

Operators boost cybersecurity efforts, but more work is needed

UII DATA REPORT 143 | JUNE 2024

SUMMARY

Threats to data center cybersecurity continue to rise in 2024. Three in four operators report experiencing a cyber incident in the past three years, according to the Uptime Institute Data Center Security Survey 2024. These incidents can be expensive, with more than one in three costing more than \$100,000 in damages.

IT software and network configuration issues have been the most frequent cause of cyber-related incidents. As data center networks become more complex and interconnected, these incidents will likely become more common.

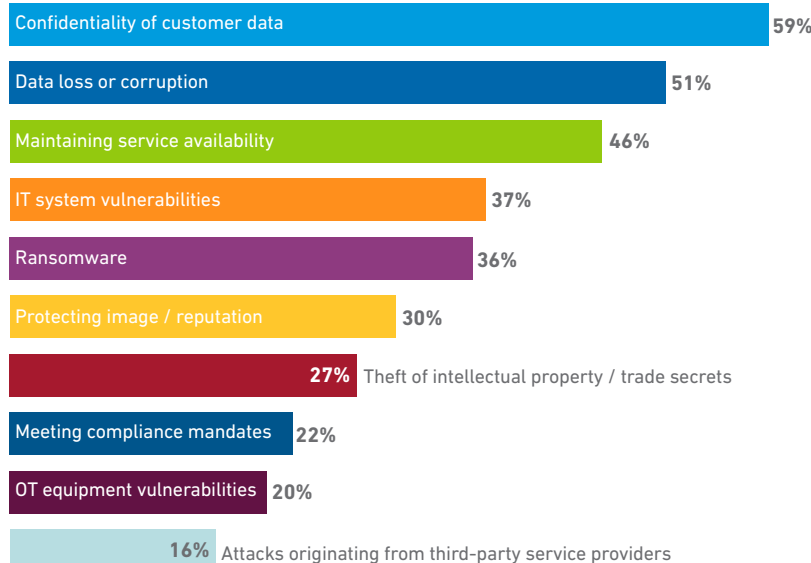
Although the survey results suggest that cyber resiliency assessments are being strengthened to protect risk areas, only half of operators rate them as "effective".

ABOUT THIS SURVEY

The Uptime Institute Data Center Security Survey 2024, conducted online in May 2024, had more than 900 respondents. This report highlights some of the findings.

Confidentiality of customer data leads cybersecurity concerns

Which of these best describes your organization's top concerns regarding data center cybersecurity? Choose no more than three. (n=305)

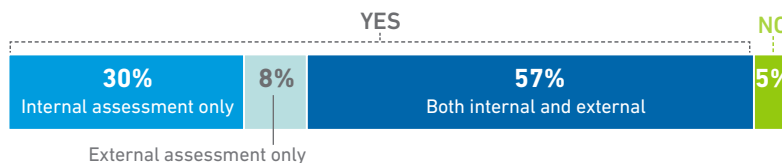


UPTIME INSTITUTE DATA CENTER SECURITY SURVEY 2024



Most cyber assessments use internal and external resources

Has your organization had a cybersecurity assessment of its data center IT or OT systems either conducted internally by your own staff or that was provided by an external company? (n=244)

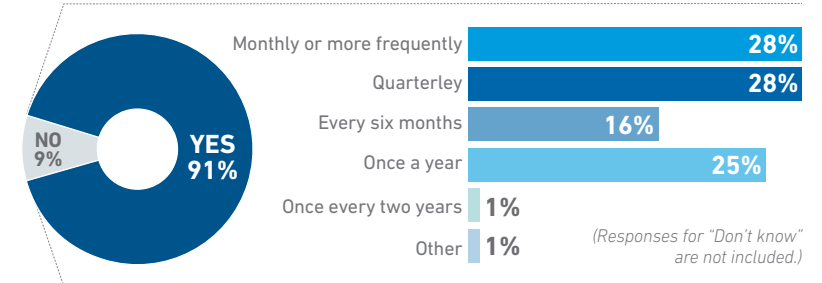


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Most assess cyber resiliency at least quarterly

Does your organization periodically conduct comprehensive assessments of the effectiveness of its data center cybersecurity program? If so, how often? (n=397)

