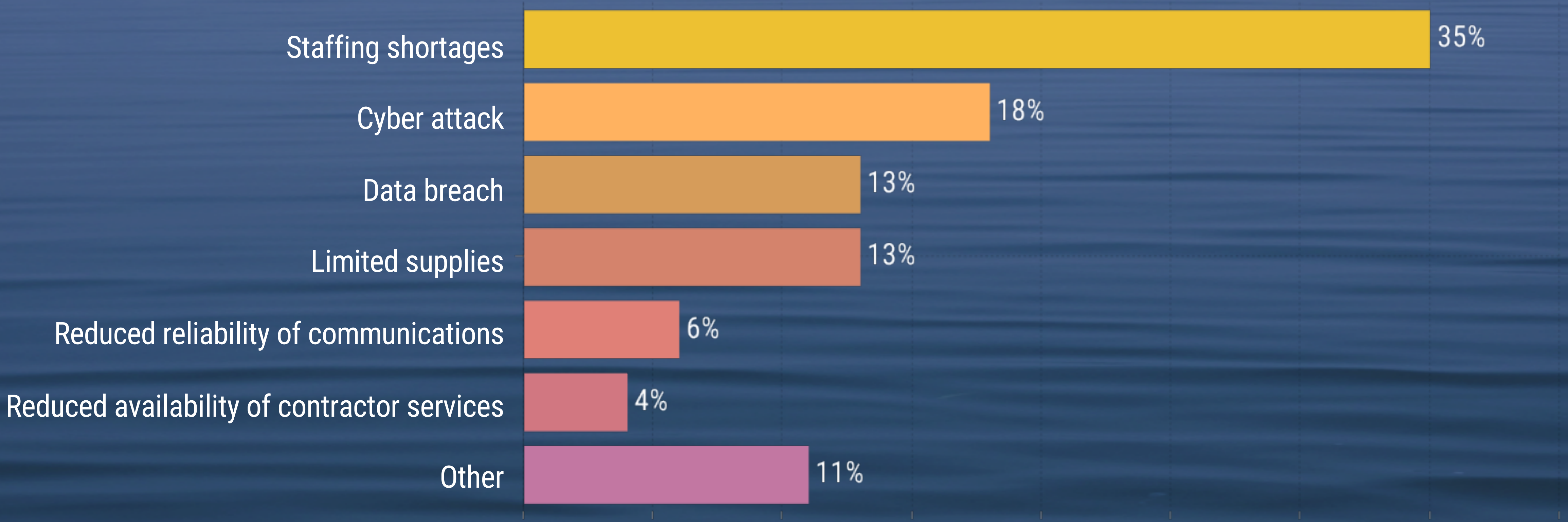
- What information sources does your organization rely on to find out about risk events/threats such as a pandemic or cybercriminal activity?
- What potential business consequence of the pandemic is most concerning?
- To what extent is your organization leveraging metrics to improve critical event responses and MTTR?

What information sources does your organization rely on to find out about risk events/threats such as a pandemic or cybercriminal activity?



