The City Business Club Landscape Report on Application Resilience

The City Business club recently undertook a survey into company's views on the importance of application resilience in their businesses. This was predicated by the number of catastrophic IT failures in large organisations and we wanted to find out how companies were dealing with this important issue.

This report is therefore a synopsis of the responses we received. We had an overall good response and we have summarised below the results of this survey against each of the questions asked.

1 How concerned are you about a major software application outage in any part of the business?
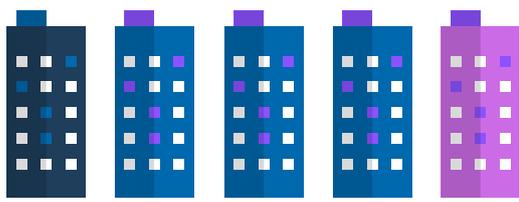
100% of respondents said they were very concerned

2 The majority of financial services institutions have highly resilient infrastructure. Do you apply the same levels of resilience to key software applications?

No cross-business policies
40%

Selectively based upon corporate policy
60%
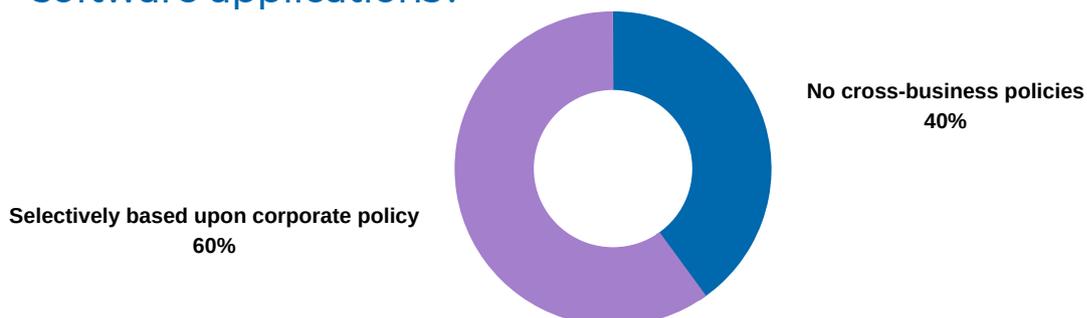
No one was concerned about regulatory impact

3 In the event of a key software application loss what would be the most critical impact?
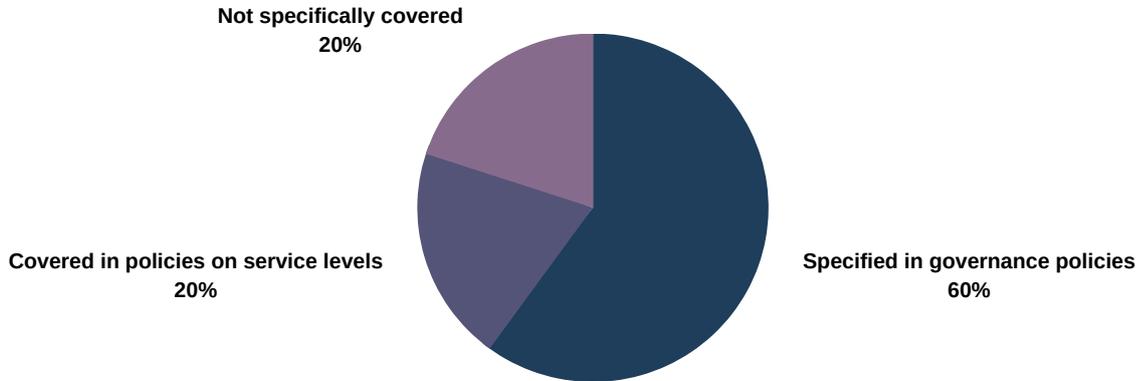
60% of respondents said that reputation was most critical

