



## Global Survey Reveals Top Technology Risk Factors for Businesses

LAS VEGAS, June 17, 2008 – HP today announced the results of a global survey of 1,125 information technology professionals from 20 countries, revealing their views about IT risk and how it relates to business risk.

The study, conducted by the Economist Intelligence Unit (EIU) on behalf of HP, surveyed IT professionals based in the Americas, Europe, the Middle East and Asia Pacific. It revealed that the greatest sources of IT risk were the volume of changes, the increasing complexity of systems, and security breaches due to hackers.

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“The data clearly show that predictability is an issue for many IT organizations. Given that IT and business risk are so tightly linked, a lack of predictability for IT equates to a lack of predictability for the business,” said Clint Witchalls, senior editor, Economist Intelligence Unit. “Companies that manage these issues properly will have a distinct competitive advantage.”

### Global survey results

- In the past three years, change, complexity and security have increased IT risk the most
- Three out of four respondents said that their organization’s enterprise risk management is coupled with IT risk management
- One out of four respondents said that 50 percent of their outages were caused by change
- Sixty-eight percent of respondents use manual methods to identify application security vulnerabilities
- Only 28 percent of respondents described their application security process as mature, with formal policies and tools in place to manage security from development through quality assurance to operations
- Six Sigma and the IT infrastructure library (ITIL) are the most common frameworks used for process standardization
- More than two-thirds of those surveyed said process standardization has made the IT organization’s outcomes more predictable
- Seventy-two percent of those surveyed said automation of IT change management makes results more repeatable
- Eighty percent of respondents agree that automation of IT functions frees up time and

budget for innovation

“HP Software helps customers reduce the risk of business service downtime by delivering solutions that help them better manage and automate IT operations. The key findings from the Economist Intelligence Unit study show that the majority of business service disruptions are linked to IT changes. The automation of IT processes ensures that changes are more predictable, which is critical to preventing any negative business impact,” said David Gee, vice president of marketing, Software, HP.

### **About HP**

HP focuses on simplifying technology experiences for all of its customers – from individual consumers to the largest businesses. With a portfolio that spans printing, personal computing, software, services and IT infrastructure, HP is among the world’s largest IT companies, with revenue totaling \$110.4 billion for the four fiscal quarters ended April 30, 2008. More information about HP (NYSE: HPQ) is available at [www.hp.com](http://www.hp.com).

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