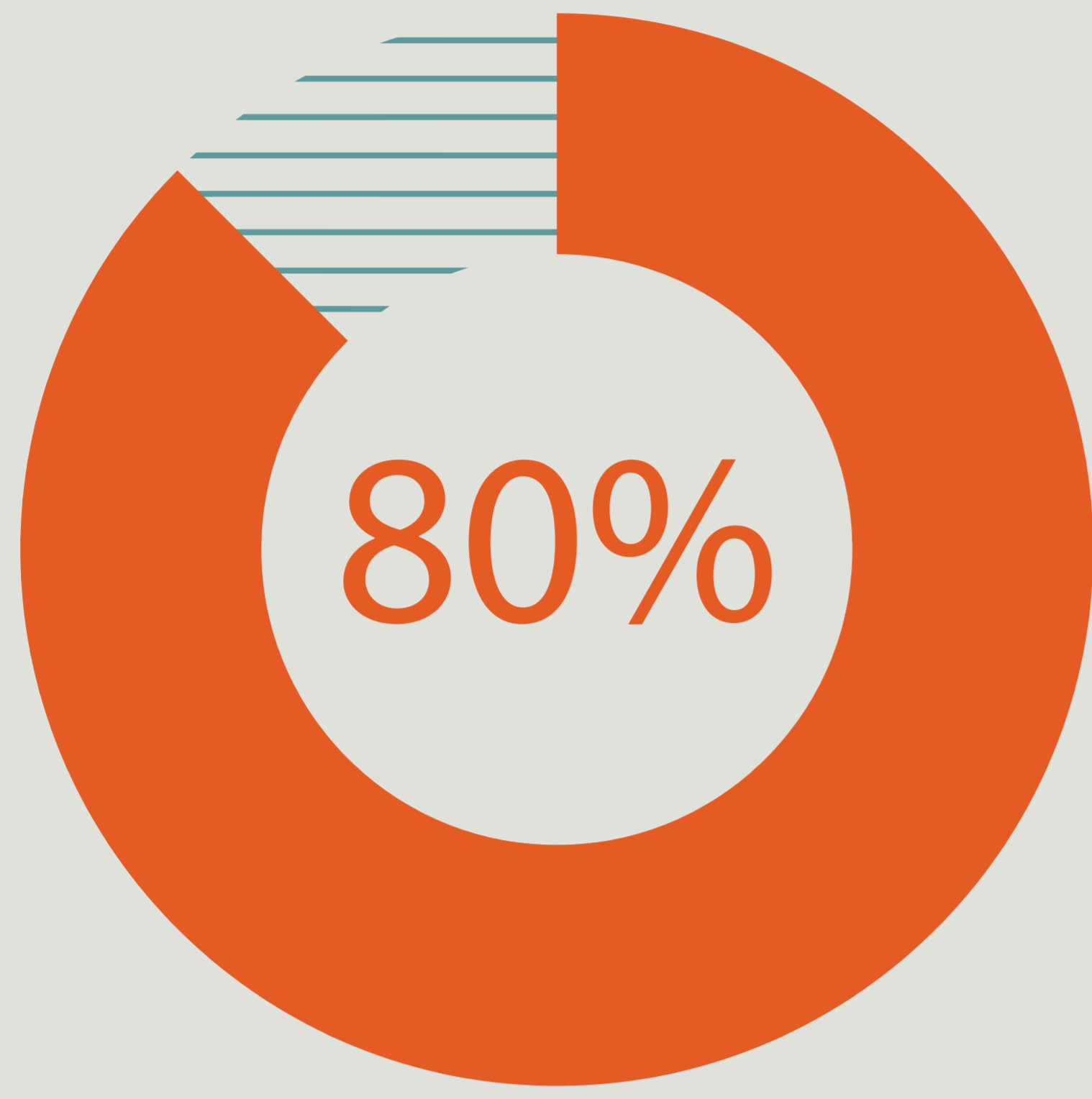




What would happen to your service desk if disaster struck?
 How prepared would you be and how quickly could you re-establish service?

