GOAL: Speak with person who completed previous survey

Hi, my name is <<Joe Smith>> and I am calling from IMTS Research. We recently interviewed you regarding your organization’s IT priorities. We would like to ask you 4 follow-up questions in light of the disruptions many east coast businesses have faced due to the recent Hurricane and Earthquake….Would you mind spending 3-4 minutes on this topic?

To confirm, am I speaking with << Jane Doe>>? If no: May I have your name?\_\_\_\_\_\_\_\_\_

What is your title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Great – let’s get started:

1. Was your company impacted by the hurricane, earthquake, flooding or power loss on the east coast)

1. Yes (go to Q2)
2. No (go to Q3)

2. How long was the business disrupted? (ask for details and check boxes below)

a. b. Loss of Operations/inability to service customers - under 4 hours

c. Loss of Operations/inability to service customers - over 4 hours

Loss of Operations/inability to service customers - over 8 hours

d. Loss of Operations/inability to service customers - over 24 hours

3. Do you have plans to evaluate Data protection alternatives?

a. Online backup - A remote, online, or managed backup service that provides users with a system for backing up and storing computer files

b

c. Colocation - Housing a server or servers on the premises of a hosting company

d. Business Continuity Services - The ability to maintain operations/services in the face of a disruptive event

e. Distributed Operations- Using back-up IT infrastructure located in a secondary location

f. Other - Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

g. Not evaluating any solutions (go to CLOSE)

4. What is your timeline to evaluate these solutions?

1. Between 0-6 months
2. Between 6-12 months
3. Between 12-18 months
4. Over 18 months

CLOSE: Thanks so much for your time. SunGard Availability Services, the research sponsor, has created an online **Hurricane Toolkit** where you will find a wide variety of information about how companies can protect data from the effects of natural disasters. We will send you a link to this information shortly.