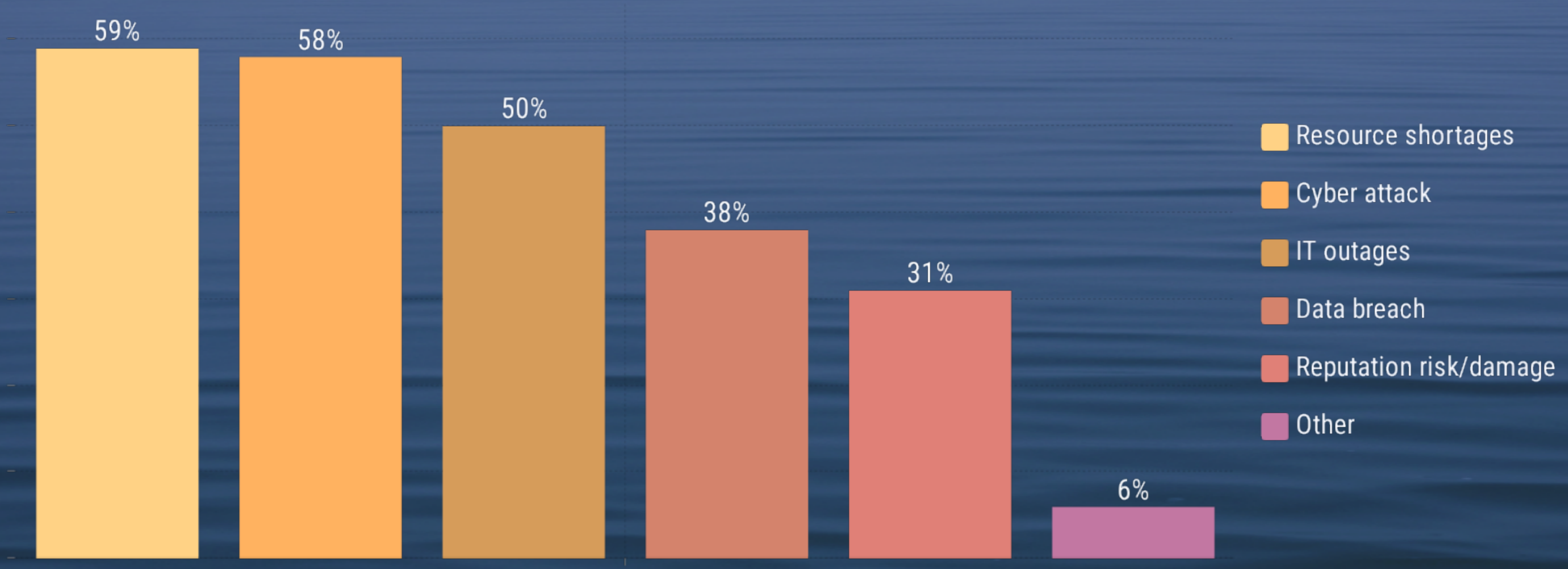
Respondents use a variety of information sources to alert them about risk events. Most (62%) rely on regional employees to report such events or threats. Roughly half rely on inbound communication from external sources, such as social media. The fewest (just 20%) actually purchase data feeds that target specific locations or interests.

What potential business consequence of the pandemic is most concerning?



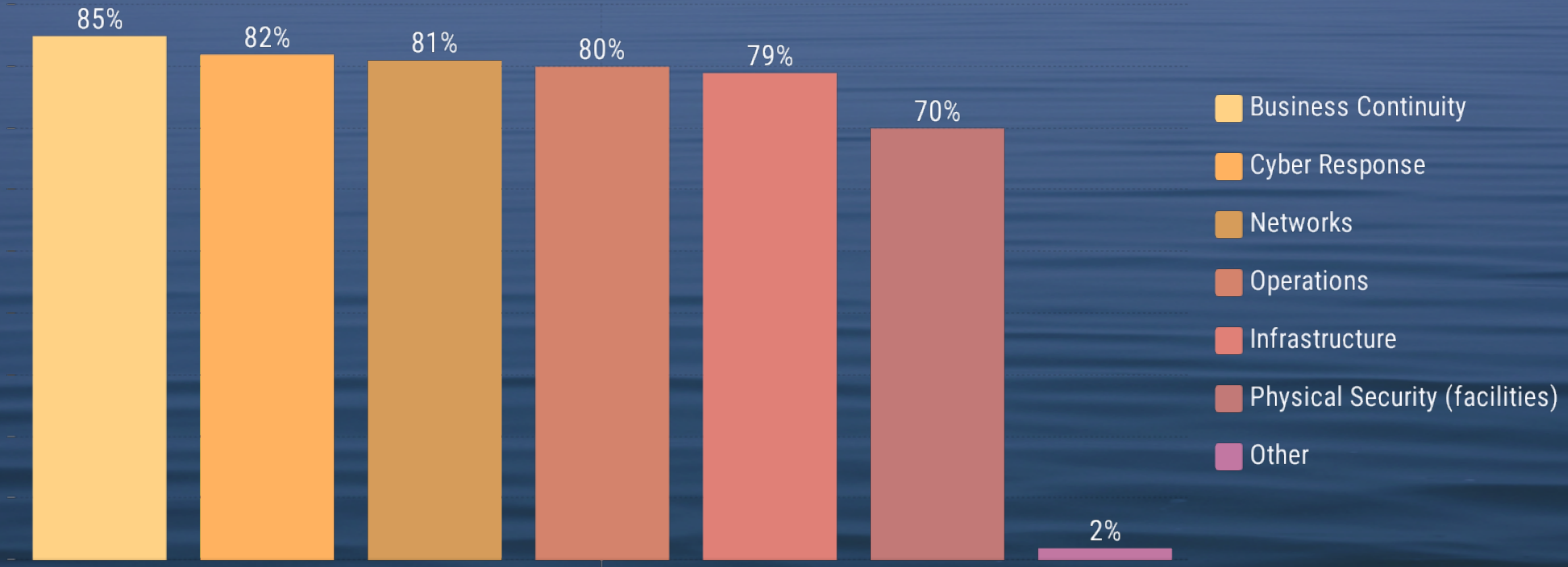
Staffing shortages as a consequence of the pandemic concerns far more respondents (35%) than any other, such as a cyber attack (18%) , data breach, or limited supplies (13% each).

