



Thursday 16th June 2011

Time: 12:00 - 12:30

Counting the Cost of IT Downtime

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Abstract:

The move towards 24/7 operation and service delivery and increased dependency on IT to deliver all aspects of a higher education institution's (HEI) business has resulted in a significant investment in technological solutions to deliver increased systems resilience and business continuity. This investment has often been made without a full business case being established. UCISA commissioned research to look at a range of loss of service scenarios and assess the commercial impact of such losses in order to better inform decisions on systems resilience, continuity arrangements and insurance. This paper will present the results of this research and will look at how the cost of IT downtime to the business can be established.