OTRS Group

Survey Results: The Real Status of Incident Management

September 2019
Introduction

In the early part of September 2019, OTRS Group conducted a survey of people who are currently working in the IT industry to determine the status of incident management within their businesses. Business size varied with 40% reporting that they support between 100 – 1,000 end users; 29% reported that they support between 1,000 – 10,000 end users.

All 280 respondents were:

• Located in either the United States, Germany or Brazil
• 25 years old and up, with 39% falling between 35 – 40 years old
• Recipients of a vocational degree or higher
• 58% men; 42% women

This document recaps the survey results.
Key Findings: The Global Perspective

• Worldwide, most companies (61%) are dealing with security incidents weekly or more.

• Finding necessary information is the biggest time waster in addressing incidents in the US and Brazil; in Germany, this is documenting everything after the fact.

• When rating the danger of cyberattacks on businesses via a scale of “very low” to “very high,” 18% viewed the danger as very high. The next leading answer indicated high danger at 14% of respondents.

• 50% reported that their businesses have lost money due to security incidents.

• When asked if their companies handled incidents optimally, there was a fairly even split: 49% believe that everything works well; 49% believe that there is room for improvement; and 2% state that they are still struggling.

• In all parts of the world, having more clearly defined processes for incident management would have the biggest impact on swiftly handling incidents.

• IT professionals globally believe that regulations, such as GDPR, CCPA and LGPD, will help to keep data safe.
## Key Findings: Details by Location

<table>
<thead>
<tr>
<th></th>
<th>Top Answer in the US</th>
<th>Top Answer in Brazil</th>
<th>Top Answer in Germany</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Frequency of incidents?</strong></td>
<td>41% weekly</td>
<td>43% weekly</td>
<td>44% once a month</td>
</tr>
<tr>
<td><strong>Biggest time waster when handling incidents?</strong></td>
<td>27% finding information quickly enough</td>
<td>36% finding information quickly enough</td>
<td>31% documenting everything after the fact</td>
</tr>
<tr>
<td><strong>How great of a danger are cyberattacks to your business?</strong></td>
<td>23% very high</td>
<td>20% high</td>
<td>16.25% medium - high</td>
</tr>
<tr>
<td><strong>Has your business lost money due to an incident or breach?</strong></td>
<td>58% no</td>
<td>59% yes</td>
<td>51% no</td>
</tr>
<tr>
<td><strong>How is responsiveness?</strong></td>
<td>55% room for improvement</td>
<td>53% everything works well</td>
<td>50% everything works well</td>
</tr>
<tr>
<td><strong>Top area for improving response time?</strong></td>
<td>37% having more clearly defined processes</td>
<td>42% having more clearly defined processes</td>
<td>41% having more clearly defined processes</td>
</tr>
<tr>
<td><strong>Are regulations helpful for keeping data safe?</strong></td>
<td>61% yes</td>
<td>86% yes</td>
<td>54% yes</td>
</tr>
</tbody>
</table>
How frequently do you deal with security incidents?

- More than 8 times per month: 5%
- Between 5 - 8 times per month: 22%
- Weekly: 41%
- Once a month: 32%
What is the biggest time waster when it comes to addressing security incidents?

- Updating the CMDB: 9%
- Documenting everything after the fact: 23%
- Finding necessary information quickly enough: 17%
- Prioritizing work / handling the related tickets: 13%
- Informing the company of what's happening: 11%
- Keeping management up to date: 27%

United States
How significant of a danger are cyberattacks to your business today?
Has your company ever lost money due to an incident or breach?

- No: 42%
- Yes: 58%
In your estimation, is your company able to react to incidents and attacks optimally?

- 55%: There is room for improvement.
- 43%: Yes, everything works well in the case of an incident.
- 2%: No, we struggle to address incidents effectively.

United States
What one thing, if better handled at your company, would have the biggest impact on your ability to swiftly handle security incidents?

- We had more experienced staff members. 18%
- We had a more clearly defined process about what to do in the event of an incident. 37%
- Patches were applied in a more timely manner. 31%
- People reported concerns faster. 14%

United States
United States

Do you think that regulations, such as GDPR or CCPA, will actually help to keep data safe?

- I don't know: 29%
- No: 10%
- Yes: 61%
Brazilian Results
How frequently do you deal with security incidents?

- More than 8 times per month: 4%
- Between 5 - 8 times per month: 12%
- Weekly: 43%
- Once a month: 41%

Brazil
What is the biggest time waster when it comes to addressing security incidents?

- Updating the CMDB: 3%
- Documenting everything after the fact: 16%
- Finding necessary information quickly enough: 10%
- Prioritizing work / handling the related tickets: 16%
- Informing the company of what’s happening: 19%
- Keeping management up to date: 36%

Brazil
Brazil

How significant of a danger are cyberattacks to your business today?

- Very high: 15% (9% for Brazil)
- Very low: 20% (6% for Brazil)
- 11% (5% for Brazil)
- 9% (5% for Brazil)
- 5% (5% for Brazil)
- 6% (4% for Brazil)
- 4% (3% for Brazil)
- 3% (2% for Brazil)
- 2% (1% for Brazil)
- Very low: 0%
Has your company ever lost money due to an incident or breach?

- Yes: 59%
- No: 41%
In your estimation, is your company able to react to incidents and attacks optimally?

- 53%: Yes, everything works well in the case of an incident.
- 47%: There is room for improvement.
What one thing, if better handled at your company, would have the biggest impact on your ability to swiftly handle security incidents?

- We had more experienced staff members. 32%
- We had a more clearly defined process about what to do in the event of an incident. 42%
- Patches were applied in a more timely manner. 14%
- People reported concerns faster. 12%
Do you think that regulations, such as LGPD, GDPR or CCPA, will actually help to keep data safe?

- 86% No
- 10% I don't know
- 4% Yes
German Results
How frequently do you deal with security incidents?

- More than 8 times per month: 3%
- Between 5 - 8 times per month: 19%
- Weekly: 35%
- Once a month: 44%
What is the biggest time waster when it comes to addressing security incidents?

- Updating the CMDB: 11%
- Documenting everything after the fact: 31%
- Finding necessary information quickly enough: 15%
- Prioritizing work / handling the related tickets: 23%
- Informing the company of what's happening: 8%
- Keeping management up to date: 13%
How significant of a danger are cyberattacks to your business today?

- Very high: 0%
- 9: 0%
- 8: 0%
- 7: 0%
- 6: 1%
- 5: 3%
- 4: 3%
- 3: 3%
- 2: 3%
- 1: 3%
- Very low: 0%

Germany
Has your company ever lost money due to an incident or breach?

- Yes: 51%
- No: 49%
In your estimation, is your company able to react to incidents and attacks optimally?

- 43% There is room for improvement.
- 50% Yes, everything works well in the case of an incident.
- 8% No, we struggle to address incidents effectively.
What one thing, if better handled at your company, would have the biggest impact on your ability to swiftly handle security incidents?

- We had more experienced staff members. 41%
- We had a more clearly defined process about what to do in the event of an incident. 23%
- Patches were applied in a more timely manner. 15%
- People reported concerns faster. 21%

Germany
Do you think that regulations, such as GDPR or CCPA, will actually help to keep data safe?

- 13% I don't know
- 34% No
- 54% Yes

Germany
Where Does Your Business Fall?

Could your business benefit from improving incident management processes, more clearly documenting action steps and responding more quickly to incidents?

Get Help Today!

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