During the pandemic, what do you think would disrupt your company operations?



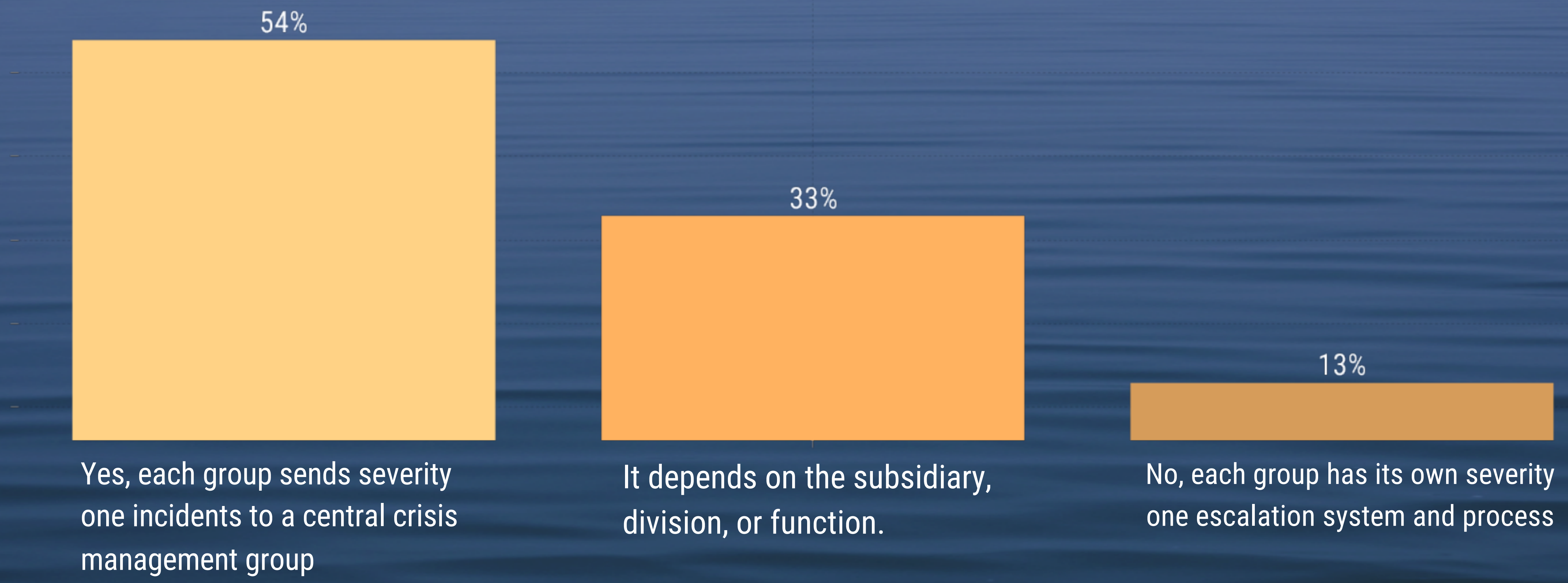
Half or more of those surveyed confirm these three events would disrupt company operations: Resource shortages (say 59%), cyber attack (58%), and IT outages (50%). Roughly a third cite two more disrupting events: data breach (38%) and brand reputation damage (31%).

What operational risk groups do you have in place?



The majority of respondents have deployed operational risk groups in place to cover all six areas: business continuity, cyber response, networks, operations, infrastructure, and physical security.

When responding to severity-one incidents, do your operational risk groups use a standardized escalation system and process across the enterprise?

