

Clinical Data Repository Support Business Impact Analysis

BIA ID: 1866928

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Executive Summary

The Business Impact Analysis (BIA) is the cornerstone of CVS Health's Business Continuity Management program. It evaluates business operations using a risk-based methodology to establish a business process risk score to stratify the criticality of business operations so mitigation strategies and contingency plans can be developed to minimize exposure from events that impact the organization.

Risk Dashboard Summary

Business Process	Description	Process Owner	Maximum Allowable Downtime	Recovery Time Objective
				
Clinical Data Repository Support	Release process - Production control Production monitoring - throughput (historical vs current), performance, quality Production Support - based on an issue being identified, or warning needing research, research and resolution process BC/DR plan	Bryan Tate	<24 Hours	<24 Hours

Process Impact Analysis

The Process Impact Analysis methodology quantifies impact to each critical business process from a five (5) day disruption. There are four areas that impact is evaluated: Financial, Operational, Compliance and Brand.



Financial Impact

Business Process	Overall Financial Risk	Rationale	Loss of Revenue Occurrence	Service Delivery Commitments	Occurrence of Non-Performance Fines
Clinical Data Repository Support	Low	Downstream revenue loss due to missing data. Potential non-compliance fines.	<10 Days	Yes	<10 Days

**Operational Impact**

Business Process	Overall Operational Risk	Rationale	Supports Patient Access to Care	Directly Supports Customers	Critical Time Periods	Time Periods
Clinical Data Repository Support	High	Health for life relies on our data. Supporting members that need to access covid vax documentation.	No	No	No	N/A



Compliance Impact

Business Process	Overall Compliance Risk	Rationale	Regulatory or Industry Obligations	Medicare / Medicaid Operations	Medicare / Medicaid Members	Handles Sensitive Information
Clinical Data Repository Support	High	Interoperability - regulation for exchanging clinical data when a member requests their clinical data be sent to any other carrier, we must comply. All clinical data must comply within 24 hours.	Yes	Yes	Yes	PHI PII

**Brand Impact**

Business Process	Overall Brand Risk	Rationale	Point in Time an Impact Causes Reputational Harm	Products or Services that Provide a Competitive Advantage
Clinical Data Repository Support	High	COVID proof of vaccination.	<24 Hours	Yes

Business Dependencies

The analysis of key business dependencies allows the business area to evaluate the potential impact or consequence in the event a disruption impacts one of the dependent areas. The four areas assessed are: work location, systems/application, Third Party Suppliers and Vital Records.



Work Locations

Below is a list of work locations identified through the Business Impact Analysis that support the department's critical business operations.

Summary		
Business Process	Location ID	Property Name
Clinical Data Repository Support		Not Applicable



Applications

Below is a list of applications identified through the Business Impact Analysis that support the department's critical business operations.

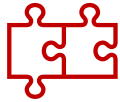
Summary				
Business Process	Application Name	Reliance	Time to Serious Impact*	Workaround Exist
Clinical Data Repository Support	GCP (Google Cloud)	High	<24 Hours	No
<p><u>*Time to Serious Impact (Operational Recovery)</u> - Operational recovery refers to the recovery and restart of an application after a failure. The data center where the application resides is still operational. The failed application is recovered and restarted in the same data center.</p>				



Third Party

Below is a list of critical third-party vendors or suppliers identified through the Business Impact Analysis that support the department’s critical business operations.

Summary			
Business Process	Third Party Name	Service Name	Time to Serious Impact
Not Applicable			



Internal Dependencies

Below is a list of Internal Departments identified through the Business Impact Analysis that the department is reliant upon to support critical business operations.

Summary		
Business Process	Department	Reliance
Not Applicable		



Information Assets

Below is a list of Information Assets identified through the Business Impact Analysis that support the department's critical business operations.

Summary				
Asset Name	Asset Type	Media Type	Reliance	Description
Not Applicable				



Business Requirements

Below is a list of business requirements with defined commitments to clients, regulators, or industry associations.

Summary		
Requirement Name	Type	Description
Not Applicable		



Associated Departments

Below is a list of all associated departments included with this Business Impact Analysis.

Summary	
Department ID	Department Name