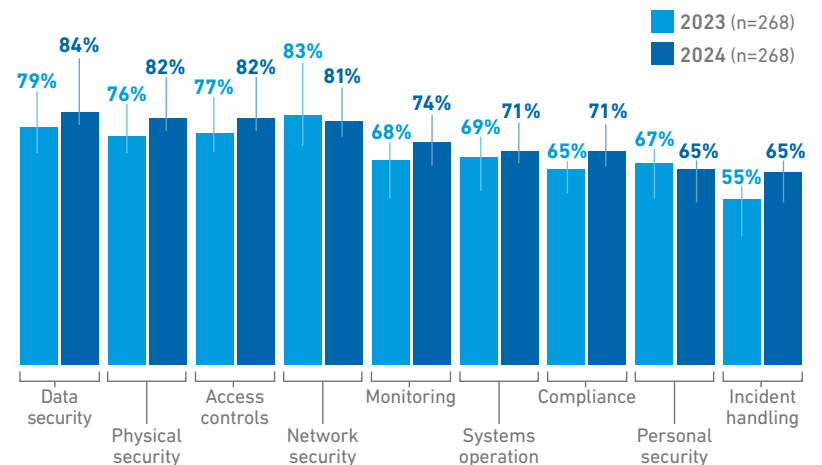


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Cybersecurity assessments are becoming more robust

Which of the following areas are reviewed by your organization when conducting data center cybersecurity assessments? Choose all that apply.

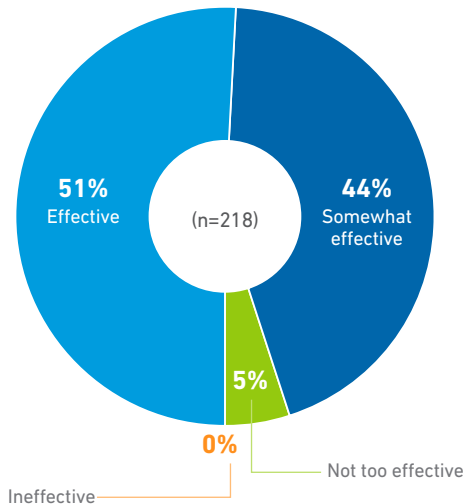


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Only half rate their company's cyber assessments as "effective"

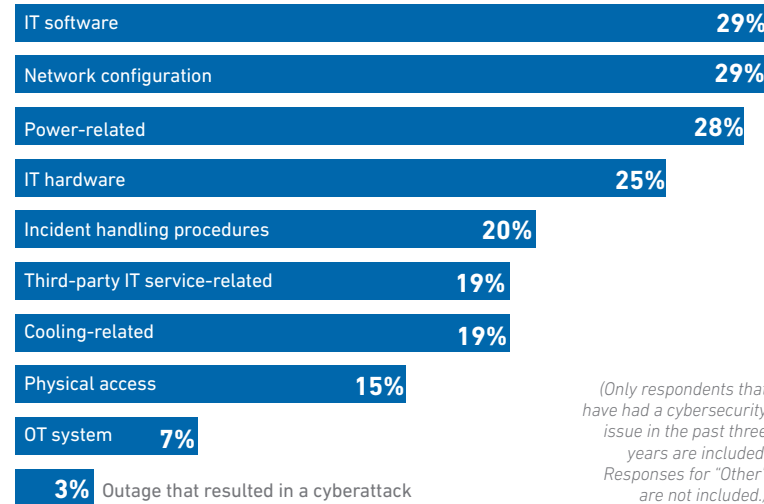
How would you rate the level of effectiveness of your organization's data center cybersecurity assessments?



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Software, network and power issues cause most cyber incidents

Over the past three years, which of the following issues have been the most common cause (if any) of data center cybersecurity issues/incidents that have affected your organization? Choose no more than three. (n=373)

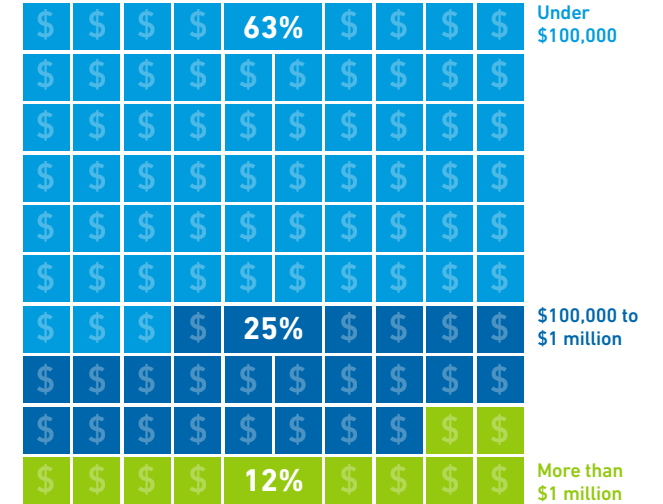


(Only respondents that have had a cybersecurity issue in the past three years are included. Responses for "Other" are not included.)

