

Plan, Protect, Manage and Recover Business Continuity Storage Solutions

StorageWorks™ by Compaq - Uptime All the Time

Issue 1

In This Issue

StorageWorks by
Compaq Delivers
Business Continuity 1

A Process Approach
to Business Continuity
Planning 3

SAN Solution
Magic Quadrant:
Second Assessment 4

Data Centers: Optimal
Distances for Disaster
Recovery 8

Tell Us What You Think! 12

StorageWorks By Compaq Delivers Business Continuity

With StorageWorks business protection, data security, and risk management solutions in place, your business will work around the clock and around the globe!

Protection from unplanned and every day disruptions

Business continuity is the single most important issue CEOs and CIOs want to discuss with their IT vendors. Recent CIO surveys show that security and business continuity investments represent the largest expected percentage line-item increase among all identified IT budget items. However, the reality is that, in the pursuit of continuous computing, every business has unique requirements. Your critical applications, geographic sites, business processes, vulnerabilities, and data protection schemes differ. All these elements need to be harmonized to ensure that best practices are coupled with the most appropriate, cost-effective technical solutions.

What is the difference between disaster recovery and continuous computing? In theory, a disaster recovery plan is reactive and usually focuses on the computing environment. Although work is done on the computing infrastructure to prevent a disaster, the plan's main purpose is to recover from damage. In contrast, a business continuity plan is not only proactive, but is also targeted at keeping your business running, not just recovery. The disaster recovery plan is only as good as the business's established continuity objectives!

Compaq will help you create a business continuity environment that supports Uptime All the Time, around the clock and around the globe. With Compaq's portfolio of StorageWorks systems and SANworks software, as well as a Global Services Team with over 30 years of business continuity experience and personnel in 200 countries, you can count on Compaq for total protection.

(continued on page 2)

“In designing our business continuance strategy, we needed data recovery assurance and we wanted it to work within our existing IT infrastructure,” said Hart Raley, vice president of client services, The South Financial Group. “The Compaq StorageWorks solution exceeded our expectations.”

The Compaq ENSA-2 storage architecture provides a roadmap for enabling businesses to succeed and win in the increasingly competitive world economy with a superior networked storage infrastructure. Encompassing six advanced technologies that help you solve your most pressing storage and availability challenges, Compaq’s ENSA-2 is the foundation of a business continuity strategy:

- Protect your business with storage network **scaling**
- Manage your risk with storage **virtualization**
- Secure your data with storage management **automation**
- Ensure interoperability with a commitment to drive **open supported solutions**
- Reduce total cost of ownership with storage management **simplification**
- Gain investment return with investment **protection**

Implications

Today, continuous access to critical information is a business imperative. Compaq’s 4-step methodology – plan, protect, manage, and recover – offers real solutions for total protection:

Plan: Assessment and Continuity Certification Services

Manage: Infrastructure Management Solutions

Protect: Business Protection and Data Security Solutions

Recover: Solutions for Data and Business Recovery

The future of your business after a disaster depends on having a continuity plan in place. Compaq will proactively plan your environment to prevent data loss, protect and manage your data, and deliver recovery plans tailored to your business.

Best Regards,
Rich Avis
Director, Storage Network Solutions
Compaq Computer Corporation

A Process Approach to Business Continuity Planning

Traditional disaster recovery planning starts with lists of applications, or worse, lists of hardware technology that have to be restored. An effective business continuity strategy should begin with a business process analysis.

How can enterprises build a business continuity strategy? Traditional, “bottom-up” disaster recovery planning begins with a survey of all computer applications, which enterprises then prioritize. These efforts often get bogged down as competing areas argue the relative merits of one application contrasted with another. Or, the hardware and software are restored, but critical non-computer-based elements of the process are ignored. A broader methodology starts with key business processes.

The starting point for a business continuity analysis is the definition of the interested parties (e.g., who will care if a business is viable?). Typically, there are three constituencies.

- Customers of the business need to know that their product or service will continue to be available.
- Employees need to know that their stake in the enterprise is intact.
- Investors need assurance that their investment is durable.

Each constituency perceives the enterprise differently. The enterprise manifests itself to its various constituencies through a series of business processes. Customers ask about order status or request service; salespeople depend on order processing;

employees generally rely on payroll (although knowing that next week’s check will be the same as last week’s check, with an adjustment later, may suffice); while stockholders, investors and reporters contact the board of directors for financial information. Each constituency expects the enterprise to behave in a predictable way. The business processes that formalize these behaviors are critical. A business continuity strategy ensures that critical business processes persist despite unforeseen events.

