EMPLOYEE PERCEPTION ON THE EFFECTIVENESS OF DISASTER RECOVERY PROTOCOL OF AN IT COMPANY

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ABSTRACT

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The study surveyed the employees of an IT company in Manila, who are users of a DRP, to find out their perceptions of an effective DRP based on two DRP metrics that have been identified from literature and previous studies.

The main problem of the study is to determine how employees perceive an effective DRP based on two metrics: recovery point and recovery time objectives; and DRP project steps. The later consists of eight steps: project initiation, assessment of disaster risk, business impact analysis, definition of requirements, project planning, project execution, BCP integration, and ongoing maintenance and integration.

The primary data gathered were limited to employees of an IT company in Manila that has been implementing DRP since 1997. The respondents comprised the rank-and-file and supervisory employees. The secondary data collected are from empirical studies and various literatures on disaster recovery protocol and business continuance plan. However, most studies posted are in relation to sales and theoretical aspects with minimal statistical results used as references in this study.

The study's design is both descriptive and correlational. The descriptive aspect can be gleaned from determining employees' perceptions of the different metrics of an effective DRP, the requirements of an effective DRP, and the various

issues or setbacks surrounding the implementation of a DRP. The correlational aspect attempted to quantify the relationship between an effective DRP (dependent variable) and each of the two metrics (independent variables). The responses were quantified through the use of t-test, reliability analysis, regression and cross tabulation.

Based on the two DRP metrics, an effective DRP, as perceived by employees, investigate employee's perceptions of the two metrics, is a protocol where Employees can easily and correctly follow the steps indicated in the DRP to recover the system, company's down time is minimized, data loss is at minimum level, dependency on key personnel during recovery are eliminated, data recovery is done outside the boundaries, employees participate in setting their work objectives, and employees are provided with inadequate information by supervisors in the development of their work.

The following ways and conditions can enhance DRP performance, to determine the requirements of an effective DRP based on the metrics, team work must be practiced within the organization, top level managers must be involved in the DRP process, in its formulation and provide support needed, and documenting problems and solutions encountered with the daily operation.

The top three areas that need improvement in the implementation of a DRP are the control and guidance of the top level management in the creation and maintenance of DRP, information disseminated to the employees regarding recovery based on the SLA, and engagement of employees in creating a working DRP based on standards.

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