Business Impact Analysis

Business Impact Analysis Introduction

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

Business operations are comprised of numerous inter-related tasks and processes all focused on providing a service to either internal customers or external customers. 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 College.

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 College to meet its mission-critical objectives such as providing all of the necessary support for the educational requirements of the students, life safety services, etc. 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 college.

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 analyzed to provide the information required to develop a corporate-wide business recovery strategy. When the questionnaire data has been summarized for your Department the results will be review 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 college.
> 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 college-wide business recovery strategy.
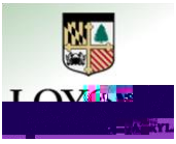
If you have any questions, require clarification or need assistance please contact Tim Enders at 410-617-2542 or tenders@loyola.edu

Table of Contents

f   j

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

Business Impact Analysis

Return

6. Business Process

Return

Briefly describe the Department's business process and/or service for which this BIA is being completed?
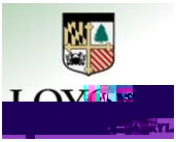
9. Type of Support Provided by Department

Return

Which general support description best fits the Department?

General Support Description	Service provided to the

11. Transaction Volumes

[Return](#)

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

Frequency	# of Transactions
Daily	
Weekly	
Monthly	
Semester	
Annually	

12. Dollar Volumes

[Return](#)

15. Business Partners

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

Yes :		No:	

If yes, please describe or indicate the business partners.

Business Partners Names	Services Provided

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

#	Application Name	RTO	RPO	(if application is down longer than RTO or if data is lost beyond the RPO)
1	422 CRM Undergraduate Admissions			
2	Active Admissions - Graduate			
3	Active Admissions - Under-Graduate			
4				

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

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.