



Business Impact Analysis (BIA)

A Business Impact Analysis (BIA) is used to determine the effect of an interruption of services on each department within the business and then the total impact on the organisation as a whole. The analysis provides valuable information on the short- and long-term effects of a disaster.

Business name:

During the planning process of developing a Business Continuity Plan (BCP) it is important to first understand the business processes and their impact on the business.

Not all processes are critical and yet all processes are required to provide a complete business service. Services that directly impact the ability of the business to meet its mission-critical objectives must be recovered in a timelier manner. Other services, although important, may not require immediate recovery, and could be delayed in some cases.

We need your assistance in identifying the most critical business processes/services being provided within your department and their priority. This information will be used to determine overall business process/services priorities for the business.

The questions have been developed to elicit such information as the financial impact, time frame for recovery, and resource requirements. The responses will be compiled and analysed to provide the information required to develop a corporate-wide business recovery strategy. When the questionnaire data has been summarised for your department the results will be reviewed with you to verify the accuracy of the interpretations.

Information gathered in the BIA will be used to:

- Determine the priority for restoring the functions of the business.
- Determine the recovery time objective (RTO) for each business process.
- Determine the recovery point objective (RPO) for each business process.
- Identify critical resources required to support business department recovery.
- Identify critical technology infrastructure requirements.

This and other information is required to develop an effective business recovery strategy.

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Department Information

1. Department Overview

Department Name

Department Manager

Department Location(s)

Name of BIA Respondent

BIA Respondent's Title

BIA Respondent's Phone #

BIA Respondents Email Address

2. Name of the Business Process / Service

Business Process Name:

3. Description of the Business Process / Service

General Description

4. Process Frequency

How often is this process completed

Daily

Quarterly

Weekly

Semi-Annually

Monthly

Annually

5. Number of Employees Supporting Business Process or Service

Number of employees required to perform the process each cycle:

Recovery Time and Recovery Point Objectives Explanation

One (1) Business Impact Analysis (BIA) should be completed for each major business processing within your department. It is important to note that a sub-process although key to the completion of the main business process should not be set up as a main business process unless it can stand on its own as its own business process.

As part of the BIA process we are asking that you identify the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for the business process and its sub-processes. A description of RTO and RPO are shown below.

Priority – Recovery Time Objective (RTO)

The RTO is defined as how much time a user is willing to lose before regaining the use of their applications. If access to the network and your applications were to be down when you came into work how long would you or could you work without support of these applications? Depending on the criticality of an application it can range from no downtime is acceptable to several days. Simply stated: "How long can we be down?"

0 - Recovery within 0 minutes – immediate recovery / no interruption in services

1 - Recovery within 24 hours - 1 day

2 - Recovery within 48 hours - 2 days

3 - Recovery within 72 hours - 3 days

4 - Recovery greater than 72 hours - > 3 days

Priority – Recovery Point Objective (RPO)

The RPO represents how much lost data will be acceptable to users. If the systems supporting your business processes were to fail, could the data be recovered by re-entry, by re-scanning, etc.? If the data can be recovered how much of a loss is acceptable? Simply stated: "How much data can a department re-create or re-enter?"

0 - At point of failure, this is the best case scenario, no data is lost; however, it is possible that the last transaction just prior to the disaster may have been lost during transmission.

1 - Within the last eight (8) hours, regardless of when the disruption in service occurs.

2 - As it was at the start of the business day (08:00 hours). All data entered since the last backup will have to be re-constructed and re-entered into the system.

3 - As of the backup taken on the most recent Saturday or Sunday night prior to the disaster. All data entered since the last backup will have to be re-constructed and re-entered into the system. There could be up to a week's worth of data lost that would have to be reconstructed.

Business Impact Analysis

6. Business Process

Briefly describe the Department's business process and/or service for which this BIA is being completed. (Please attach any additional information that provides a comprehensive overview of the department's business processes / services. i.e. charts samples of service offerings, etc.)

Business Process Name	Description	R's Processed (if appropriate)	RTO	RPO
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7. Sub-Processes

For every business process there may be sub-processes that are completed in support of the main business process. Please list the sub-processes and their respective RTO and RPO.

Sub-Process Name	Description	R's Processed (if appropriate)	RTO	RPO
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8. Manual Continuity Plan

For the above business process, named in question #6, does the department have manual workaround procedures that would allow the process to continue in the event of a disruption of the services that would normally support this business process?

Yes No

9. Type of Support Provided by Department

Which general support description best fits the Department?

General Support Description	Service provided to the following areas (check all that apply)
a) Provides direct student contact	
b) Provides administrative support	
c) Provides technology, communications, and infrastructure support	
d) Executive management	

10. Department Hour

What hours does the department work during a normal work week and on the weekends?

Indicate the hours for Weekdays and for the Weekend)		
Department Hours	Start of Business Day	End of Business Day
Weekdays (Monday – Friday)		
Weekends (Saturday – Sunday)		

Specify hours by day, if different each day		
Department Hours	Start of Business Day	End of Business Day
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

11. Transaction Volumes

What is the number of transactions processed through this business process or service?

Frequency	Number of Transactions
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Daily

Weekly

Daily

Monthly

Semester

Annually

12. Rand Volumes

What is the average rand volume processed by the department? Please indicate what the appropriate frequency for the rand volume is.

Frequency	Rand Volume (R)
-----------	-----------------

Daily

Weekly

Daily

Monthly

Semester

Annually

13. Process or Service Criticality

Is the criticality of this process or service dependent on the Fiscal Calendar? Explain:

Process or Service Criticality

14. Process Dependency

Process Dependency	Name of Other Department	Name of Other Process	Description (if necessary)
This process or service precedes another department's process			
This process or service follows another department's process			

15. Business Partners

Is all or part of this business process or service dependent on service providers that are outside of ?

Yes No

If yes, please describe or indicate the business partners.

Business Partners Names	Services Provided
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16. Application RTO / RPO

As part of the BIA please assign an **RTO** and **RPO** to all of the applications that you use to support this business process, according to the **RTO** and **RPO** scales shown below.

Please rank the **RTO** and **RPO** based on your usage and view of their importance. For the financial question consider the financial consequences if the application were to be down for longer than the **RTO** that is chosen.

Priority – Recovery Time Objective (RTO)

- 0 - Recovery within 0 minutes – immediate recovery / no interruption in services
- 1 - Recovery within 24 hours - 1 day
- 2 - Recovery within 48 hours - 2 days
- 3 - Recovery within 72 hours - 3 days
- 4 - Recovery greater than 72 hours - > 3 days

Priority – Recovery Point Objective (RPO)

- 0 - At point of failure, this is the best case scenario, no data is lost; however, it is possible that the last transaction just prior to the disaster may have been lost during transmission.
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- 2 - As it was at the start of the business day (08:00 hours). All data entered since the last backup will have to be re-constructed and re-entered into the system.
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Only respond to those applications that are used to support the business process being responded to in this BIA. If an application that you use for this process is not listed please add it to the list and provide the appropriate information.

#	Application Name	RTO	RPO	RPO
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

17. Alternate Processes

Has an alternate process been developed and documented which could be quickly initiated in the event of loss of access to an automated system.

Yes No

18. Special Office Equipment/Devices

#	Item	Qty	Location	Special Requirements
1				
2				
3				
4				
5				

19. Future System / Application / Hardware

Please describe new systems, applications or hardware that you are aware of that will be implemented in the future or are in the process of implementing, but that you may not have listed above.

Future System / Application / Hardware

Thank you very much for your assistance in completing this Business Impact Analysis.