The team creating the business continuity strategy should begin by defining the specific internal and external constituencies that interact with the enterprise. This means the members of the team — i.e., representatives of each functional area or business unit of the organization — agree on a list of individuals who depend on one aspect of the business or another. For example, the list might identify:

- A prospective customer
- A current customer with a question
- A salesperson writing an order
- A regular full-time employee who works in the office
- A nonexecutive member of the board of directors
- A reporter for a national business magazine or newspaper

The goal of this exercise is to develop a short but comprehensive list of individuals who expect or need some products, information or services from

the enterprise. Those expectations should be defined for each individual.

The business continuity strategy team then describes and prioritizes the business processes that support those interactions, and identifies the computer applications that support or enable elements of the business processes. For example, a prospective customer may need more information on a service or product, or may require a customer reference. The process of qualifying a lead and securing an order may be part of a larger business process called “selling.” The team should define a comprehensive list of key business processes (usually five to 20). “Process Innovation: Reengineering Work Through Information Technology” by Thomas Davenport (Harvard Business School Press: 1992) discusses this activity.

The team then identifies key computer technology to support the critical applications. It names the application workloads or job streams that support elements of a business process. In some cases, a workload may support more than one process, and some apparently critical application workloads may not actually tie directly to any critical business process. This finding can serve as useful feedback to the team on either a missed business process or an error in prioritizing the workload. With the actual computer applications in hand, the team can size the capacity and acceptable outage duration for each critical application and its supporting technology. This allows it to build a plan supporting the resumption of critical business processes in a timely and effective manner.

Bottom Line: Business continuity planning offers large potential benefits to client enterprises. By supplementing their disaster recovery procedures with a top-down analysis of their core business processes, enterprises can

integrate awareness of key business processes with specific application workloads. As a side effect, this exercise reinforces and validates any business process re-engineering activities the enterprise may be pursuing. The

direct result is aligning IS functions and priorities with the enterprise's most-important activities. ▼

Gartner's Managing Distributed Computing Commentary COM-14-5299, 2 October 2001.

SAN Solution Magic Quadrant: Second Assessment

We provide our updated assessment of the complete integrated SAN solution offerings of the major vendors: Compaq, Dell, EMC, HDS, HP, IBM, MTI, StorageTek and Sun.

In this *Research Note*, we provide our second assessment of the major SAN integrators. We have retained our original text and chart for reference.

Overall, the market as a whole has moved. Since our first assessment, users are installing larger SANs, and more users are adopting SANs. We have seen the meaningful beginnings of cross-vendor switch-to-switch interoperability. The advent of SNIA's Supported Solutions Forum (SSF), though only a first step, is a political breakthrough in interoperability. However, edge device interoperability remains an issue. Lastly, iSCSI has emerged as a potential long-term threat to Fibre Channel for SAN networks.

Nonetheless, we continue to advise users to buy only tested, certified, turnkey SAN solutions, at least for the first installation. Such integrated solutions are available from the server vendors, large third-party storage providers and miscellaneous VARs and system integrators. Accordingly, for our Magic Quadrant (see Figure 1, Figure 2 and Note 1), we have chosen

Core Topic

Hardware Platforms: Storage Systems

Key Issue

How will storage systems evolve during the next five years?

the vendors and their scores on the basis of the vendor's ability to deliver all aspects of a SAN solution — disk, tape, management tools and services. Thus, a vendor that is strong in only one area will be pulled down by its lack of participation in the other areas. Furthermore, we scored the areas based on SAN (see Note 2) solutions; a vendor strong in some storage area outside SANs may not be as strong in SAN solutions. None of these vendors manufactures all of the components in the SAN. Instead, they not only act as system integrators, but they also provide significant added value through testing, software and support. Component vendors, e.g., switch and hub vendors, therefore do not appear. Another class of vendor not currently ranked in our Magic Quadrant is storage service providers (SSPs), which will be ranked as a separate class in the future.

It is most important to note that this assessment measures vendors' SAN prowess, and not storage box prowess. We admit the two are often linked, but users should not use this

Magic Quadrant in evaluating storage subsystems. Rather, users should turn to one of several Magic Quadrants where we assess storage subsystems. We will shortly be publishing a SAN management Magic Quadrant.