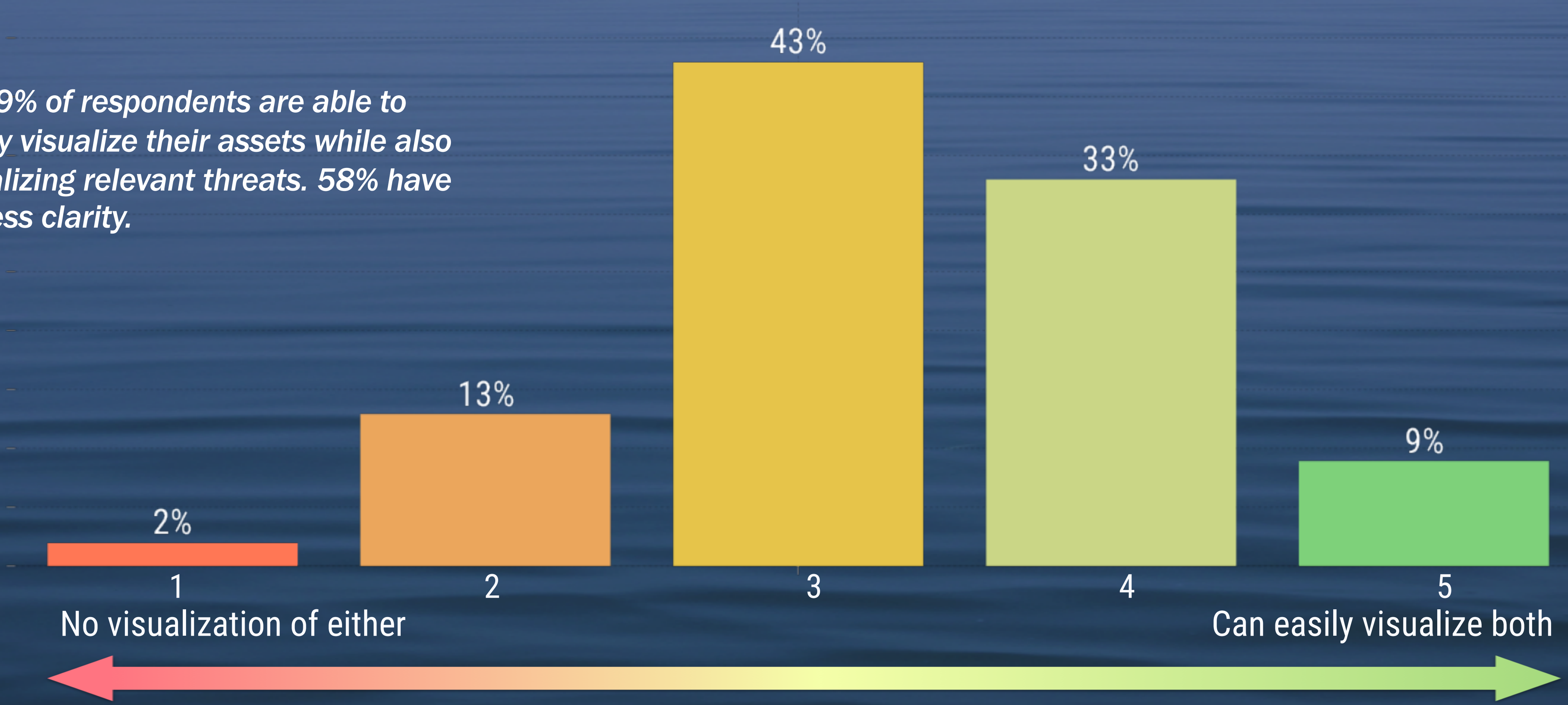


54% of respondents use a central crisis management group to coordinate severity-one incidents across individual operational risk groups. A third rely on the individual subsidiary, division, or function to manage their incidents. A few (13%) silo their groups' escalation systems and processes.

How easily can you visualize both assets and threats to those assets?

(Rate 1 to 5: 1 = We have no visualization of either, 5=We can easily visualize both assets and threats)

Just 9% of respondents are able to easily visualize their assets while also visualizing relevant threats. 58% have far less clarity.