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More than one-third of impactful cyber incidents cost more than \$100,000

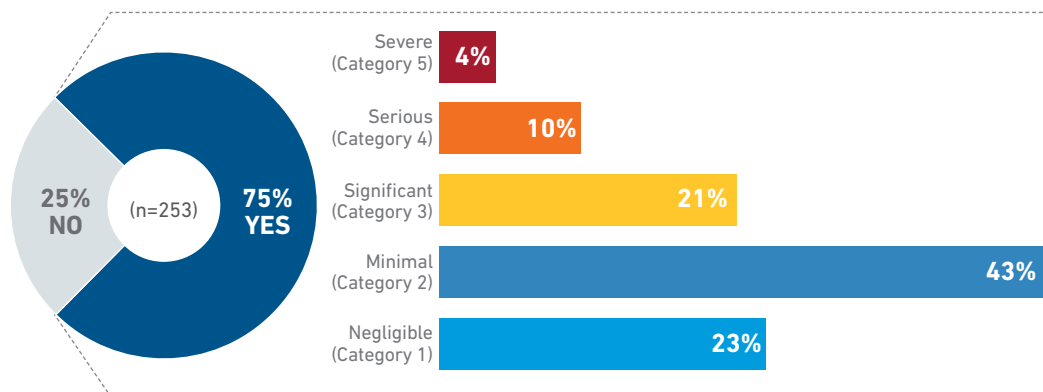
Please estimate the total cost of this cybersecurity incident, including direct, opportunity, and reputation costs using the following options. (n=158)



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More than one-third of recent cyber incidents had considerable impact

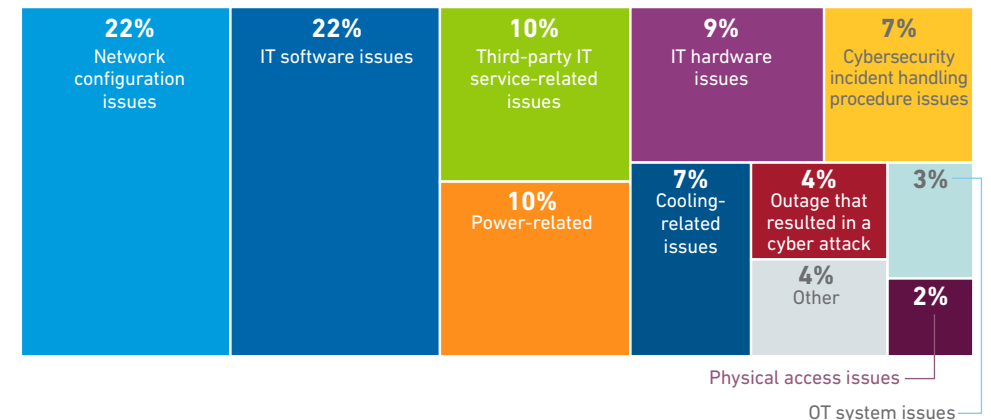
Did your organization experience an impactful cyber incident in the past three years? On a scale of 1 (negligible) to 5 (severe) how would you classify your data center's most impactful cybersecurity incident in the past three years?