EMC

First Update: EMC has also moved with the market, gaining slightly in both vision and execution. Its support of tape SANs has improved. Since our first assessment, EMC has begun reselling Veritas Software and others for backup and reselling libraries, including Storage Technology's (StorageTek's). Nonetheless, EMC's tape SAN penetration is still relatively small. EMC has also expanded switch offerings — now offering the broadest suite among its competitors. EMC has also expanded its SAN management software and strengthened centralized SAN administration, but the software is still just individual modules. However, EMC still just manages EMC SANs. Although we expect this to change over time — users must still manually bridge across SANs from different vendors. EMC has also become first in revenue in SANs and second to Compaq in volume. Overall, EMC is showing more vision. Now it must continue to execute.

Figure 1
First Update (October 2001), SAN Magic Quadrant:
Major Solution Providers

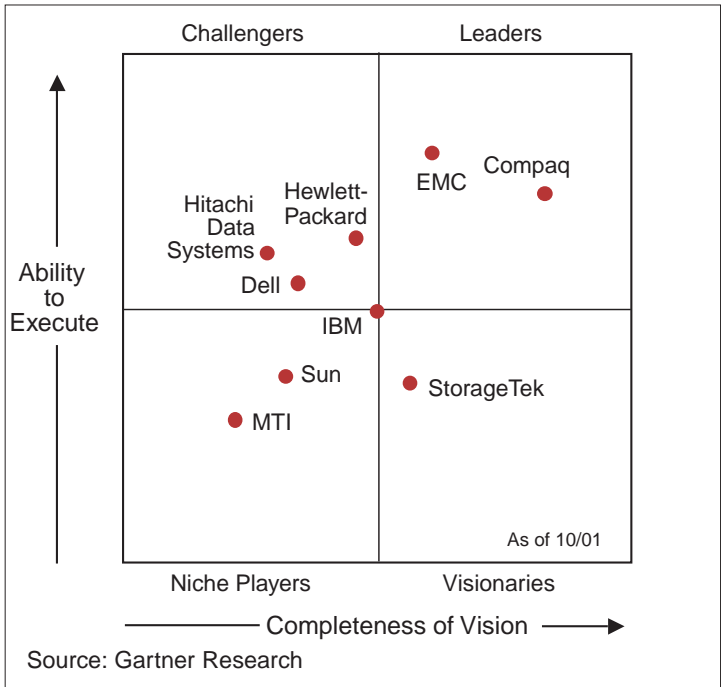
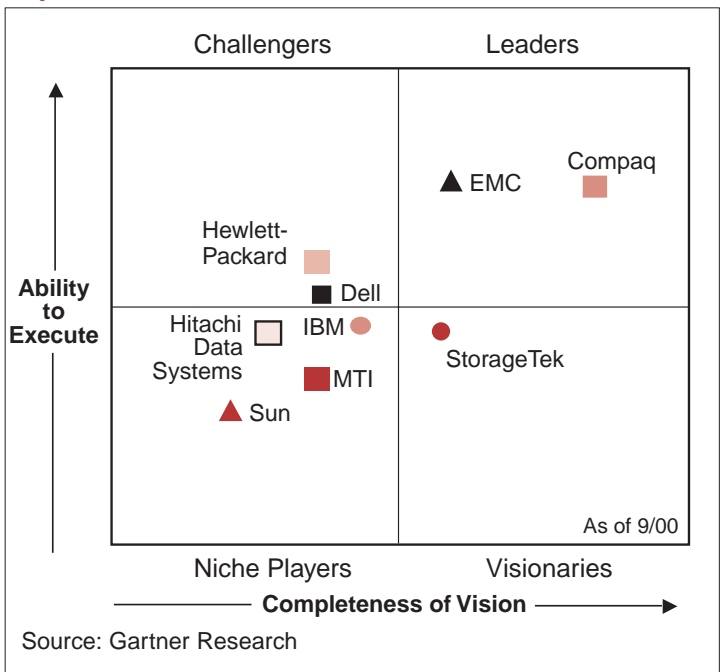


Figure 2
Preliminary (September 2000) SAN Magic Quadrant:
Major Solution Providers



Note 1
Scoring Method

We assessed the vendors in the following categories and weightings:

- Disk SANs (1.0)
- Tape SANs (0.6)
- Value added to SANs (0.2)
- SAN service and support (0.2)

In each category we scored the following factors:

Execution Factors

Market Share

Depth of Products — Product line scalability and functionality

Breadth of Products — Platform coverage, product variety

Time to Market — For SAN categories

Marketing/Market Development — Effectiveness and visibility at creating demand and brand

“Clout” (Sales/Marketing Effect)

Financial Strength — Of the business unit

Resources — As applied to SANs, relative to other suppliers

Partnerships/Acquisitions — Resulted in more of the above

User Perception — Of vendor’s overall SAN prowess

Vision Factors

Value/SAN Exploitation — Does vision exploit potential of SANs?