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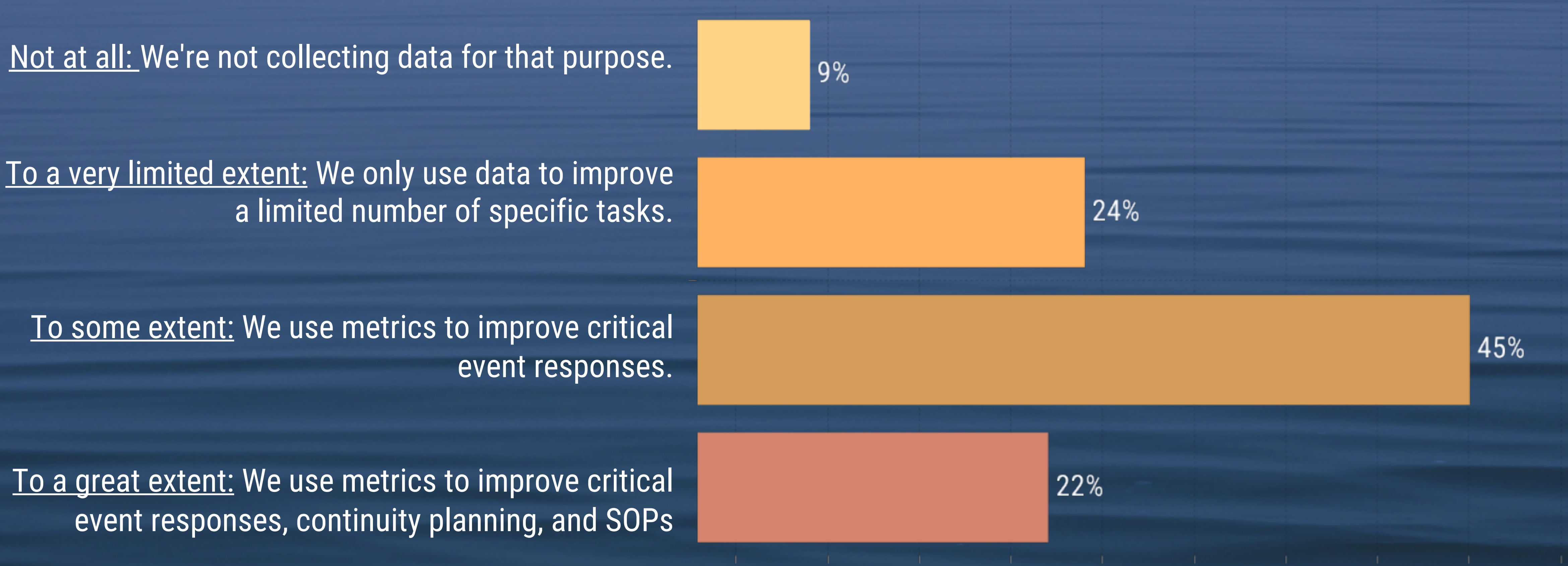
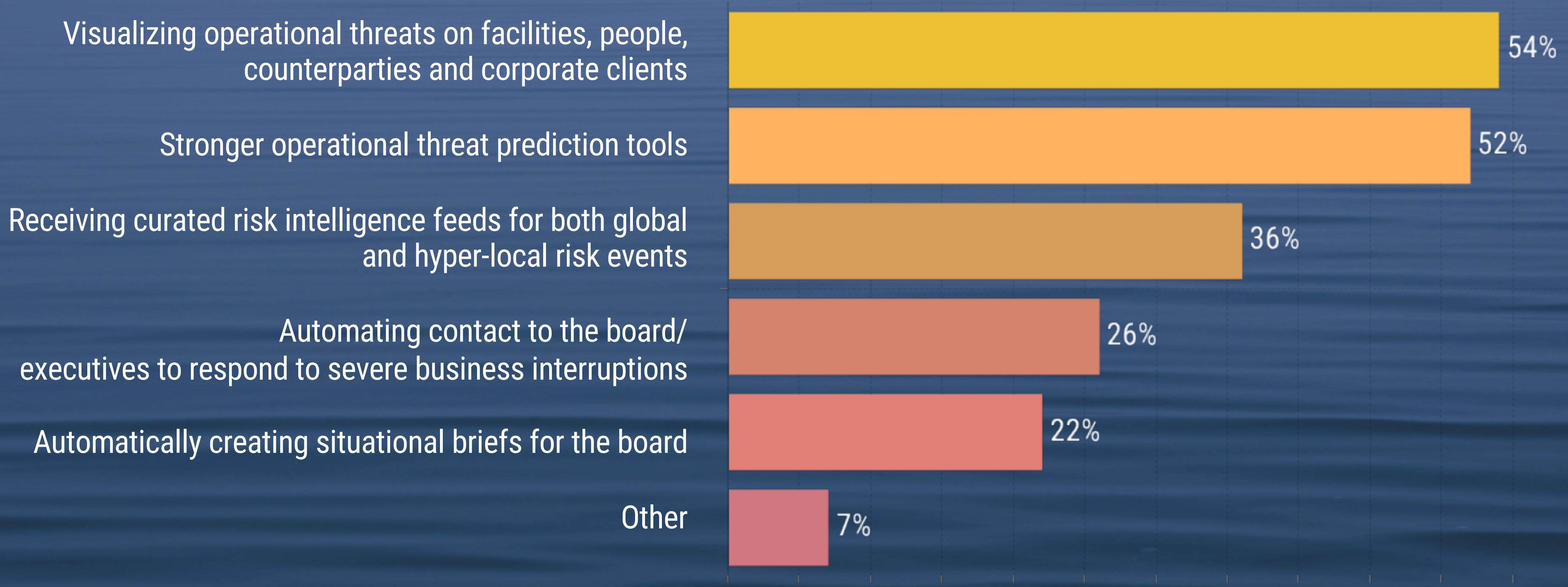
To what extent is your organization leveraging metrics to improve critical event responses and MTTR?