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Network and software issues cause most impactful cyber incidents

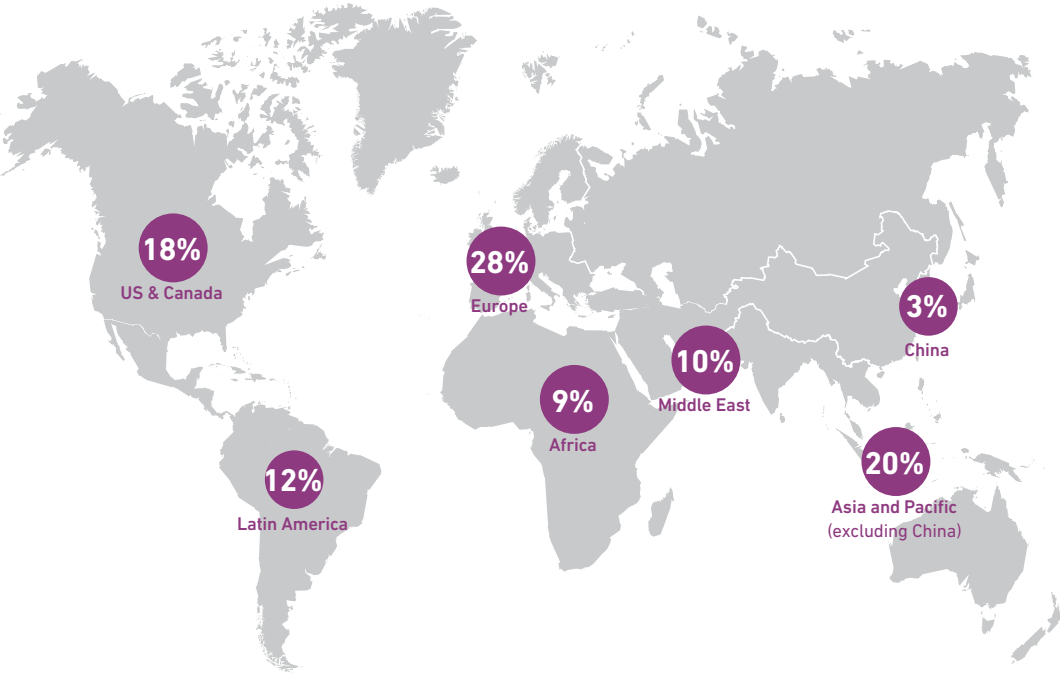
What was the primary cause of your most impactful data center cybersecurity incident? (n=162)



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Demographics: Uptime Institute Data Center Security Survey 2024

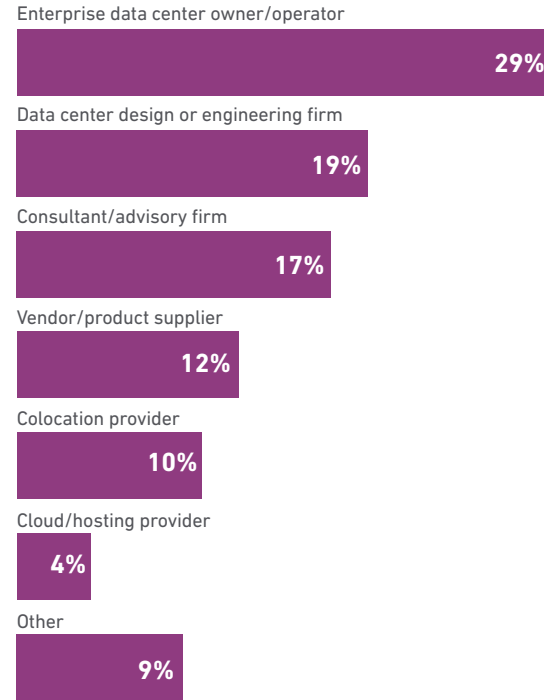
Company location (n=926)



Digital infrastructure environment (n=619)



Verticals (n=926)



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About Uptime Institute

Uptime Institute is the Global Digital Infrastructure Authority. Its Tier Standard is the IT industry's most trusted and adopted global standard for the proper design, construction, and operation of data centers – the backbone of the digital economy. For over 25 years, the company has served as the standard for data center reliability, sustainability, and efficiency, providing customers assurance that their digital infrastructure can perform at a level that is consistent with their business needs across a wide array of operating conditions.

With its data center Tier Standard & Certifications, Management & Operations reviews, broad range of related risk and performance assessments, and accredited educational curriculum completed by over 10,000 data center professionals, Uptime Institute has helped thousands of companies, in over 100 countries to optimize critical IT assets while managing costs, resources, and efficiency.

Uptime Institute is headquartered in New York, NY, with offices in Seattle, London, Sao Paulo, Dubai, Singapore, and Taipei. For more information, please visit www.uptimeinstitute.com

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