Detroit's Prepared

*Facts and Figures on the Motor City's Plans
for Business Continuity*

2010 AT&T Business Continuity Study: Detroit's Investing in Security

AT&T recently spoke with 100 Information Technology (IT) executives in the Detroit metropolitan area about their current and future efforts on business continuity and disaster recovery. Of those surveyed, 91 percent had revenues in excess of $25 million while the rest were state and local government entities. Sixty-nine percent had operations outside of the United States. The findings: Detroit is in good hands.

Business Continuity and IT Planning

- Two-thirds (62%) of executives indicated that their IT budgets for 2010 are the same or higher than the previous two years.
- Three-fourths (77%) of executives indicate that their companies are investing in new technologies in 2010.
- The vast majority (86%) of executives in Detroit indicate their companies have a business continuity plan.
- Six out of 10 (61%) include their wireless network capabilities as part of their business continuity plan.
- A majority (53%) of these companies have had their business continuity plans fully tested in the past 12 months.

Security Threats and Communicating Through Them

- Overall, the threat that poses the biggest risk to security is hacking (19%).
- Two-thirds (65%) of Detroit executives indicate their companies have prioritized and set target recovery times for each of their key business processes.
- The vast majority (81%) have e-mail or text messaging capabilities to reach employees outside of work.
- Seven out of 10 (70%) have systems in place that enable most employees to work from home or remote locations; almost half (44%) have automated calling systems to reach employees by telephone or cell phone outside of work.

AT&T Small Business Technology Poll: Detroit's Investing in Security

Earlier this year, AT&T surveyed Detroit small businesses in its Small Business Technology Poll. The study helped identify emerging trends as well as determine local business owners' efforts the back up and protect online and wireless data.

Data Protection
- Of all markets surveyed, Detroit small businesses were most concerned with wireless data security. A vast majority (88%) noted at least some concern.
- Only 7 percent of small business owners have done nothing to protect wireless data. On the other hand, 76 percent have installed software and one in five (19%) have an employee dedicated to handling wireless security.
- Eighty-one percent expressed some level of concern for computer and online data.
- Eighty-five percent have installed software and one in five (19%) have an employee dedicated to handling online and computer security.

Data Back-Up
- Most (43%) of Detroit small businesses back up their data daily.
- Seventy percent use onsite back up means, such as CDs or hard drives.
- Nearly three out of four (72%) Detroit small businesses felt recovering computer data was important.

Dearborn NDR Exercise and General NDR Facts

The 57th full technical recovery exercise conducted in the field, AT&T's Network Disaster Recovery (NDR) exercise in Dearborn brings together the equipment and team members necessary for restoring network communications in the event of an actual disaster. Below are some facts and figures on the equipment and team leveraged during this exercise:

Materials for Dearborn NDR Exercise
- 22 network technology semi-trailers
- 1 emergency communications vehicle
- 1 satellite cell tower on light truck (COLT)
- 2 generators and a power distribution trailer
- Incident Command, Rehab/Team Support and Special Operations trailers

Overall NDR Operations and Team
- There are 30 permanent members and 45 volunteer operations team members, who have other full-time jobs at AT&T.
- 33 team members are hazardous materials technicians, trained to work while wearing self-contained breathing apparatus (SCBAs).
- 12 members are certified telecom hazmat specialists by the North Carolina Occupational Safety and Health Education and Research Center.