25% said that revenue loss was most critical

0% were concerned about regulatory impact

4 How embedded is software application resilience in your governance model?

Not specifically covered
20%

Covered in policies on service levels
20%

Specified in governance policies
60%

5 Where in your organisation does the principal responsibility for software application resilience reside?

Resides with business unit management
20%

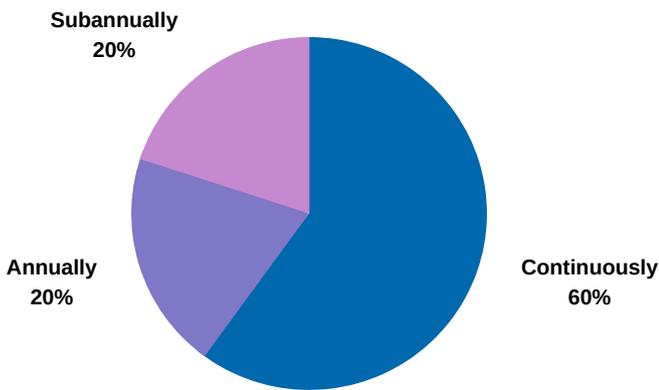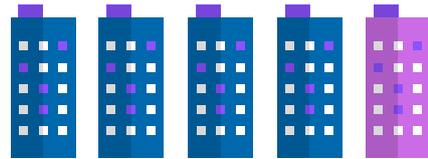There is some automation
20%

IT function
60%
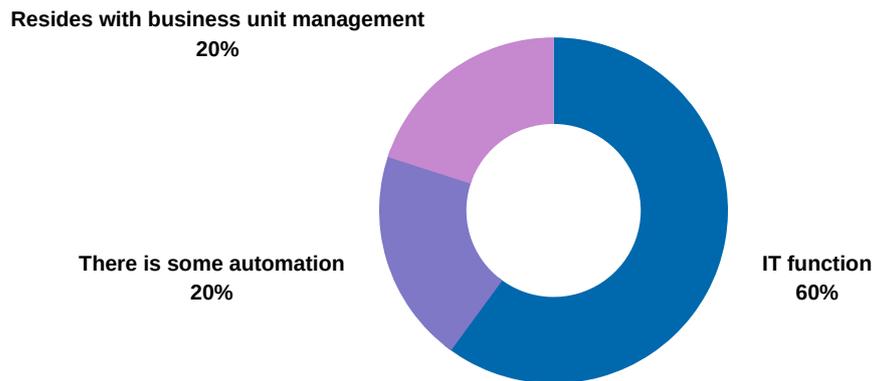
No one was fully automated

None resided with the board

6 How often do you test the resilience and fail over capability of your key software applications?

Subannually 20%

Annually 20%
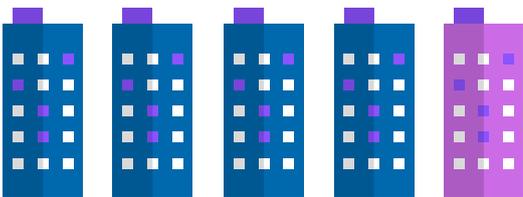
Continuously 60%

7 Do you feel that you could improve the resilience of your key software applications?

80% said they that they could improve selectively

20% they could improve across the board

8 How do you measure your application resilience?

80% said MTBF (Mean Time Between Failure)

20% they had no metrics

Businesses are all concerned about software application resilience and the impact upon the business is most importantly felt in terms of reputational risk as well as potential financial loss. There is also a difference in the way that companies address this issue in terms of their governance policies, and some companies do not address this in their governance policies. There is therefore room for improvement in the way companies address this issue. All companies admitted that there was room for improvement whether selectively or across the board. Some companies have no metrics to measure their application resilience.

We thank the businesses that participated in this survey and as a result of the outcome, The City Business Club will be holding a short seminar on the issues and possibilities for improvement on the 11th of June in the City of London. An invitation to this important event will shortly follow.