Metrics are not used or only used to a very limited extent by a third of respondents. More respondents use metrics to improve critical event responses (45%). A minority make the best use of metrics, using data to improve critical event responses, business continuity planning, and SOPs.

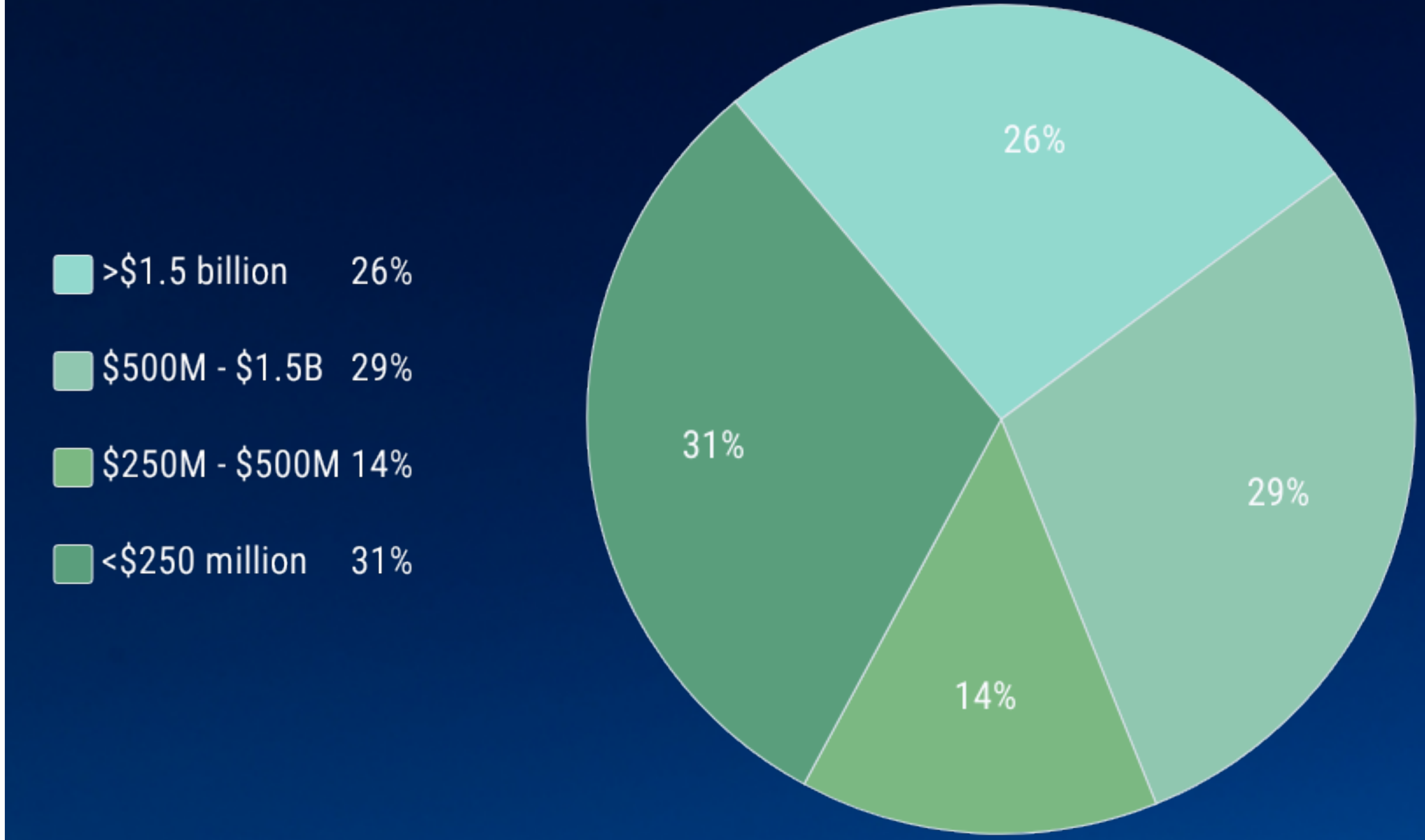
What would make your organization more secure during the pandemic?



