

Business Continuity & Risk Management

Assignment 1

BIA of a handmade clothing business

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Business Impact Analysis

1. Determine Process and System Criticality

Mission/Business Process	Description
Tailoring / clothing	The actual process of spinning and weaving to make the clothes
Customers' accounts management	To be able to navigate the business website and see different ideas for fashion and styles, and to interact with or contact the business
New customers' registration	Create accounts for non-registered customers
Online ordering	Choosing one of the products to buy and keep track of their orders that we are currently working on and to see their previous orders
Online payments	Ability to pay for their orders online
Call Center	To handle all the incoming calls from customers for ordering or following up of their orders or inquiries
Marketing and advertising	Online marketing and advertisements on social media and other platforms
Accounting	Keeping ledgers to keep track of the revenues and expenses and of any financial transactions of the business
Raw materials supply	Getting the material in need and contacting 3 rd party suppliers

2. A list of threat categories for each process and their impact

Mission/Business Process	Threats	Impact Category				
		Profit	Public Image	Internal Impact	Strategic Objectives	Impact
Tailoring / clothing	Human Error	severe	moderate	moderate	moderate	Profit
Customers' accounts	Data breach	moderate	severe	moderate	severe	Public Image
Customers' accounts	Ransomware	severe	severe	moderate	severe	Profit
Online ordering / New customers' registration	DOS / Software fault / Servers down	severe	severe	moderate	moderate	Public Image
Online Payment	Theft	severe	minimal	minimal	minimal	Profit
Call Center	Telephone lines down	minimal	severe	moderate	minimal	Public Image
Marketing and advertising	XSS / Social media accounts hijacking	moderate	severe	minimal	moderate	Public Image
Accounting	Data breach / SQL injection to violate the integrity of the data	moderate	severe	severe	severe	Internal Impact
Raw materials supply	Loss of contract with 3 rd parties	severe	minimal	severe	severe	Strategic Objectives

3. Key downtime Metrics

Values for MTDs, RPOs and RTOs are expected to be high or low

Mission/Business Process	MTD	RTO	RPO
Tailoring / clothing	low	low	high
Customers' accounts	high	high	low
New customers' registration	low	low	high
Online ordering	low	low	low
Online payments	low	low	low
Call Center	low	low	high
Marketing and advertising	low	low	high
Accounting	high	high	low
Raw materials supply	high	high	low

4. Identify Resource Requirements

System Resource/Component	Description	Priority (Crucial, important, routine)
Measuring Tools, Cutting Tools, Sewing Tools, Pressing Tools & Raw Materials	All tools needed for making one piece of physical clothing	Crucial
IT specialists	Team of admins to manage and maintain our online systems	Crucial
Web developers	Team to develop and secure our web applications and update them	Important
Database engineers	Team to process the incoming and outgoing data and manage our databases	Important
Web servers	To respond to requests received from our web applications and to keep the connection open	Crucial
Data Centers	To store and process all the digital data and information needed for the business	Crucial
PCs with needed software applications	Used by all the teams to do their jobs	Important
Call Center employees	To do the call center work and respond to our customers' inquiries	Important

Marketing team	Team to market our products and increase the sales	Routine
Accountants	Team to keep track of all the financial transactions and calculate the accounting statements for revenues and expenses	Important
Logistics team	Team to contact the 3 rd party suppliers and organize the purchase and storage of our material	Crucial

5. Decide the recovery criticality of the whole activity (process + its associated resources) based on your findings in the blank space. Explain every recovery criticality.

1 - Tailoring / clothing, with all the tools and raw materials needed, it's so critical to recover to keep the business going by providing its primary service to satisfy the customers' needs and orders.

2- Online ordering, with reliable and working web servers and data centers, it's crucial to recover because the business depends mainly on selling its products and dealing with customers online, so it need to be recovered quickly as it is the main channel of connection to our customers and the way we receive the orders we work on.