Customer Issues/Challenges — Anticipating customer issues; understanding obstacles

Technology — Internally developed hardware/software

Market Timing — Anticipating market shifts and demands

Partnerships/Acquisitions — Identifying and developing the right relationships

Comprehensive (80/20) — Address 80 percent of needs with 20 percent of effort/product

User Perception — Of vendor’s overall SAN vision

Source: Gartner Research

Note 2 SAN Definition

A SAN must consist of two tiers:

- The first tier, the storage “plumbing” tier, provides connectivity between nodes in a network fashion and transports device-oriented commands and status. At least one storage node must be connected to this network.
- The second tier, the software tier, uses software to provide value-added services that operate over the first tier.

Thus, a simple Fibre Channel installation does not constitute a SAN by itself.

Source: Gartner Research

First Assessment: EMC was quick to field Fibre Channel networks and centralized management to form integrated SAN solutions. It has a healthy vision for SAN deployment, has been instrumental in “kick-starting” standards for SAN management, and has made major investments in test and integration laboratories for SANs. It is clearly in the Leaders quadrant and would be farther up and to the right were it not for its otherwise-capable tape/backup solutions, which are behind the Symmetrix and not in the SAN.

Compaq Computer’s StorageWorks

First Update: StorageWorks remains the volume leader, has done some nice work simplifying complex SAN topology expansion and has stopped overselling SANs. We have nudged Compaq’s position down a bit for less-than-stellar execution on its VersaStor virtualization strategy. Compaq claims that StorageWorks will deliver VersaStor in its soon-to-be-announced

“Enterprise” disk array. We disagree. VersaStor was clearly presented as asymmetric host-based virtualization. Enterprise uses internal in-band virtualization that was not even derived from VersaStor. Just recently, StorageWorks has conveniently expanded the scope of VersaStor to include the stuff inside Enterprise — likely to avoid the impression the real VersaStor has slipped. Nonetheless, it remains to be seen what StorageWorks will provide this year and next. Also, StorageWorks has not picked up the iSCSI flag, choosing instead to wait until it can source technology rather than develop it.

The rest of Compaq’s activities have been bits and pieces. It still has not publicly qualified a director-class SAN switch and has recently been losing some business to EMC on price. It remains very competitive in small SANs, but less competitive in large SANs. It has also extended host platform support for its remote-copy offering.

First Assessment: Compaq is in the leadership quadrant both for its vision, which continues to best exploit the potential for SANs, and because it is the current market leader, having shipped more SANs, as a result, in part, of having been first to market with major product capabilities (e.g., switched heterogeneous SANs, tape/backup in the SAN). Compaq has also made major investments in test and integration labs for SANs, and, while all vendors’ solutions contain proprietary components, Compaq has best exhibited efforts to drive solutions toward SANs that will accept components, including storage, from other vendors. Although other vendors may better Compaq in specific areas, it has high scores in all four categories.

Storage Technology

First Update: StorageTek is showing up more frequently on shortlists for tape SANs. It also began shipping its SN6000 tape drive virtualization product — “a neat” but expensive box. StorageTek is also planning to use the SN6000 platform for disk virtualization.

Overall, the small size of its disk business still affects its disk SAN prowess. StorageTek claims that as the “disk and tape market segments inevitably merge,” StorageTek will lead this merging and garner the largest total market share because it “owns” the tape SAN segment. We remain skeptical of this quixotic vision. StorageTek also claims its coming RAIT technology should catapult it to SAN domination, but we are measuring SAN prowess, not tape subsystem prowess.

First Assessment: StorageTek is in the Visionaries quadrant for its leadership vision and execution in tape, along with good vision for disk and SAN management. However, its execution in these latter two areas is eclipsed by our leaders.

