Lab # 7 — Assessment Worksheet

**Course Name and Number: IAA202**

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## **Part A – Perform a Business Impact Analysis for an IT Infrastructure**

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| **Business Function Or Process** | **Business Impact Factor** | **Recovery Time Objective** | **IT Systems/ Apps Infrastructure Impacts** |
| Internal and external voice communications with customers in real-time | Critical | 8 Hours | VoIP Call Servers, DNS, LAN/WAN Network |
| Internal and external e-mail communications with customers via store and forward messaging | Critical | 6 Hours | E-mail Servers, DNS,LAN/WAN Network |
| DNS – for internal and external IP communications | Critical | 2 Hours | VoIP Call Servers, DNS, LAN/WAN Network |
| Internet connectivity for email and store and forward customer service | Critical | 4 Hours | Web Servers, DNS, E-mail Servers, LAN/WAN Network |
| Self-service website for customer access to information and personal account information | Critical | 1 Hours | Web Servers, Account Application Servers, Customer Database Servers, WAN Network |
| e-Commerce site for online customer purchases or scheduling 24x7x365 | Critical | 1 Hours | Web Servers, Inventory Application Servers, Inventory Database, Purchase Application Server, Scheduling Application Server, Internet Access, WAN Network |
| Payroll and human resources for employees | Important | 1-2 Days | Employee Database, Employee Payroll Application Server, LAN Network |
| Real-time customer service via website, e-mail, or telephone requires CRM | Critical | 2 Hours | VOIP Call Servers, DNS, Internet Access, Email Servers, CRM Application Server, CRM Database |
| Network management and technical support | Critical | 4 Hours | LAN/WAN Network, Internet Access, Remote Monitoring, Remote Management |
| Marketing and events | Minor | 3-5 Days | Marketing and Event Planning Application Software/Server |
| Sales orders or customer/ student registration | Critical | 2 Hours | Inventory Database, Web Servers, Account Application Servers, Internet Access |
| Remote branch office sales order entry to headquarters | Critical | 8 Hours | VPN Connection Application, Internet Access, Sales Application Server, Sales Database, Inventory Database |
| Voice and e-mail communications to remote branches | Vital | 13 Hours | VoIP Call Servers, DNS, LAN/WAN |
| Accounting and finance support: Accts payable, Accts receivable, etc.. | Important | 24 Hours | Accounting Application Servers, Customer Database, Sales Application Servers, Employee Database, |

## **Perform a Business Impact Analysis for an IT Infrastructure**

1. **What is the goal and purpose of a BIA?**

The BIA is an essential part of any Business Continuity or Disaster Recovery Plan. It is also the first and one of the most important steps. A BIA is designed to analyze and predict the consequences of disrupting a business process and provide critical information required to provide recovery strategies

1. **Why is a business impact analysis (BIA) an important first step in defining a business continuity plan (BCP)?**

The BIA is the first step because it is used to identify the impact that can result from disruptions in the business. Without the BIA, the BCP would not identify and prioritize which systems and processes must be sustained and provide the necessary information for maintaining them.

1. **How does risk management and risk assessment relate to a business impact analysis for an IT infrastructure?**

Risk management relates to a business impact analysis by identifying resources and associated risks, determining their magnitude, identifying what safeguards are needed, and maintain the proper techniques to mitigate the risks.

1. **What is the definition of Recovery Time Objective (RTO)? Why is this important to define in an IT Security Policy Definition as part of the Business Impact Analysis (BIA) or Business Continuity Plan (BCP)?**

The RTO is the time in which the system or function must be recovered. The RTO would be equal to or less than the MAO. For example, if the MAO is one hour, the RTO would be one hour or less.

1. **True or False - If the Recovery Point Objective (RPO) metric does not equal the Recovery Time Objective (RTO), you may potentially lose data or not have data backed-up to recover. This represents a gap in potential lost or unrecoverable data.**

True

1. **If you have an RPO of 0 hours – what does that mean?**

It’s common to measure acceptable data loss in minutes, such as 15minutes. Every minute of data loss represents lost sales revenue. So if you have an RPO of 0 hours, then that means there is no data lost.

1. **What must you explain to executive management when defining RTO and RPO objectives for the BIA?**

The RPOs identify the maximum amount of data loss an organization can accept. This is the acceptable data latency. For example, a database may record hundreds of sales transactions a minute. The organization may need to recover this data up to the moment of failure. This would be expensive. Another database may import data once a week. You’d only need to restore the data since the last import to ensure nothing is lost. This is less expensive.

1. **What questions do you have for executive management in order to finalize your BIA?**

Is there money in the budget for a separate backup site?

If there is money in the budget for a separate backup site, how many of the backup servers will be stored there?

How often will we need to do a full back-up?

1. **Why do customer service business functions typically have a short RTO and RPO maximum allowable time objective?**

* Customer service business functions typically have a short RTO because the time frame needs to be short because the longer they are down, the more sales they are losing.
* The RPO has to be short as possible because when you’re dealing with customer service, time is money. With some organizations, 30 minutes of down time equals millions of dollars lost.

1. **In order to craft back-up and recovery procedures, you need to review the IT systems, hardware, software and communications infrastructure needed to support business operations, functions and define how to maximize availability. This alignment of IT systems and components must be based on business operations, functions, and prioritizations. This prioritization is usually the result of a risk assessment and how those risks, threats, and vulnerabilities impact business operations and functions. What is the proper sequence of development and implementation for these following plans?**

* Business Continuity Plan: 2
* Disaster Recovery Plan: 3
* Risk Management Plan: 4
* Business Impact Analysis: 1