DigiKnight Technologies, Inc.

Business Continuity Plan

**Version: v0.6**

**Updated: 12/11/2021**

**MS511 Group 2**

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Change Log

|  |  |  |
| --- | --- | --- |
| Date - Version | Change Summary | Author |
| 11/10/2021 - v0.1 | Established document format. | O’Connor, Jake |
| 11/12/2021 - v0.2 | Populated introduction section.  Populated risk assessment section.  Populated employee contact list section.  Populated continuity management team section. | O’Connor, Jake |
| 11/20/2021 - v0.3 | Updated format.  Added BIA pages to appendix. | O’Connor, Jake |
| 11/21/2021 - v0.4 | Populated BIA appendices from individual reports.  Populated vendor contact list section. | O’Connor, Jake |
| 11/22/2021 - v0.5 | Added remaining BIA appendices from teammate contributions.  Populated risk assessment and critical business functions. | O’Connor, Jake |
| 12/11/2021 - v0.6 | Added Systems Inventory.  Added Plan Activation and Communication Procedures.  Added Plan Testing and Maintenance Cadence.  Added Plan Redundancy Information.  Updated and normalized formatting. | O’Connor, Jake |
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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

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

# 3 Risk Assessment

|  |  |  |
| --- | --- | --- |
| Risk Description | Mitigation/Response | Risk Level |
| **Company Network Breach** 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. | High |
| **Company Network Outage** Due to hardware issue, disaster, or threat actor. | Appropriate incident response plan, backup hardware, isolated sub-networks. | Medium |
| **Facility Breach** 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. | Medium |
| **Loss of Building Access** 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). | Medium |
| **PR Crisis** Due to product recall, industry shift, or other internal/external factor. | Appropriate crisis management response plan. | Low |
| **Production Outage** 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. | High |
| **Shipping Outage** 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

|  |  |  |
| --- | --- | --- |
| Building | Department | Systems and Devices |
| 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

|  |  |  |
| --- | --- | --- |
| Name | Department | Contact Number |
| Addams, Lance | Maintenance | 415-555-3970 x144 |
| Albright, Kevin | Shipping | 415-555-6431 x133 |
| Arrons, Frank | Security | 415-555-3852 x171 |
| Baird, Thomas | Sales | 415-555-6312 x203 |
| Barnes, Katie | Sales | 415-555-6312 x207 |
| Bell, Allison | Advertising | 415-555-3131 x163 |
| Bell, Kendra | Administration | 415-555-8643 x184 |
| Bogdan, Corey | R&D | 415-555-3223 x103 |
| **Bowden, Carlton** | R&D (Manager) | 415-555-3223 x100 |
| Branson, Halle | Sales | 415-555-6312 x201 |
| Burns, Martin | Security | 415-555-3852 x173 |
| **Cavenaugh, Katherine** | Purchasing (Manager) | 415-555-3298 x120 |
| **Churchill, Michael** | Advertising (Manager) | 415-555-3131 x160 |
| Clark, Joanna | Security | 415-555-3852 x172 |
| Cunningham, Derrick | Shipping | 415-555-6431 x131 |
| DeVane, Jeffery | Maintenance | 415-555-3970 x145 |
| Filby, Leonard | Sales | 415-555-6312 x208 |
| **Ford, Diane** | Sales (Manager) | 415-555-6312 x200 |
| **Gilliam, Kenneth** | Shipping (Manager) | 415-555-6431 x130 |
| Gossard, Kurt | R&D | 415-555-3223 x101 |
| Griffin, Katelin | Maintenance | 415-555-3970 x143 |
| Hastings, Lorna | Sales | 415-555-6312 x204 |
| Hatherly, Rod | Administration | 415-555-8643 x181 |
| Holdeman, Bea | Administration | 415-555-8643 x182 |
| Jarosz, Sam | R&D | 415-555-3223 x102 |
| Johnson, Cassie | Manufacturing | 415-555-6161 x153 |
| Kastner, Brent | Shipping | 415-555-6431 x134 |
| **Kelcey, Brett** | Security (Manager) | 415-555-3852 x170 |
| Kitzman, Marty | Manufacturing | 415-555-6161 x155 |
| **Kraemer, Linda** | Manufacturing (Manager) | 415-555-6161 x150 |
| Loudy, Adam | Maintenance | 415-555-3970 x142 |
| Lowe, Natasha | Sales | 415-555-6312 x202 |
| Marcotte, Susan | Administration | 415-555-8643 x183 |
| McAllister, Evan | Shipping | 415-555-6431 x132 |
| McClintock, Rebecca | Advertising | 415-555-3131 x164 |
| McDowel, Aaron | Advertising | 415-555-3131 x161 |
| McDowel, Luke | IT | 415-555-8352 x191 |
| **McKellips, Alicia** | IT (Manager) | 415-555-8352 x190 |
| Mcloskey, Anne | R&D | 415-555-3223 x104 |
| Mill, Owen | Advertising | 415-555-3131 x162 |
| Millard, Pam | Sales | 415-555-6312 x206 |
| Reese, Helen | Sales | 415-555-6312 x209 |
| Robertson, Shay | Purchasing | 415-555-3298 x121 |
| Roby, Dwayne | Sales | 415-555-6312 x205 |
| Rosenburg, Bell | Maintenance | 415-555-3970 x141 |
| Saunders, Andrew | Manufacturing | 415-555-6161 x152 |
| **Saunders, Mark** | Administration (Manager) | 415-555-8643 x180 |
| Smith, Allan | IT | 415-555-8352 x192 |
| **Smith, Carlton** | CEO | 415-555-7841 |
| Sommer, Dillon | Administration | 415-555-8643 x185 |
| Talen, Jessica | Manufacturing | 415-555-6161 x151 |
| Watson, Annette | Manufacturing | 415-555-6161 x154 |
| Webber, Joseph | IT | 415-555-8352 x193 |
| White, Robert | Purchasing | 415-555-3298 x122 |
| Wildhorn, Robert | IT | 415-555-8352 x194 |
| Williams, Jessica | Advertising | 415-555-3131 x165 |
| **Winters, Michael** | Maintenance (Manager) | 415-555-3970 x400 |
| Wolf, Ian | Purchasing | 415-555-3298 x123 |