Dell Computer

First Update: Dell’s volumes are still good and it remains among the top five. Dell has expanded its SAN offerings to include support for Compaq servers, and it began shipping virtualization by way of reselling StorageApps’ product. Volume there has been admirable, making Dell No. 1 in shipping virtualization. Dell also announced that it supports all the top-tier “Wintel” servers, but we have not seen much activity there within our client base.

First Assessment: Dell has shown strong product vision and execution through well-chosen partnerships and aggressive integration work. It is probably No. 2 in SANs installed, but with smaller average configurations and revenue than either of the leaders. Its capabilities are focused on Dell server platforms, rather than across the broad market, and this, along with fewer service capabilities than others, places it as a challenger.

Hewlett-Packard (HP)

First Update: HP has reorganized for storage and storage networking. All of storage now lives under one umbrella, as does OpenView. HP also announced it was purchasing StorageApps in mid-2001. HP has continued to expand SAN functionality, announced FSAM vision and moved to No. 3 in SAN-attached disk revenue. It also has been quite active in iSCSI, with a strategic announcement indicating substantial investment in iSCSI. Nonetheless, it continues to deliver underwhelming marketing performance. We note that HP claims its vision is now superior. We agree that HP now has a good strategy and architecture, but, as noted below, HP has mostly been following the leaders. Indeed, it was only this year that it could even articulate its new strategy. Now the burden is on HP to execute. Given its new focus, its FSAM vision and its overall improvement trend, HP has the clear potential to move into the Leaders quadrant provided it executes well on FSAM.

First Assessment: Like Dell, HP has mostly focused on its own servers and used well-chosen partnerships to bring forward functionality across all three product areas. Its services are stronger, and its products are better-

positioned to support multiple platforms. HP is our other challenger.

IBM

First Update: IBM has shown the most movement since our first assessment. IBM has accomplished considerable catch-up in product offerings and has moved to No. 4 in SAN disk-based revenue. It now offers comprehensive tape and disk SANs. It is also leading the iSCSI charge with its partner Cisco Systems. However, its SAN management efforts to date have been late to market, though product functionality is admirable. IBM also has the potential to become a leader if it can coordinate Tivoli better and can better market and sell both software and hardware as an integrated solution.

First Assessment: IBM has efforts in all four ranked areas but has been less complete in vision and late to market compared to our leaders. Strongest in management and services, it is well-positioned to move to any of the other three quadrants.

Hitachi Data Systems (HDS)

First Update: HDS is now No. 5 in SAN disk revenue and has addressed some software issues by making Veritas a key partner. As a SAN integrator, though, it remains behind the leaders. HDS is doing well in its disk business, but it needs to better market itself as a SAN integrator. Although HDS appears to be nowhere in iSCSI, it has been quite active in SNIA, including being a founding member of the SSF. With McData and Microsoft, it also participates in the Trusted Solutions program. HDS has also done some nice work with Troika Networks to better exploit the connec-

tivity of SANs. However, the lack of a clear SAM vision remains a concern. HDS claims that its partnerships make it a visionary and leader. If these partnerships had been made when Compaq and EMC were doing some of the early groundwork, then we might agree. However, these partnerships really reflect an HDS that is trying to catch up to the SAN leaders without as much money to invest in development.

First Assessment: HDS brings a credible disk offering to SANs and has created other reasonable offerings through partnerships. Offering integrated SAN solutions across the market, it focuses on openness in SANs.

MTI

First Update: MTI has mostly disappeared from our customer inquiries, although its marketing department has come alive of late. In the past, it was challenging the bigger players, but now it has retreated to a classic niche player.

First Assessment: MTI's focus is limited geographically, but it has managed to offer richer and more-complete SAN solutions than would otherwise be expected from a company of its size. Partnerships, effective marketing and a good vision for the market make it a solid niche player.

Sun Microsystems

First Update: Sun has introduced entry-level SAN solutions for the Sun market. It has also replaced its general manager of storage, struck a deal with HDS to resell its high-end product, and is offering the Brocade and QLogic switches. Thus, it is improving its overall storage and SAN capabili-

ties. However, it is still following the leaders in both vision and execution. Now that it has new management and has stronger products, it needs to continue to execute to show much additional movement.

First Assessment: Sun has taken only small steps toward being a player in the SAN market.