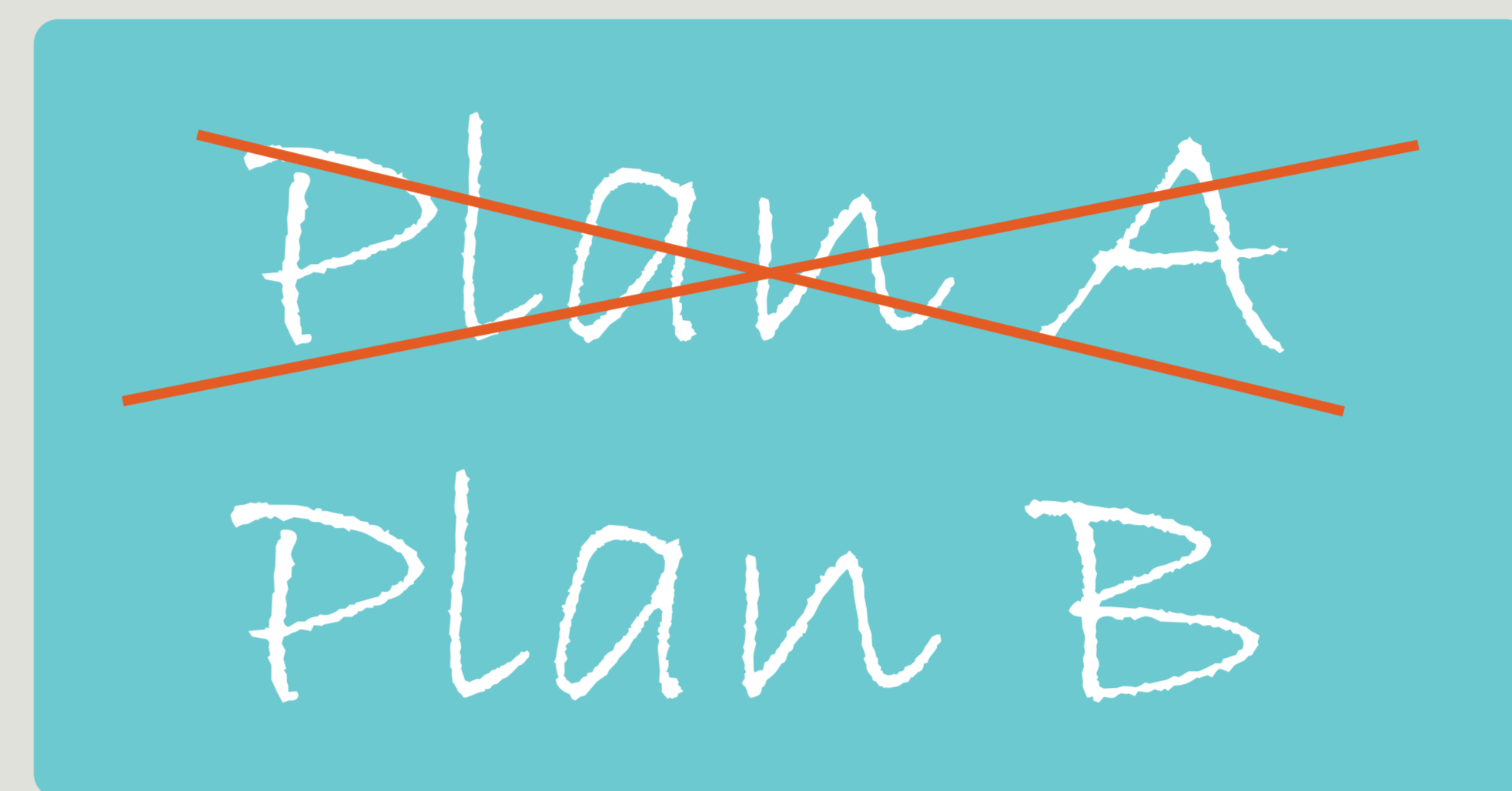
CONTINUITY OF THE SERVICE DESK – PLANNING FOR THE FUTURE

DOES YOUR SERVICE DESK HAVE A PLAN?