More than half of those surveyed would feel more secure during the pandemic if they could visualize all types of operational threats and/or have stronger threat prediction tools.

REVENUE

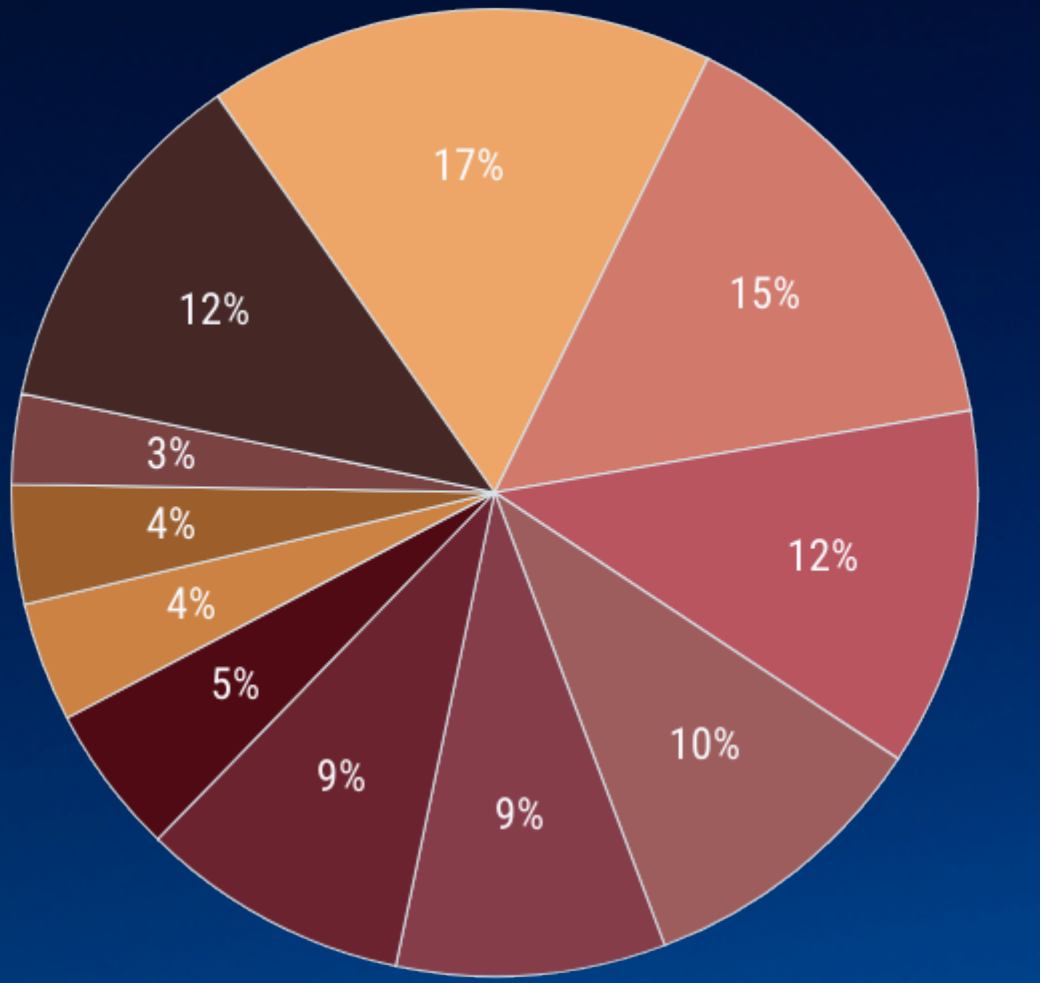
26% of those surveyed work in Fortune 1000 companies with revenues over $1.5 billion.



