

# 7 MUST-ASK QUESTIONS

## What Healthcare Leaders Should Know About Business Continuity

Does your hospital have the technology, resources, and a plan in place to meet today's business continuity challenges? Make your business continuity plan 'disaster ready' with these seven must-ask questions.

Spok collected the primary data for this infographic through a Spok survey of CHIME CIOs in January 2018. Forty-one CIOs completed the survey.

### Awareness of the need to prepare

As a result of hurricanes Harvey, Irma and Maria, 57 percent of companies affected said they will put in place or enhance their business continuity or disaster recovery plans.<sup>1</sup>

#### 1 HOW FREQUENTLY DOES YOUR ORGANIZATION TEST ITS BUSINESS CONTINUITY PLAN?



### Plans often focus on data recovery

Virtually every hospital IT system impacts care delivery.

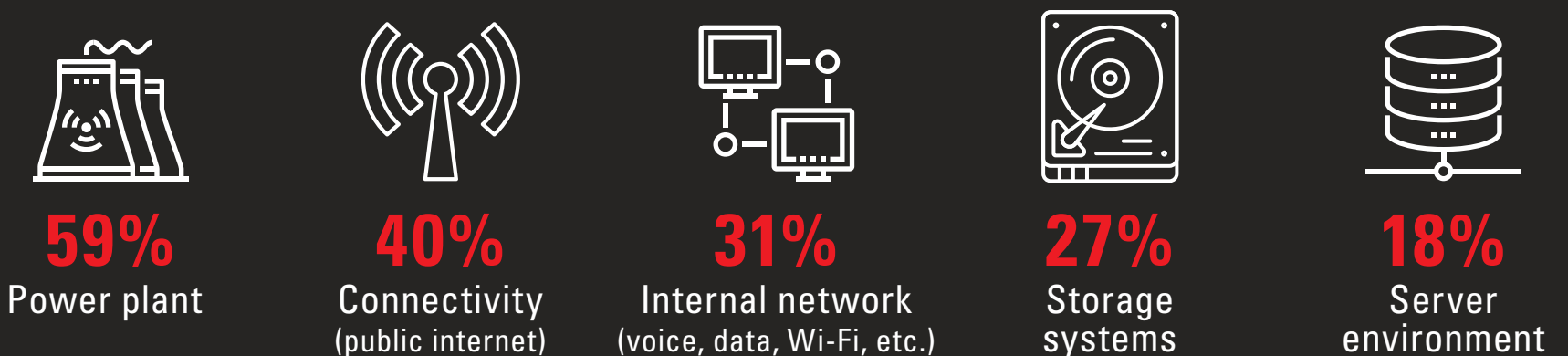
#### 2 WHAT RECOVERY SYSTEMS ARE IN PLACE?



### Not all functions and systems are covered

Organizations should identify crucial functions and systems to be prioritized.

#### 3 ARE ANY OF THESE ENVIRONMENTS NOT COVERED?





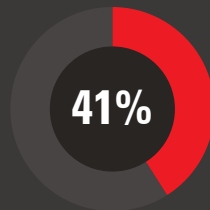


## Location tracking during a disaster

When network outage isn't affected, location tracking can be useful to locate people and get them help quickly.

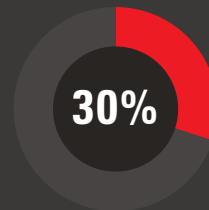
### DOES YOUR PLAN INCLUDE SECONDARY COMMUNICATION PROTOCOLS FOR TRACKING LOCATION AND AVAILABILITY OF KEY STAFF?

# 4



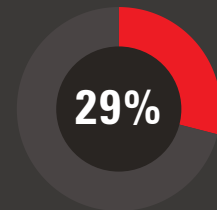
41%

Yes



30%

No



29%

Partial

## Disaster damage dollars vs. investment dollars

Three-quarters of IT professionals report using disaster recovery solutions after a security threat like malware or ransomware.<sup>2</sup> Average recovery costs \$1 million in infrastructure and \$1.2 million in operational damages.<sup>3</sup>

### 5 DESCRIBE YOUR BUSINESS CONTINUITY BUDGET PRIORITIES

# 5

**61%**

We're looking for ways to cut costs without adding risk



**39%**

We've increased our budget for business continuity planning

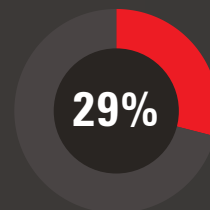


## Using disaster recovery as a service (DRaaS)

Use of DRaaS increases IT professionals' confidence in recovery by 17.5 points.<sup>4</sup>

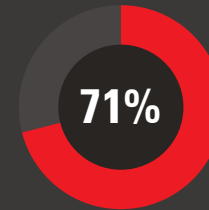
### IS YOUR HOSPITAL USING CLOUD-BASED DISASTER RECOVERY SERVICES?

# 6



29%

Yes



71%

No

## Vendor business continuity

Eighty-seven percent of organizations faced a disruptive incident with vendors over the past three years.<sup>5</sup> Talk to your vendors, ask questions, and know the details of their plan.

### 7 DO YOU KNOW WHICH VENDORS HAVE RECOVERY PLANS IN PLACE, AND IS THEIR SUPPORT PART OF YOUR PLAN?

# 7

**56%** Yes, and vendor support is a key requirement of our plan

**24%** No, but we would use their support

**15%** Yes, but vendor support is NOT part of our plan

**5%** No, we would NOT use their support



<sup>1</sup> FM Global, (2018). Senior Executives at Major U.S. Companies Admit Incomplete Preparations in the Wake of 2017 Hurricanes.

<sup>2</sup> Quorum, (2016). State of Disaster Recovery Report.

<sup>3</sup> Ponemon Institute, (2017). The 2017 State of SMB Cybersecurity.

<sup>4</sup> EvolveIP, (2016). Disaster Recovery and Business Continuity Survey.

<sup>5</sup> Deloitte, (2016). Third-party Governance and Risk Management.