# 9 Vendor Contact List

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

|  |  |  |
| --- | --- | --- |
| Name | Redundancy Type | Contact Info |
| Onsite Master | Physical Copy | Rod Hatherly  Building 1, Desk 123  1-415-555-8643 x0181 |
| Onsite Backup | Physical Copy | Aaron McDowel  Building 2, Desk 456  1-415-555-3131 x0161 |
| Fire / EMS Copy | Physical Copy | Fremont Fire Station 6  4355 Central Ave, Fremont, CA  1-510-494-4200 |
| Insurance Copy | Physical Copy | Our Insurance Company  1234 Other Street, Fremont, CA  1-415-123-4567 |
| Digital Backup | 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 |
| The Sales department manages contacts with stories 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. | | | | | |
| **System POC** | | | **POC Role** | | |
| **Internal** | | | | | |
| 1. Administration 2. Shipping | | | 1. Oversees day-to-day company operations. 2. Prepares and ships product, receives supplies and materials for producing product. | | |
| **External** | | | | | |
| 1. Vital Contracts 2. Distribution Channels | | | 1. Provide income to company through the production of their product. (ex. EA, Ubisoft, etc.) 2. Receive products for sale. (ex. EB Games, GameStop, etc.) | | |
| **System Resources** | | | | | |
| **Hardware** | | | | | |
| * Sales Computers * Facility Keys | | | | | |
| **Software** | | | | | |
| * Shipping Software * Customer Database | | | | | |
| **Other** | | | | | |
| * 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 |
| 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. | | | | | |
| **System POC** | | | **POC Role** | | |
| **Internal** | | | | | |
| 1. Administration 2. Purchasing 3. Manufacturing | | | 1. Oversees day-to-day company operations. 2. Purchases supplies necessary for R&D. 3. Makes use of R&D improvements. | | |
| **External** | | | | | |
| 1. Similar Businesses | | | 1. Provide vital information regarding trends in technology and process. | | |
| **System Resources** | | | | | |
| **Hardware** | | | | | |
| * R&D Computers * Facility Keys | | | | | |
| **Software** | | | | | |
| * Supplier Database | | | | | |
| **Other** | | | | | |
| * 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** | | | | | |
| 1. Manufacturing 2. Shipping 3. Purchasing 4. IT | | | 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** | | | | | |
| 1. We Fix’Em, Inc. | | | 1. Provides backup maintenance support. | | |
| **System Resources** | | | | | |
| **Hardware** | | | | | |
| * Maintenance Tools * Machine Parts | | | | | |
| **Software** | | | | | |
| * Manufacturing Software | | | | | |
| **Other** | | | | | |
| * 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 |
| 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. | | | | | |
| **System POC** | | | **POC Role** | | |
| **Internal** | | | | | |
| 1. Administration 2. Sales 3. Manufacturing 4. IT 5. Purchasing | | | 1. Informs company direction for advertising campaigns. 2. Handles sales and sales contracts with third parties. 3. Ensures capability and capacity for production. 4. Maintains computers, network, and databases. 5. Maintains contracts with vendors. | | |
| **External** | | | | | |
| 1. Publishers | | | 1. Target of advertising efforts. | | |
| **System Resources** | | | | | |
| **Hardware** | | | | | |
| * Computers * Network Hardware | | | | | |
| **Software** | | | | | |
| * Customer Database * Supplier Database | | | | | |
| **Other** | | | | | |
| * 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 Cavenaugh |
| 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** | | | | | |
| 1. All Departments 2. IT 3. Administration | | | 1. Provides security to all departments 2. Work cooperatively in incident response and business continuity operations. 3. Administration supports this department. | | |
| **External** | | | | | |
| 1. Law Enforcement 2. Fire Department 3. Emergency Medical Services | | | 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** | | | | | |
| * Keys * Security Cameras * Door Locks * Metal Detectors * Security Vehicles | | | | | |
| **Software** | | | | | |
| * Personnel Database * Access Control List * Emergency Contact List | | | | | |
| **Other** | | | | | |
| * 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** | | | | | |
| * Computers * Servers * Network Hardware * Backup Hardware | | | | | |
| **Software** | | | | | |
| * Network Management Software | | | | | |
| **Other** | | | | | |
| * Internet Access * Computer Repair Contracts * Software 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 | | |