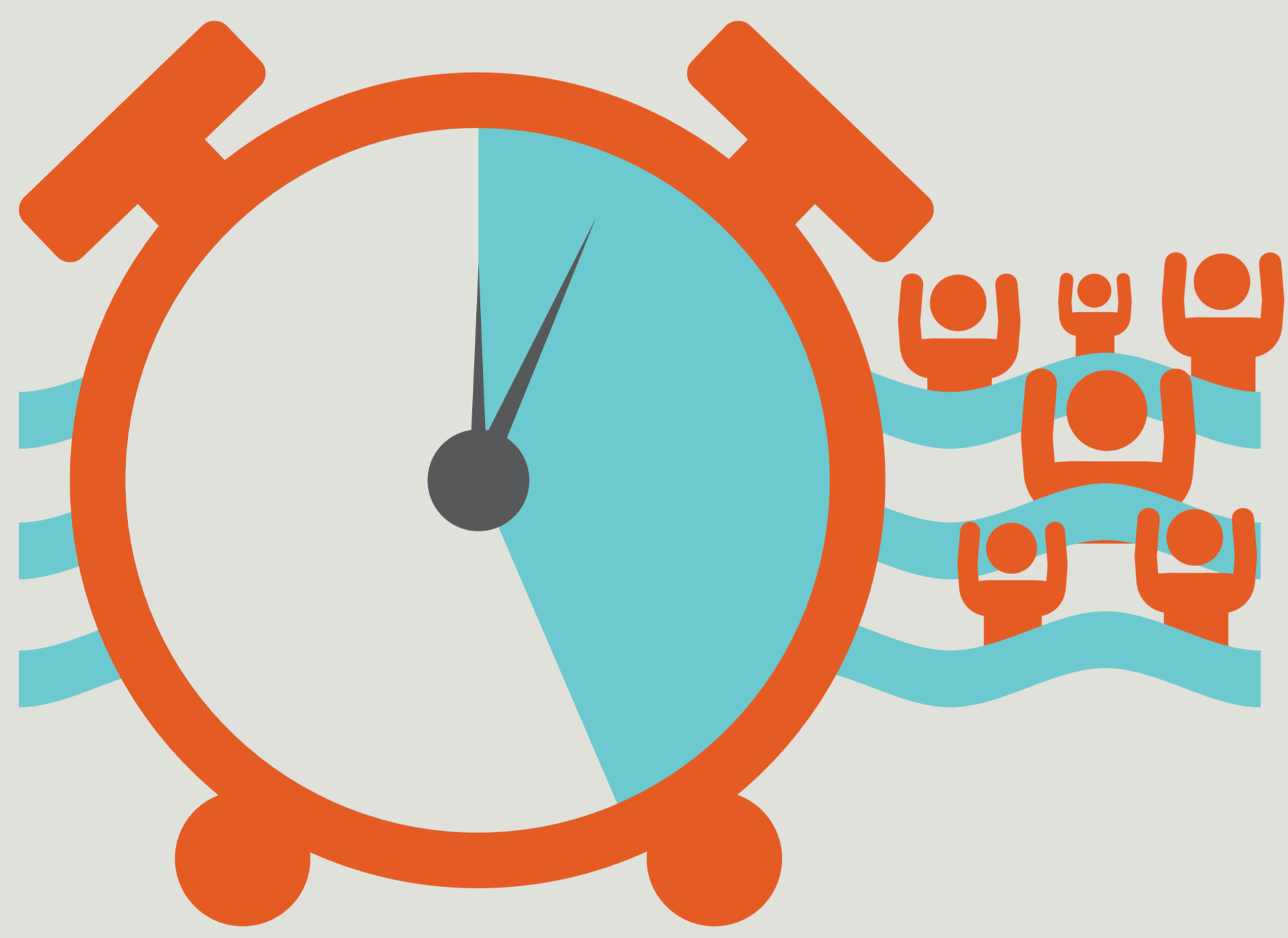
have a business continuity or service continuity plan in place

HAS IT BEEN TESTED?



77% test their plan
 of these 61% test it at least every 6 months

HOW LONG WOULD IT TAKE TO RE-ESTABLISH YOUR SERVICE DESK?



48%

expect their service desk to be re-established in under an hour

HAS IT BEEN USED IN A LIVE SITUATION?

63%

have used their plan in a live situation



HOW WELL DID IT WORK?

84%

said that it worked well or very well



THOSE THAT DON'T, ARE THERE PLANS TO IMPLEMENT ONE IN THE FUTURE?



For those without a plan

80%

expect to implement one in the future