Vendor Feedback: Feedback from these vendors on our update varies. Many claim their vision has improved and is now better than other vendors' vision. However, we rank time-to-vision as highly important, and a vendor that has filled in its vision after another vendor has led the market is only following

the leaders. Most vendors also point to how many storage subsystems they have sold as a measure of their SAN prowess. This "Pavlovian reaction" is understandable, but useless.

Bottom Line: Our outlook for SANs continues to reflect steady penetration, and the shape of our forecast has not changed, although the overall revenue growth rates are down somewhat due to economic conditions and terrorism-induced caution. Compaq and EMC remain the leaders, although each of the server vendors (as well as HDS) now provides credible disk and tape SANs. ▼

Gartner's Unix & Midrange Strategies Research Note M-14-1380, 23 October 2001.

Acronym Key

FSAM	Federated Storage Area Management
iSCSI	SCSI Over IP
RAIT	Redundant Array of Independent Tapes
SAM	Storage area management
SAN	Storage area network
SCSI	Small Computer Systems Interface
SNIA	Storage Networking Industry Association
VAR	Value-added reseller

Data Centers: Optimal Distances for Disaster Recovery

We provide insight into decision making on how far apart data centers should be located for disaster recovery purposes.

Gartner is often asked the question: "How far apart should my secondary disaster recovery data center be from my primary?" There is no "hard-fast," minimal-distance requirement between data centers; rather, enterprises must evaluate the risks associated with various alternative sites. For example, increasing distance between data centers reduces the risk that the two centers will be struck by the same disaster. However, putting too much distance between them increases the risk that employees will not travel to the disaster site if they or their families have been affected by the disaster. Those and other considerations make the choice of a

Core Topic

Security and Privacy: Security Management Strategies and Processes

Key Issue

What strategies should enterprises employ to provide business process protection in the event of a disaster?

secondary site a complex decision process. Further complicating the decision is the fact that few enterprises can freely choose their secondary site. Rather, the choice is often tied to the location of owned or affiliated (e.g., parent or sister enterprise or agency) real estate or service provider facilities.

Gartner recommends that enterprises consider the following issues when evaluating the location of a secondary site.

Risk of Common Outages: Because of the high risk of certain types of outages (e.g., power outages account for an estimated 15 percent of hot site disaster declarations), it is imperative that the two sites plan for no single point of failure by being on separate power grids, having separate water infrastructures and being served by separate telephone company or network service provider switching locations. Depending on the location of the primary site, this may be achieved with an alternate site in fairly close proximity (e.g., New York City to New Jersey) or may dictate hundreds of miles between sites (e.g., between Canadian provinces). Furthermore, critical shared resources, such as wide-area networking, should be built for fault tolerance.

Risk of Disaster Impact: A secondary site for disaster recovery should be located far enough away from the primary data center to reduce the likelihood of being affected by the same disaster. For example, the secondary site should not be on the same geological fault line (e.g., earthquake fault, flood plane, coastal hurricane zone). This protects enterprises against building-level disasters as well as regional disasters (which account for approximately 40 percent of all disaster declarations). Although most enterprises can achieve this goal in a 15- to 80-kilometer (10- to 50-mile) distance between primary and secondary sites, due to the nature of some locations and types of regional disasters (e.g., earthquakes in California, hurricanes in Florida), these distances may have to be increased, to protect the secondary site from the risks of the same regional disaster.

Risk of Terrorism: Although terrorism was seen as a small threat in the United States prior to the Sept. 11 terrorist attacks, many enterprises are now reconsidering strategies to mitigate the risks of terrorism and building evacuations. Some are considering relocating their secondary sites in low-rise buildings, smaller cities or more rural areas (where risk of attack is thought to be lower). Furthermore, many enterprises housed in large cities or in tall buildings are investing in remote operations centers to mitigate the risk of a short-term building evacuation. Under that scenario, a building evacuation removes people but leaves the data center up and running. The data center would be operated remotely from another location — either another remote data center or a remote operations center located within commuting distance of the pri-

mary data center — without requiring the production workloads to be moved to the disaster recovery site. If the evacuation turns out to be long term, or if the equipment needs to be repaired or otherwise physically touched, the production workload could be failed-over to the alternative disaster recovery data center. Under that scenario, the workload would move to the recovery center only if needed and only at off-peak business hours, reducing the business impact of the move.

