

Business Impact Analysis

Objective

The purpose of a business impact analysis (BIA) is to identify which business units/departments and processes are essential to the survival of your organization. The BIA will identify how quickly essential business units and/or processes have to return to full operation following a disaster situation. The BIA will also identify the resources required to resume business operations.

It is important to analyze Business impacts for different types of disruptions. For instance, the impact of a flood will vary from the impact of a cyber threat. Impacts are identified based on worst-case scenario that assumes that the physical infrastructure supporting each respective business unit has been destroyed and all records, equipment, etc. are not accessible for up to 30 days. Please note that the BIA will not address recovery solutions.

The objectives of the BIA are as follows:

- Estimate the financial impacts for each business unit, assuming a worst case scenario.
- Estimate the intangible (operational) impacts for each business unit, assuming a worst-case scenario.
- Identify the organization's business unit processes and the estimated recovery time frame for each business unit.

Business Impact Analysis Scores

The following number scores have been established to provide firm tangible and intangible exposure categories for cross-company comparison.

Cumulative Dollar Loss Ranges (Tangible)

<u>Score</u>	<u>Loss Range</u>
0	none
1	< \$1,000
2	≥ \$1,000 < \$5,000
3	≥ \$5,000 < \$10,000
4	≥ \$10,000 < \$25,000
5	≥ \$25,000 < \$50,000
6	≥ \$50,000 < \$100,000
7	≥ \$100,000 < \$150,000
8	≥ \$150,000 < \$250,000
9	≥ \$250,000 < \$500,000
10	≥ \$500,000

Customer Service and Goodwill Loss Ranges (Intangible)

<u>Score</u>	<u>Effect</u>
0	None
2	Minimal
4	Moderate
6	Moderately Heavy
8	Heavy
10	Severe

Definitions

Impact Category	Definition
Loss of Revenue	Loss of income received from selling goods or services
Additional Expenses	Temporary staffing, overtime, equipment, services
Regulatory and Legal	Fines, penalties, compliance issues, contractual obligations, financial liabilities
Customer Service	Termination or reduction of service level (internal or external), live operators vs. automated response
Goodwill	Public image, shareholder relations, market share

Business Impact Analysis Questionnaire

A Business Impact Analysis is a process used to determine the effect of an interruption of services on each business unit and the organization as a whole. The analysis can provide information on the short and long term effects of a disaster on such factors as profit, market share and goodwill.

This information is required to develop a business continuity strategy for the entire organization. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in developing an effective Business Continuity program.

Business Unit/Department Name:

Description of Business Unit/Department's Purpose in the Organization:

Name of Unit/Department's Manager/Director:

In the followings table, list the business processes performed by the Business Unit/Department

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	

For each business process listed above, fill out a questionnaire sheet.

Completed by:

Date:

Business Impact Analysis Questionnaire

Business Unit/Department Name:

Business Process Name:

Business Function Description:

1. Does this Function have to be performed at a specific time of the day/week/month/year?

☐ No ☐ Yes- If yes, state the requirement:

2. Using the Impact categories to classify the type of loss incurred and the Loss ranges (0 through 10) specify *your estimated* amount of exposure during each time period below:

Impact Category	Cumulative Impact after Days:					
	1	3	5	10	20	30
Loss of revenue						
Additional expenses						
Regulatory and legal						
Customer service						
Goodwill/Reputation						

3. Is this function dependent on any technology (hardware or software):

☐ No ☐ Yes- If yes, list:

4. Does this function depend on any outside services or products for its successful completion?

☐ No ☐ Yes- If yes, list:

5. What is the maximum amount of time this business process could be unavailable?

Completed by:

Date: