

DigiKnight Technologies, Inc.

Business Continuity Plan

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MS511 Group 2

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Change Log

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1 Introduction

1.1 Plan Purpose

The primary purpose of this plan is to establish policies and procedures that will effectively prepare DigiKnight Technologies, Inc. and its employees for reasonable and credible threats to the company's continued operations.

1.2 Plan Scope

The scope of this plan is limited to preparing for realistic and credible threats to the physical safety and security of DigiKnight Technologies, Inc. employees and property as well as threats which would affect the continued operation of the company.

1.3 Plan Objectives

The objective of this plan is to facilitate the rapid resumption of critical business functions such that DigiKnight Technologies, Inc. can continue to operate viably during emergencies.

- To maintain key business functions during disasters and emergencies.
- To minimize downtime for the company's greater operations.

1.4 Plan Assumptions

The plan outlined herein is based upon the following assumptions:

- An emergency event has affected normal business operations.
- Qualified personnel are available to continue operations.
- Documents and equipment on company premises may be lost, damaged, or otherwise unavailable during the emergency event.

2 Continuity Management Team

<i>Role</i>	<i>Responsibility</i>	<i>Name</i>	<i>Contact Info</i>
<i>Sponsor</i>	Ensure team is unobstructed in their development and operations.	Carlton Smith	415-555-7841
<i>Leader</i>	Ensure plan is enacted and responsible parties are activated.	Alicia McKellips	415-555-8352 x0190
<i>HR</i>	Provide ready access to up-to-date employee information.	Mark Saunders	415-555-8643 x0180
<i>Public Relations</i>	Provide effective communication to internal and external stakeholders (employees, regulators, media, affected customers/clients, etc.).	Michael Churchill	415-555-3131 x0160
<i>Line Manager</i>	Provide insight into critical operations for business continuity.	Linda Kraemer	415-555-6161 x0150
<i>Physical Security</i>	Provide insight into safety and security measures.	Brett Kelcey	415-555-3852 x0170
<i>IT</i>	Provide insight into technology critical for business continuity.	Luke McDowel	415-555-8352 x0191

3 Risk Assessment

<i>Risk Description</i>	<i>Mitigation/Response</i>	<i>Risk Level</i>
<i>Company Network Breach</i> Due to internal or external actors causing company networks, servers, computers, or data to be exposed.	Appropriate firewalls, IT security policies and protocols, data access controls, timely software and technology updates. Daily full backups (local), paired with weekly cloud backups.	High
<i>Company Network Outage</i> Due to hardware issue, disaster, or threat actor.	Appropriate incident response plan, backup hardware, isolated sub-networks.	Medium
<i>Facility Breach</i> External persons entering any of the company's three buildings without clearance.	Automatically locking doors, security checkpoints, metal detectors, security cameras, appropriate physical access controls and key logs. Conduct unannounced drills every 6-8 weeks on a random rotation.	Medium
<i>Loss of Building Access</i> Due to fire, flood, or other emergency.	Proper safety and security procedures, emergency services, offsite data backup, plan to shift function to another building (if applicable). Conduct unannounced drills every 6-8 weeks on a random rotation.	Medium
<i>PR Crisis</i> Due to product recall, industry shift, or other internal/external factor.	Appropriate crisis management response plan.	Low
<i>Production Outage</i> Due to machine breakdown, loss of master copies, or lack of raw materials.	Regular machine maintenance, appropriate IT security policies around master copies, backup service contracts for repair. Contact vendor(s) to provide assistance.	High
<i>Shipping Outage</i> Due to extreme weather, civil unrest, or other external factor.	Backup plan in place for alternate shipping services, communications plan for customers and distributors, inventory management system for completed product.	Low

4 Critical Business Functions

#	Function	Criticality	Max Downtime	Team	Required Resources
1	Box Insert Printing	High	1-2 hours	Manufacturing	Staff, Blank Paper, High Speed Printer, Master Copies, Building Three, Inventory Database
2	Building Safety	High	< 30 minutes	Security	Staff, Fire Suppression System, First Aid Kits, Emergency Contact List
3	Building Security	High	< 30 minutes	Security	Staff, Keys, Security Cameras, Personnel Database, Access Control List
4	Company Network	High	1-2 hours	IT	Staff, Servers, Network Hardware, Computers
5	Disk Printing	High	1-2 hours	Manufacturing	Staff, Blank Disks, Production Machines, Diagnostic Machine, Master Copies, Building Three, Inventory Database
6	Distributor Support	Medium	<1 day	Sales	Staff, Computers, Company Network, Internet Access, Customer Database, Inventory Database, Building Two, Parcel Services
7	Internet Access	Medium	< 1 day	IT	Staff, Network Hardware, ISP Connection
8	Product Packaging	High	1-2 hours	Manufacturing	Staff, Finished Disks, Finished Box Inserts, Packaging Materials, Building Three

9	Product Receiving	High	< 1 day	Shipping	Staff, Inventory Database, Building Two, Parcel Services
10	Product Sales	Medium	< 1 day	Sales	Staff, Computers, Company Network, Internet Access, Customer Database, Inventory Database, Building Two
11	Product Shipping	High	< 1 day	Shipping	Staff, Shipping Materials, Finished Product, Customer Database, Inventory Database, Shipping Software, Building Two, Parcel Services
12	Product/Process Research	Low	1 week	R&D	Staff, Computers, Company Network, Internet Access, Production Machine Blueprints and Manuals
13					
14					
15					
16					

5 Systems Inventory

<i>Building</i>	<i>Department</i>	<i>Systems and Devices</i>
1	Administration	10 x Dell Optiplex 7010 Workstations 3 x Multifunction Printers
2	Sales	15 x Dell Optiplex 7010 Workstations 3 x Multifunction Printers
2	R&D	3 x Intel Core i7-4470 Workstations 1 x Multifunction Printers
2	Shipping	4 x Dell Optiplex 7010 Workstations 2 x Multifunction Printers
2	Advertising	5 x Dell Optiplex 7010 Workstations 2 x Multifunction Printers
2	Purchasing	5 x Dell Optiplex 7010 Workstations 2 x Multifunction Printers
3	Manufacturing	10 x Manufacturing Machines 1 x High Speed Printer
3	Maintenance	
3	IT	5 x Intel Quad Core i7-4470 Workstations 10 x PowerEdge R620 Servers 2 x Multifunction Printers

6 Plan Activation and Communication Procedures

6.1 During Normal Business Hours

During normal business hours, the Continuity Management Team can be contacted at their office telephone numbers, or failing that their cellular numbers. Personnel affected by a disaster shall be contacted by a representative of the Continuity Management Team as appropriate to the situation in the following order:

1. Office telephone number
2. Cellular telephone number
3. Personal Email

6.2 Outside Normal Business Hours

Outside of normal business hours, the Continuity Management Team can be contacted at their cellular numbers. In the event of an impending threat to life or property, contact emergency services immediately. Personnel affected by a disaster shall be contacted by a representative of the Continuity Management Team as appropriate to the situation in the following order:

1. Home telephone number
2. Cellular telephone number
3. Personal email

6.3 Actions Upon Activation

Once the Continuity Management Team has been alerted to a disaster situation, they shall perform the following actions as appropriate to the current situation:

1. Develop recommendations and response strategies as appropriate to the current disaster, based on prior incidents and plans, and report them to senior management.
2. Identify timing issues affecting business continuity, such as payroll, critical contracts, etc.
3. Identify salvageable equipment, supplies, documents, and company properties.
4. Develop critical recovery timeline based on affected business areas for the next 8 hours, 24 hours, and week.
5. Recommend return-to-normal recovery strategies to senior management, prioritizing return to building and secondary local sites.

6.4 Internal Communication Procedures

The Continuity Management Team will notify company stakeholders as soon as possible after being alerted to a disaster and offer repeated updates throughout the duration of the incident. Affected employees, vendors, and customers will be notified as appropriate by a member of the Continuity Management Team and be updated when the environment changes. Once the recovery operation has been completed, all employees will be notified through internal company notifications.

7 Plan Testing and Maintenance Cadence

In order to ensure the business continuity and disaster recovery plan is up to date and appropriate for the current makeup of the business, it must be tested and updated regularly.

7.1 Testing Schedule

This plan should be tested regularly, ideally on a monthly cadence, by both the Continuity Management Team and the company as a whole. The entire plan cannot be tested in full at once, so each month one or more of the following testing operations should be completed:

- Call Tree Exercises
- Fire / Evacuation Drills
- Emergency Lockdown Drills
- Tabletop Disaster Exercise
- Isolated System Recoveries (Backup and Restoration, etc.)

Testing the plan regularly and with a variety of techniques will result in a more thorough plan in the unfortunate event of a disaster. The results of all tests should be recorded in detail and the Continuity Management Team should update the plan in response to those results.

7.2 Maintenance Schedule

In addition to updating the business continuity and disaster recovery plan in response to testing procedures, the plan should be updated regularly in order to keep names, numbers, and addresses up to date based on the current state of the company. At minimum, this document should be updated to reflect the state of the company every six months. If the Continuity Management Team structure or members change, this document should be immediately updated to match.

8 Employee Contact List

<i>Name</i>	<i>Department</i>	<i>Contact Number</i>
<i>Addams, Lance</i>	Maintenance	415-555-3970 x144
<i>Albright, Kevin</i>	Shipping	415-555-6431 x133
<i>Arrons, Frank</i>	Security	415-555-3852 x171
<i>Baird, Thomas</i>	Sales	415-555-6312 x203
<i>Barnes, Katie</i>	Sales	415-555-6312 x207
<i>Bell, Allison</i>	Advertising	415-555-3131 x163
<i>Bell, Kendra</i>	Administration	415-555-8643 x184
<i>Bogdan, Corey</i>	R&D	415-555-3223 x103
<i>Bowden, Carlton</i>	R&D (Manager)	415-555-3223 x100
<i>Branson, Halle</i>	Sales	415-555-6312 x201
<i>Burns, Martin</i>	Security	415-555-3852 x173
<i>Cavanaugh, Katherine</i>	Purchasing (Manager)	415-555-3298 x120
<i>Churchill, Michael</i>	Advertising (Manager)	415-555-3131 x160
<i>Clark, Joanna</i>	Security	415-555-3852 x172
<i>Cunningham, Derrick</i>	Shipping	415-555-6431 x131
<i>DeVane, Jeffery</i>	Maintenance	415-555-3970 x145
<i>Filby, Leonard</i>	Sales	415-555-6312 x208
<i>Ford, Diane</i>	Sales (Manager)	415-555-6312 x200
<i>Gilliam, Kenneth</i>	Shipping (Manager)	415-555-6431 x130
<i>Gossard, Kurt</i>	R&D	415-555-3223 x101
<i>Griffin, Katelin</i>	Maintenance	415-555-3970 x143
<i>Hastings, Lorna</i>	Sales	415-555-6312 x204
<i>Hatherly, Rod</i>	Administration	415-555-8643 x181
<i>Holdeman, Bea</i>	Administration	415-555-8643 x182
<i>Jarosz, Sam</i>	R&D	415-555-3223 x102
<i>Johnson, Cassie</i>	Manufacturing	415-555-6161 x153
<i>Kastner, Brent</i>	Shipping	415-555-6431 x134
<i>Kelcey, Brett</i>	Security (Manager)	415-555-3852 x170
<i>Kitzman, Marty</i>	Manufacturing	415-555-6161 x155

Kraemer, Linda	Manufacturing (Manager)	415-555-6161 x150
<i>Loudy, Adam</i>	Maintenance	415-555-3970 x142
<i>Lowe, Natasha</i>	Sales	415-555-6312 x202
<i>Marcotte, Susan</i>	Administration	415-555-8643 x183
<i>McAllister, Evan</i>	Shipping	415-555-6431 x132
<i>McClintock, Rebecca</i>	Advertising	415-555-3131 x164
<i>McDowel, Aaron</i>	Advertising	415-555-3131 x161
<i>McDowel, Luke</i>	IT	415-555-8352 x191
McKellips, Alicia	IT (Manager)	415-555-8352 x190
<i>Mcloskey, Anne</i>	R&D	415-555-3223 x104
<i>Mill, Owen</i>	Advertising	415-555-3131 x162
<i>Millard, Pam</i>	Sales	415-555-6312 x206
<i>Reese, Helen</i>	Sales	415-555-6312 x209
<i>Robertson, Shay</i>	Purchasing	415-555-3298 x121
<i>Roby, Dwayne</i>	Sales	415-555-6312 x205
<i>Rosenburg, Bell</i>	Maintenance	415-555-3970 x141
<i>Saunders, Andrew</i>	Manufacturing	415-555-6161 x152
Saunders, Mark	Administration (Manager)	415-555-8643 x180
<i>Smith, Allan</i>	IT	415-555-8352 x192
Smith, Carlton	CEO	415-555-7841
<i>Sommer, Dillon</i>	Administration	415-555-8643 x185
<i>Talen, Jessica</i>	Manufacturing	415-555-6161 x151
<i>Watson, Annette</i>	Manufacturing	415-555-6161 x154
<i>Webber, Joseph</i>	IT	415-555-8352 x193
<i>White, Robert</i>	Purchasing	415-555-3298 x122
<i>Wildhorn, Robert</i>	IT	415-555-8352 x194
<i>Williams, Jessica</i>	Advertising	415-555-3131 x165
Winters, Michael	Maintenance (Manager)	415-555-3970 x400
<i>Wolf, Ian</i>	Purchasing	415-555-3298 x123

9 Vendor Contact List

<i>Name</i>	<i>Service(s)</i>	<i>Contact Info</i>
<i>Boldata</i>	Computers	1-888-555-1497
<i>Customized Packaging Solutions, Inc.</i>	Packaging (Primary)	8333 24th Avenue P.O. Box 278060 Sacramento, CA 95826
<i>Dell</i>	Computers	1-888-555-5897
<i>Disc Makers</i>	Blank Media	7905 N. Route 130 Pennsauken, NJ 08110-1402 1-800-468-9353
<i>Dub-It Media Services</i>	Blank Media	1110 North Tamarind Avenue Hollywood, California 90038 1-888-993-8248
<i>HP</i>	Computers	1-888-555-5237
<i>ISSI Business Solutions</i>	Blank Media	22122 20th Ave SE #152 Bothell, WA 98021 1-800-660-3586
<i>JC Paper</i>	Paper (Primary)	47422 Kato Rd Fremont, CA 94538 1-510-413-4700
<i>Office Equip, Inc.</i>	Printers, Copiers, Fax Machines	1-888-555-1576
<i>The Packaging House, Inc.</i>	Packaging	6330 North Pulaski Road Chicago, Illinois 60646-4594 1-800-966-1808
<i>The Tech Geek</i>	Blank Media (Primary)	48965 Warm Springs Blvd, Fremont, CA 94539 1-800-456-0825
<i>We Fix'Em, Inc.</i>	Production Machine Maintenance	1-888-555-0567
<i>We Sell Software, Inc.</i>	Software	1-888-555-9876

10 Plan Redundancy Information

Due to the importance of this business continuity plan and the necessity for both emergency services and stakeholders to have easy access, the full plan will be distributed in duplicate at the following locations.

<i>Name</i>	Redundancy Type	Contact Info
<i>Onsite Master</i>	Physical Copy	Rod Hatherly Building 1, Desk 123 1-415-555-8643 x0181
<i>Onsite Backup</i>	Physical Copy	Aaron McDowel Building 2, Desk 456 1-415-555-3131 x0161
<i>Fire / EMS Copy</i>	Physical Copy	Fremont Fire Station 6 4355 Central Ave, Fremont, CA 1-510-494-4200
<i>Insurance Copy</i>	Physical Copy	Our Insurance Company 1234 Other Street, Fremont, CA 1-415-123-4567
<i>Digital Backup</i>	Digital Copy	Amazon AWS S3 https://digiknight.aws.com/bc-dr.pdf

Appendix A – Administration BIA

Last Updated Date: 11/22/2021

Department:	Administration	Department Manager:	Mark Saunders
The Administration department oversees the day-to-day operations of the company. Additionally, the administration department maintains employee records, customer billing, and executive offices.			
System POC		POC Role	
Internal			
1. IT 2. Marketing 3. Security 4. Sales		1. Maintains admin computers and network. 2. Operates on admin direction to boost sales. 3. Ensures safe operating environment for admin and building one. 4. Maintains relations with customers and distributors.	
External			
1. Vital Clients 2. Vital Distributors		1. Contracts company services for production. 2. Orders product units from company.	
System Resources			
Hardware			
• Computers			
Software			
• Accounting Software • Customer Database • Corporate Database			
Other			
• Company Network • Internet Access			

Critical Roles

- IT

Critical Roles by Critical Resources

IT	Computers, Company Network, Internet Access, Databases

Outage Impact

Resource	Outage Impact	Allowable Outage Time
Computers	High	< 1 day
Company Network	High	< 1 day
Internet Access	High	< 1 day
Databases	High	< 1 day

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Computers	A
Company Network	B
Databases	C
Internet Access	D

Appendix B – Sales BIA

Last Updated Date: 11/21/2021

Department:	Sales	Department Manager:	Diane Ford
<p>The Sales department manages contacts with stores worldwide, and together with the shipping department ensures the prompt, on time delivery of products to stores. Utilizing shipping software developed in cooperation with its shipping partners, DigiKnight can accurately track its shipments up to the minute.</p>			
System POC		POC Role	
Internal			
<ol style="list-style-type: none"> Administration Shipping 		<ol style="list-style-type: none"> Oversees day-to-day company operations. Prepares and ships product, receives supplies and materials for producing product. 	
External			
<ol style="list-style-type: none"> Vital Contracts Distribution Channels 		<ol style="list-style-type: none"> Provide income to company through the production of their product. (ex. EA, Ubisoft, etc.) Receive products for sale. (ex. EB Games, GameStop, etc.) 	
System Resources			
Hardware			
<ul style="list-style-type: none"> Sales Computers Facility Keys 			
Software			
<ul style="list-style-type: none"> Shipping Software Customer Database 			
Other			
<ul style="list-style-type: none"> Hard Copy Records of Distribution 			

Critical Roles

- Sales
- Shipping
- IT

Critical Roles by Critical Resources

Sales	Customer Database
Shipping	Shipping Software
IT	Network, Shipping Software, Customer Database

Outage Impact

Resource	Outage Impact	Allowable Outage Time
Customer Database	High	1-2 hours
Shipping Software	High	1-2 hours
Company Network	High	< 30 minutes

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Company Network	A
Customer Database	B
Shipping Software	C

Appendix C – Manufacturing BIA

Last Updated Date: 11/20/2021

Department:	Manufacturing	Department Manager:	Linda Kraemer
The Manufacturing department handles the production lines which output the company’s products, including but not limited to the writing of disks, printing of box inserts, and assembly of final packaging. The manufacturing department is also responsible for the day-to-day maintenance of all production line machines to ensure their continued operation.			
System POC		POC Role	
Internal			
1. R&D 2. Shipping 3. IT 4. Maintenance		1. Works on improvements to manufacturing’s processes and equipment. 2. Packs finished products and ships them. 3. Maintains manufacturing’s computers, network, and databases. 4. Maintains production machines.	
External			
1. Disk Suppliers 2. Packaging Suppliers 3. Paper Suppliers		1. Supplies blank printing media for the production machines. 2. Supplies finished packaging for the finished product. 3. Supplies blank paper for box inserts.	
System Resources			
Hardware			
• Production Machines • Diagnostic Machine • High Speed Printer • Conveyer Belts • Network Switches			
Software			
• Manufacturing Software			
Other			
• Blank Media • Blank Paper • Finished Packaging • Product Masters • Finished Product			

Critical Roles

- Shipping
- IT
- Disk Suppliers
- Packaging Suppliers
- Paper Suppliers

Critical Roles by Critical Resources

Shipping	(Removal of) Finished Product
IT	Manufacturing Software, Network Switches
Disk Suppliers	Blank Media
Paper Suppliers	Blank Paper
Packaging Suppliers	Finished Packaging

Outage Impact

Resource	Outage Impact	Allowable Outage Time
(Removal of) Finished Product	Low	1-2 days
Manufacturing Software	High	< 30 minutes
Blank Media	High	3-6 hours
Blank Paper	High	3-6 hours
Finished Packaging	High	3-6 hours

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Manufacturing Software	A
Blank Media	B
Blank Paper	C
Finished Packaging	D
(Removal of) Finished Product	E

Appendix D – R&D BIA

Last Updated Date: 11/21/2021

Department:	Research & Development	Department Manager:	Carlton Bowden
<p>The Research and Development team focuses primarily on improvements that can be made to the production system as well as ways to cut manufacturing costs. Its staff maintains contact with other Manufacturing locations to keep up to date with the latest technology.</p>			
System POC		POC Role	
Internal			
<ol style="list-style-type: none"> Administration Purchasing Manufacturing 		<ol style="list-style-type: none"> Oversees day-to-day company operations. Purchases supplies necessary for R&D. Makes use of R&D improvements. 	
External			
<ol style="list-style-type: none"> Similar Businesses 		<ol style="list-style-type: none"> Provide vital information regarding trends in technology and process. 	
System Resources			
Hardware			
<ul style="list-style-type: none"> R&D Computers Facility Keys 			
Software			
<ul style="list-style-type: none"> Supplier Database 			
Other			
<ul style="list-style-type: none"> Service Contracts Machine Blueprints and Manuals 			

Critical Roles

- Purchasing
- IT
- Manufacturing

Critical Roles by Critical Resources

Purchasing	Supplier Database
IT	R&D Computers, Supplier Database, Company Network
Manufacturing	Machine Blueprints and Manuals

Outage Impact

Resource	Outage Impact	Allowable Outage Time
R&D Computers	High	< 3 hours
Supplier Database	Medium	1-2 days
Company Network	High	< 3 hours
Machine Blueprints and Manuals	Medium	1-2 day

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
R&D Computers	A
Company Network	B
Machine Blueprints and Manuals	C
Supplier Database	D

Appendix E – Maintenance BIA

Last Updated Date: 11/21/2021

Department:	Maintenance	Department Manager:	Michael Winters
The Maintenance department is responsible for ensuring that the machines and equipment necessary to produce products are kept in good working order, and that regular inspections and maintenance are performed.			
System POC		POC Role	
Internal			
<ol style="list-style-type: none"> 1. Manufacturing 2. Shipping 3. Purchasing 4. IT 		<ol style="list-style-type: none"> 1. Subject of maintenance work. 2. Receives packages for maintenance. 3. Maintains service contracts and secures equipment, tools, and parts maintenance uses. 4. Supports manufacturing software and production machines. 	
External			
<ol style="list-style-type: none"> 1. We Fix'Em, Inc. 		<ol style="list-style-type: none"> 1. Provides backup maintenance support. 	
System Resources			
Hardware			
<ul style="list-style-type: none"> • Maintenance Tools • Machine Parts 			
Software			
<ul style="list-style-type: none"> • Manufacturing Software 			
Other			
<ul style="list-style-type: none"> • Machine Blueprints and Manuals • Service Contracts 			

Critical Roles

- IT
- Shipping
- Purchasing

Critical Roles by Critical Resources

IT	Manufacturing Software
Purchasing	Maintenance Tools, Machine Parts, Service Contracts
Shipping	Maintenance Tools, Machine Parts

Outage Impact

Resource	Outage Impact	Allowable Outage Time
Manufacturing Software	High	< 30 minutes
Maintenance Tools	High	1-2 days
Machine Parts	High	1 week
Service Contracts	Low	1-2 weeks

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Manufacturing Software	A
Maintenance Tools	B
Machine Parts	C
Service Contracts	D

Appendix F – Advertising BIA

Last Updated Date: 11/22/2021

Department:	Advertising	Department Manager:	Michael Churchill
<p>The Advertising department is constantly endeavoring to find and maintain publisher contacts, it has proven successful in doing so, and has helped company growth with its findings.</p>			
System POC		POC Role	
Internal			
<ol style="list-style-type: none"> Administration Sales Manufacturing IT Purchasing 		<ol style="list-style-type: none"> Informs company direction for advertising campaigns. Handles sales and sales contracts with third parties. Ensures capability and capacity for production. Maintains computers, network, and databases. Maintains contracts with vendors. 	
External			
<ol style="list-style-type: none"> Publishers 		<ol style="list-style-type: none"> Target of advertising efforts. 	
System Resources			
Hardware			
<ul style="list-style-type: none"> Computers Network Hardware 			
Software			
<ul style="list-style-type: none"> Customer Database Supplier Database 			
Other			
<ul style="list-style-type: none"> Company Network Internet Access Production Records 			

Critical Roles

- Sales
- Purchasing
- Manufacturing
- IT

Critical Roles by Critical Resources

Sales	Customer Database
Purchasing	Supplier Database
Manufacturing	Production Records
IT	Company Network

Outage Impact

Resource	Outage Impact	Allowable Outage Time
Customer Database	Medium	1-2 days
Supplier Database	Medium	1-2 days
Production Records	Medium	1-2 days
Company Network	High	3-6 hours

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Company Network	A
Production Records	B
Supplier Database	C
Customer Database	D

Appendix G – Shipping BIA

Last Updated Date: 11/20/2021

Department:	Shipping	Department Manager:	Kenneth Gilliam
The Shipping department is in charge of preparing the product for shipment, and in receiving shipments for supplies and materials for producing the physical product.			
System POC		POC Role	
Internal			
1. All Departments 2. IT 3. Manufacturing 4. Sales 5. Purchasing		1. Consumes items received by shipping. 2. Manages servers, computers, and software. 3. Produces items to be shipped. 4. Provides address information for customers. 5. Negotiates agreements with shipping partners.	
External			
1. Shipping Partners		1. Handles pickup and delivery of product.	
System Resources			
Hardware			
• Label Maker • Printer • Pallet Jack • Pallets • Finished Product			
Software			
• Shipping Software • Customer Database			
Other			
• Sales records. • Customer information.			

Critical Roles

- IT
- Manufacturing
- Sales

Critical Roles by Critical Resources

IT	Shipping Software, Customer Database, Printers
Manufacturing	Finished Product
Sales	Sales Records, Customer Information

Outage Impact

Resource	Outage Impact	Allowable Outage Time
Shipping Software	High	< 3 hours
Customer Info / Sales Records	High	< 3 hours
Printers	Low	3-6 hours
Finished Product	High	3-6 hours

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Shipping Software	A
Customer Info / Sales Records	B
Finished Product	C
Printers	D

Appendix H – Purchasing BIA

Last Updated Date: 11/22/2021

Department:	Purchasing	Department Manager:	Katherine Cavanaugh
The Purchasing department is responsible for sourcing and securing the raw materials necessary for DigiKnight to produce product, as well as negotiate the best prices in order to maximize profits. This department is also responsible for maintaining contracts with suppliers.			
System POC		POC Role	
Internal			
1. IT 2. Shipping 3. (All Departments)		1. Maintains company network, internet access, and internal databases. 2. Tracks and receives shipments from vendors. 3. Informs Purchasing of necessary supplies and equipment.	
External			
1. Blank/Box/Paper Suppliers 2. Hardware/Software Vendors		1. Supply raw materials necessary for manufacturing process. 2. Supply hardware/software necessary to support company operations.	
System Resources			
Hardware			
• Computers			
Software			
• Supplier Database • Accounting Software • Inventory Software			
Other			
• Internet Access • Company Network • Vendor Contracts			

Critical Roles

- IT
- Shipping
- Blank/Box/Paper Suppliers
- Hardware/Software Vendors

Critical Roles by Critical Resources

IT	Computers, Company Network, Internet Access
Blank/Box/Paper Suppliers	Vendor Contracts
Hardware/Software Vendors	Vendor Contracts

Outage Impact

Resource	Outage Impact	Allowable Outage Time
Internet Access	High	< 30 mins
Company Network	High	< 30 mins
Vendor Contracts	Low	1 week

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Internet Access	A
Company Network	B
Vendor Contracts	C

Appendix I – Security BIA

Last Updated Date: 11/20/2021

Department:	Security	Department Manager:	Brett Kelcey
The Security department is to maintain the physical security of the facilities, and provide a safe work environment for all workers at DigiKnight.			
System POC		POC Role	
Internal			
<ol style="list-style-type: none"> 1. All Departments 2. IT 3. Administration 		<ol style="list-style-type: none"> 1. Provides security to all departments 2. Work cooperatively in incident response and business continuity operations. 3. Administration supports this department. 	
External			
<ol style="list-style-type: none"> 1. Law Enforcement 2. Fire Department 3. Emergency Medical Services 		<ol style="list-style-type: none"> 1. Supports the security department in response to physical and cybersecurity issues as needed. 2. Supports the security department with fire and emergency services as needed. 3. Supports the security department with medical services as needed. 	
System Resources			
Hardware			
<ul style="list-style-type: none"> • Keys • Security Cameras • Door Locks • Metal Detectors • Security Vehicles 			
Software			
<ul style="list-style-type: none"> • Personnel Database • Access Control List • Emergency Contact List 			
Other			
<ul style="list-style-type: none"> • Fire Extinguishers 			

Critical Roles

- IT
- Administration

Critical Roles by Critical Resources

IT	Security Cameras, Personnel Database
Administration	Access Control List, Emergency Contact List

Outage Impact

Resource	Outage Impact	Allowable Outage Time
Security Cameras	Medium	< 3 hours
Personnel Database	Medium	< 3 hours
Access Control List	High	< 1 hour
Emergency Contact List	Low	1-2 days

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Access Control List	A
Personnel Database	B
Security Cameras	C
Emergency Contact List	D

Appendix J – IT BIA

Last Updated Date: 11/22/2021

Department:	IT	Department Manager:	Alicia McKellips
The Information Technology department maintains the technology to support DigiKnight the company, Customers, and Users.			
System POC		POC Role	
Internal			
1. (All other Departments) 2. Purchasing 3. Shipping		1. Depends on IT for computer access, company network, and internet access. 2. Secures hardware and software purchasing agreements. 3. Receives equipment shipments.	
External			
1. Internet Service Provider 2. Computer Manufacturers 3. Software Suppliers		1. Provides access to internet. Controls access speed and data caps. 2. Provide warranty- and contract-covered repair services. 3. Provides customer service and support for software.	
System Resources			
Hardware			
<ul style="list-style-type: none">ComputersServersNetwork HardwareBackup Hardware			
Software			
<ul style="list-style-type: none">Network Management Software			
Other			
<ul style="list-style-type: none">Internet AccessComputer Repair ContractsSoftware Support Contracts			

Critical Roles

- Internet Service Provider
- Purchasing & Shipping
- Computer Manufacturers
- Software Suppliers

Critical Roles by Critical Resources

Internet Service Provider	Internet Access
Purchasing & Shipping	Backup Hardware
Computer Manufacturers	Computer Repair Contracts
Software Suppliers	Software Support Contracts

Outage Impact

Resource	Outage Impact	Allowable Outage Time
Internet Access	High	< 30 minutes
Backup Hardware	Low	3 days
Computer Repair Contracts	Low	3 days
Software Support Contracts	Low	3 days

Resource Recovery Priority

Resource	Recovery Priority (A-Z)
Internet Access	A
Backup Hardware	B
Software Support Contracts	C
Computer Repair Contracts	D