People Availability and Transportation Issues: In a disaster in which people are directly affected (e.g., property is damaged, family members are injured), people are unlikely to travel very far away from their families. As a result, if the people at the primary site are expected to coordinate the recovery, then the selected alternate site should be close enough that employees would generally be willing to commute to the alternate work site. Although there is no hard-and-fast rule on commuting time, an hour or less would typically be acceptable. Sites within commuting distance also mitigate the risks caused by major disruption in transportation systems, as occurred with the Sept. 11 terrorist attacks in the United States. Enterprises that have secondary sites that are not within commuting distance (e.g., hundreds of miles away) can mitigate these risks by training sufficient recovery personnel at the secondary site. However, they must be careful not to introduce new risks into the process. Recovery requires specialized skills, which are acquired by experience. Training programs cannot be one-time events, but rather continuous rotations to build experience levels. Some enterprises share load between two production

facilities and purposely shift resources periodically to ensure that people at both locations are prepared to recover and operate both workloads.

Technology Considerations: Enterprises requiring short recovery times require building data replication architectures into their disaster recovery plans to replicate from a primary processing site to an alternate site, which can then be used in the event that the primary site becomes unavailable. Enterprises can choose asynchronous or synchronous replication. Synchronous replication offers the shortest recovery point objectives; however, it imposes distance limitations between the two sites, typically between 40 and 100 km (25 to 62 miles).

Cost Considerations: Last, but not least, cost always weighs in heavily in any decision. Any alternate site selected (internal vs. outsourced, close vs. distant proximity) must balance cost against the risks associated with the location. This is typically done by first understanding the business requirements for business continuity by performing a business impact assessment (BIA), and then evaluating the myriad of recovery strategies to meet the business requirements, including the cost of each solution. During the process, the cost of the solution is weighed against the cost of the potential outage — thus, resulting in the computing of a return-on-investment analysis. Depending on the results, enterprises may move forward with a particular solution to meet the requirements, or reanalyze the business requirements to reduce the overall cost. For example, an enterprise may determine as a result of its BIA that it requires an eight-hour recovery time in the event of disaster. If it determines

that the cost of such a solution is more than it wants to spend or can afford, the enterprise may rework its plan to accommodate a 24-hour or 48-hour recovery at a lower cost. It is an iterative process that balances business requirements and the cost of meeting them.

Bottom Line: There is no optimal distance between primary and disaster site data centers. Rather, the optimal location is the one that minimizes the risks at an acceptable cost. Decision considerations include mitigating risks of common outages, regional disaster impact, terrorism, and people and transportation availability. Further

affecting the decision are distance limitations in technologies that may be chosen for short recovery time and point objectives. ▼

Gartner's Enterprise Systems & Centralized Operations Research Note DF-14-9811, 14 December 2001.

For more information on Compaq Enterprise Storage Group Business Continuity Solutions, please visit: compaq.com/storage/continuity

Business Continuity Storage Solutions is published by Compaq. Additional editorial material supplied by Gartner, Inc. © 2002. Editorial supplied by Compaq is independent of Gartner analysis and in no way should this information be construed as a Gartner endorsement of Compaq's products and services. Entire contents © 2002 by Gartner, Inc. All rights reserved. Reproduction of this publication in any form without prior written permission is forbidden. The information contained herein has been obtained from sources believed to be reliable. Gartner disclaims all warranties as to the accuracy, completeness or adequacy of such information. Gartner shall have no liability for errors, omissions or inadequacies in the information contained herein or for interpretations thereof. The reader assumes sole responsibility for the selection of these materials to achieve its intended results. The opinions expressed herein are subject to change without notice.

16BC-0202A-WWEN

Issue 1

Business Continuity Storage Solutions

**We'd Like
to Hear
from You**

Please fax to:
Business Continuity Marketing Manager
508.841.3735
or email your comments to:
BusinessContinuityStorageSolutions@
Compaq.com

Tell Us What You Think!

From: _____

Position: _____

Address: _____

E-mail: _____

In order to measure the value of **Business Continuity Storage Solutions** to you, and to continue to improve that value, please take a few minutes to share your thoughts with us.

Please rate the questions below:

5-strongly agree 4-agree 3-neutral 2-disagree 1-strongly disagree

1. I feel **Business Continuity Storage Solutions** is informative.

5 4 3 2 1

2. The topics covered are relevant to my business.

5 4 3 2 1

3. The technical level of information is appropriate.

5 4 3 2 1

4. Do you find the combination of Gartner research and **Compaq** information valuable?

5 4 3 2 1

Comments/Future Topics Suggestions:
