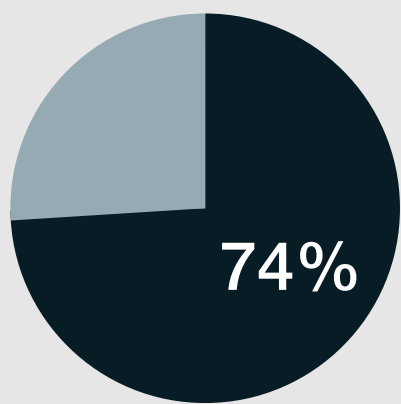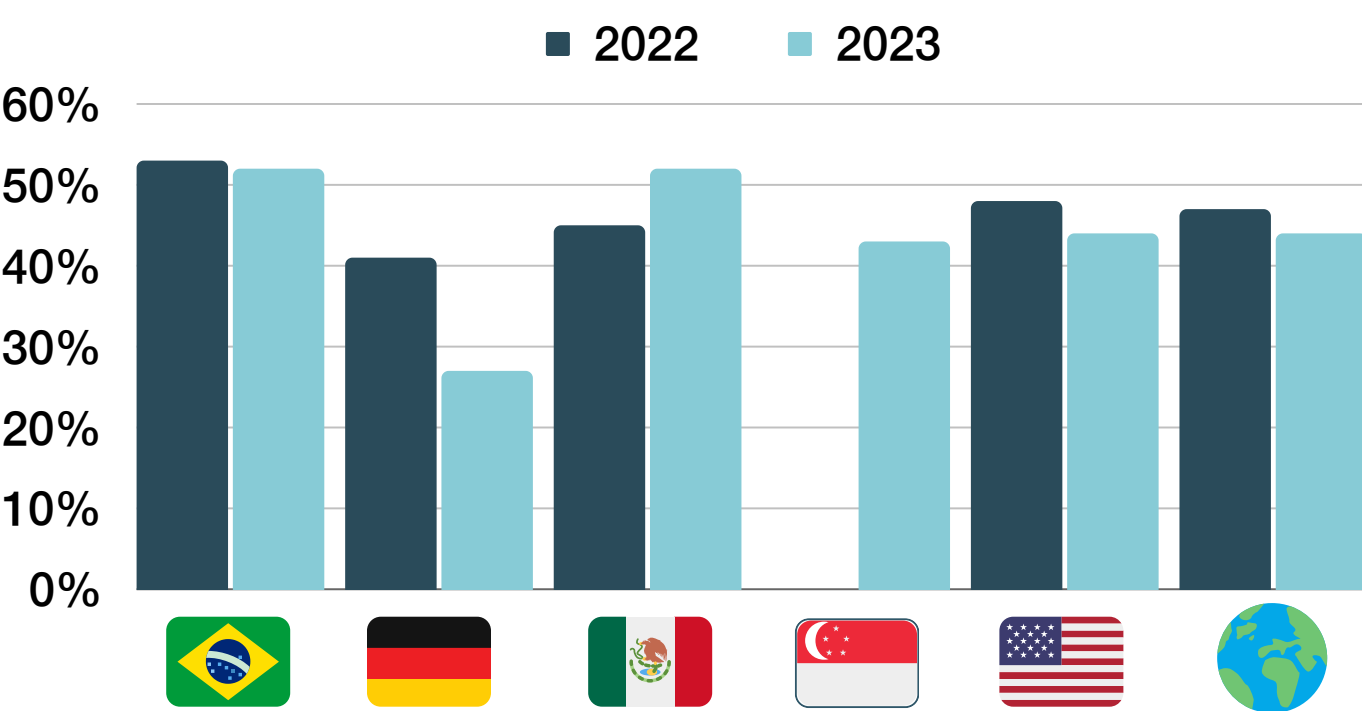# OTRS

OTRS SPOTLIGHT: CORPORATE SECURITY 2023
Part 2: Incident Response & Readiness

While the number of security incidents continues to rise, not even half of all organizations feel optimally prepared for security incidents.
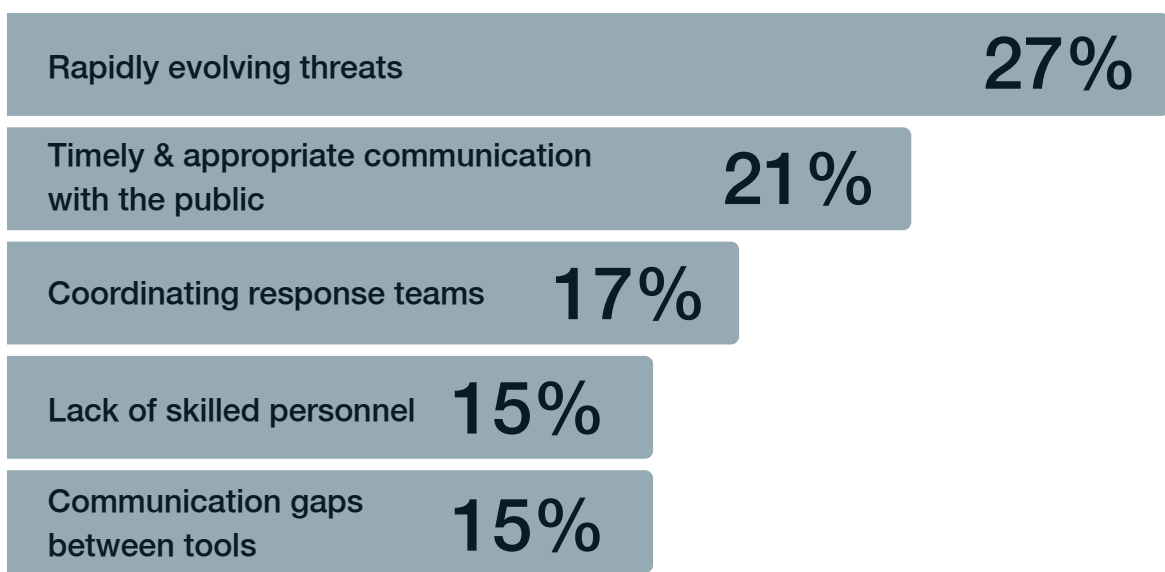
74% of all cyber security professionals surveyed report an increase in security incidents over the past 12 months.

Respondents who say that their company is "optimally" prepared in the event of a security incident:

Legend: 2022, 2023 (bar chart by country: Brazil, Germany, Mexico, Singapore, USA, Global)

Automation can help security teams tackle the challenges they face during incident response. Some are already taking advantage of this more than others.

What is the most significant challenge you face during incident response? (Survey average)

Challenge	%
Rapidly evolving threats	27%
Timely & appropriate communication with the public	21%
Coordinating response teams	17%
Lack of skilled personnel	15%
Communication gaps between tools	15%

How do you handle the balance between automation and human intervention in your incident response processes?

Legend: No Automation, Limited Automation, Moderate Automation, Full Automation, I Don't Know (stacked bar chart by country: Brazil, Germany, Mexico, Singapore, USA)