“Disaster”: defined in survey as any event that causes business or operations to cease.
Incidents on the rise?

• **44%** of ccTLDs have been impacted by some sort of disaster/emergency over the past 15 years
• Of the most recent incidents, most were in 2017
Cyber attack/security compromise are most common cause of incidents (25%)

Report available to survey respondents in coming weeks
Impacts from incidents

**Breakdowns of machinery/systems** reported as biggest impact from disasters/emergencies

- Breakdown of machinery/systems: 34%
- Utility outage (e.g. power outage): 28%
- Damage to IT systems: 21%
- Staff unable to access workplace: 17%
- Interruption to supply chain: 17%
- Physical damage to building/premises: 17%
- Loss of customer data: 10%

Report available to survey respondents in coming weeks
Other impacts to the organisation

**Loss in customer confidence** was rated the most impacted area as a result of disasters/emergencies. Data loss was rated as the least impacted aspect.

![Overall averaged rating score chart]

- **Lost customer confidence**: 1.2
- **Employee productivity**: 1.1
- **Lost business opportunities**: 1.0
- **Damaged corporate reputation**: 0.9
- **Financial losses**: 0.9
- **Loss of stakeholder trust**: 0.7
- **Data loss**: 0.3

Report available to survey respondents in coming weeks
### Response time

50% of respondents were able to recover essential operations/services in **under 6 hours**

<table>
<thead>
<tr>
<th>Time Interval</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 24 hours</td>
<td>33%</td>
</tr>
<tr>
<td>12-24 hours</td>
<td>13%</td>
</tr>
<tr>
<td>6-12 hours</td>
<td>3%</td>
</tr>
<tr>
<td>Under 6 hours</td>
<td>50%</td>
</tr>
</tbody>
</table>

Report available to survey respondents in coming weeks
Incident response

- **86%** of organisations have instant text (SMS) or email messaging services for communication during disaster/emergency events
- **75%** of organisations have a dedicated incident response team

Report available to survey respondents in coming weeks
Remote Recovery

- **43% of respondents** estimate their staff are **partially** set up to perform remote recovery.
- Organisations with large domain counts (>50000) are better prepared to recover operations remotely.

<table>
<thead>
<tr>
<th>Domain count &lt;50000</th>
<th>Limited</th>
<th>Partial</th>
<th>Extensive</th>
</tr>
</thead>
<tbody>
<tr>
<td>15%</td>
<td>50%</td>
<td>35%</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Domain count &gt;50000</th>
<th>Limited</th>
<th>Partial</th>
<th>Extensive</th>
</tr>
</thead>
<tbody>
<tr>
<td>16%</td>
<td>32%</td>
<td>53%</td>
<td></td>
</tr>
</tbody>
</table>

Report available to survey respondents in coming weeks
Overall preparedness for a disaster/emergency

78% of ccTLDs (globally) consider their organisation either prepared or very prepared for a disaster/emergency.

Want advice?
Considering talking to ‘very prepared’ registries in your region: .au, .be, .ca, .de, .dk, .no, .nu, .nz, .om, .qa, .ru, .tn, .uk, .vu

Report available to survey respondents in coming weeks
Lessons learnt

• Prepare (recovery plan) and document
• Regular testing (recover plan)
• Communication
• Data backup

Report available to survey respondents in coming weeks
Key points

• Half of ccTLDs globally have faced some sort of disaster/emergency
• Most incidents relate to cyber security
• Breakdown of machinery is most common immediate impact. Loss of customer confidence rated a high impact to the organisation.
• Incidence response times are mostly under 6 hours. Most have response teams and instant message communication in place. Larger registries are better prepared.
• 78% of ccTLDs (globally) consider their organisation either prepared or very prepared for a disaster/emergency

Report available to survey respondents in coming weeks
Resources

- Most organisations provided some details on their current disaster recovery plans in the survey (see report for details).
- The following TLDs are able to share their current plans if you wish to contact them: .au, .ca, .ch, .ci, .cr, .id, .ke, .la, .ls, .nl, .pr, .tn, .uk, .vu
- “Disaster recovery and business continuity, The Art of Service.” (book suggested by .br)
- .ci – directly contact ciso@nic.cl
- http://www.bcmpedia.org/wiki/Main_Page (.de suggestion)
- ISO27001 standard (.la suggestion)
- ISO22301 standard (.uk suggestion)
Thanks for your attention

A survey report will be made available to survey respondents in the coming weeks

Any questions on data: patrick@centr.org