INDUSTRY SECTORS

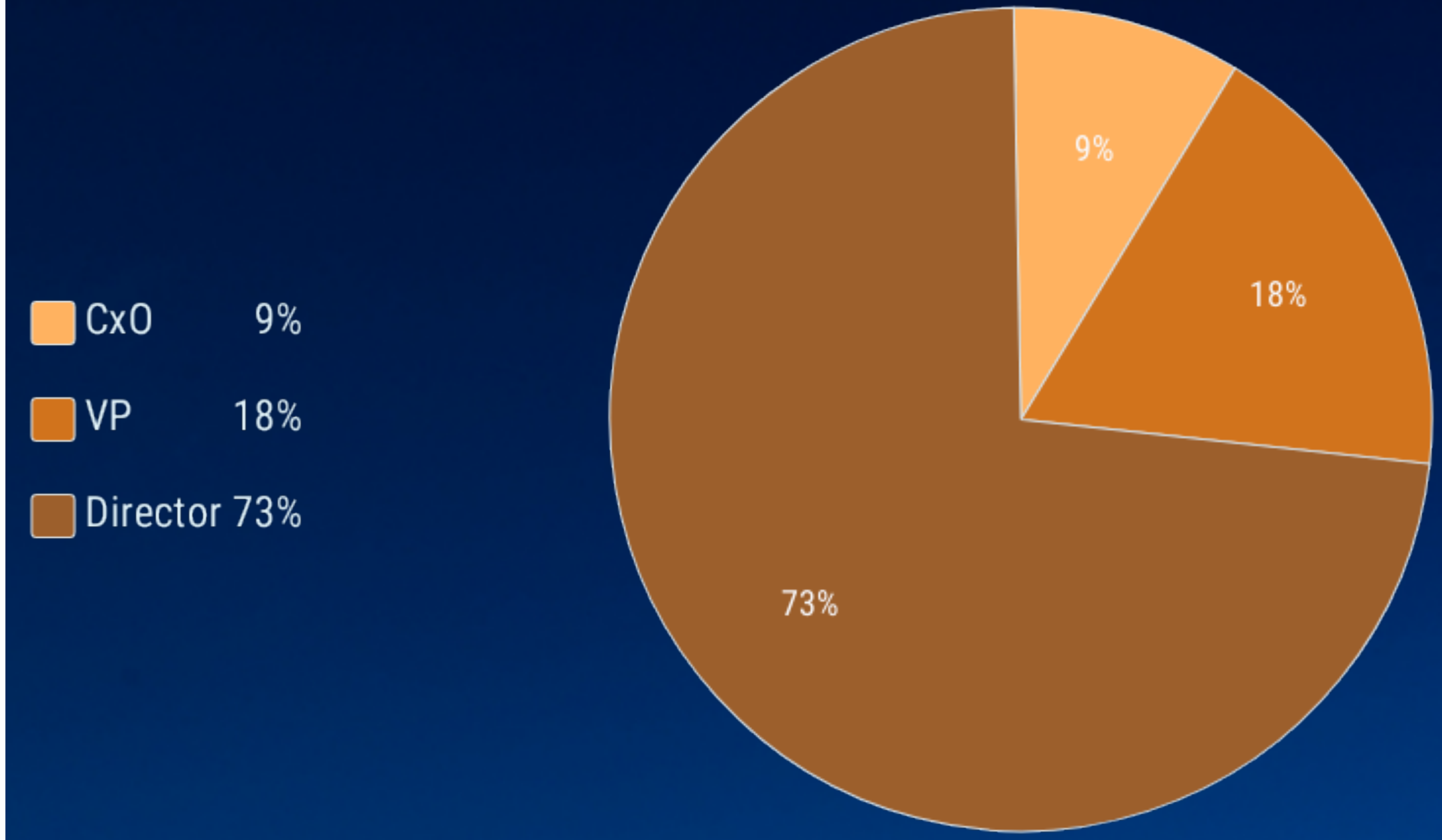
Responders represent a wide variety of industries.

🟧	Mfg - General	17%
🟥	Business Services	15%
🟥	Retail Trade	12%
🟫	Consumer Services	10%
🟥	Mfg - High Tech	9%
🟥	Wholesale Trade	9%
🟥	Construction	5%
🟧	Mfg - Primary	4%
🟫	Transportation	4%
🟫	Education	3%
🟫	Utilities, Financial Services, Healthcare, Media, Public Admin	12%



JOB LEVEL

99% of survey respondents hold director or executive level positions in their organization.



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During critical business events and public safety threats, such as IT outages, active shooter situations, or a global pandemic, over 5,200 global customers rely on Everbridge's IT Alerting and Critical Event Management Platform to quickly and reliably aggregate and assess threat data, locate people at risk and responders able to assist, automate communication, and track progress of response plan execution.

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