# **Objective:**

The purpose of this workshop is to inventory this company’s major business processes per business unit (BU). From here, we will determine the overall scope of the business continuity planning effort. The Business Continuity Framework is focused exclusively on ‘essential’ business processes and is optimized for businesses where roughly 80% or more of those processes are centralized. The estimated time for this meeting is 2.5 hours.  
  
***Specifically, we will:***  
  
Identify the BUs within the scope of this exercise.

* Clarify the major business processes that are centralized and function the same way (e.g. using the same processes and technology toolsets) for all BUs.
* Identify major business processes that are unique to a particular BU
* Quantify the ‘Maximum Tolerable Downtime’ for each business process
* Clarify the scope of the Business Continuity project.

# **Participants:**

* Business Unit Leaders
* IT Managers
* Key Stakeholders

# **Tools:**

* [Major Business Process to BU Mapping Workshop - Worksheet](https://vizius.box.com/s/9lftqago0fscxukrd45stnn82ufcarfl)
* [Risk Table](https://vizius.box.com/s/shs4w199mdj6qzhkzkvlie0n7mpz9n29)

# **Agenda:**

**1. Welcome and Introduction (15 minutes)**

* Introduction of facilitator and participants
* Overview of workshop objectives and agenda
* Importance of identifying critical business processes for BIA

**2. Overview of Business Impact Analysis (BIA) (15 minutes)**

* Explanation of BIA and its significance
* How BIA ties into business continuity and risk management
* How the process we will be working through today fits into the ‘BIA’
* Definition of Terms
* Review ‘In-Scope’ Risks (risk table)

**3. Identifying Business Processes (90 minutes)**

* Inventory of Business Units that should be included in this exercise
* Discussion on major business functions within the organization within the CENTRAL organization
  + Identification of key business processes within each function
* Categorizing processes into core areas: Revenue Generation, HR, Compliance, Customer Service, etc.
* Identify the Maximum Tolerable Downtime for each business process.

**4. Wrap up and QA (30 minutes)**

* ‘Clean up’ work product
* Circulate to participants
* Agree on a deadline for feedback/corrections.
* Agree on feedback ‘owners’

# **Definitions and Standardized Terminology**

**Centralized/Core Business Process:**

* A process managed and executed by the central organization, used by multiple business units.  
  ***Example***: Centralized IT services providing network access and support to all departments.

**Maximum Tolerable Downtime** (MTD):

* The total time a business process can be disrupted without causing significant harm.

**Example**: The payroll process cannot be unavailable to the business for more than 8 hours

**Major Function:**

* A broad category of related activities that fulfill a significant business need.  
  ***Example***: Support, Sales, Marketing.

**Business Process:**

* Specific activities or tasks that are part of a major function.  
  ***Example***: Handling customer inquiries within the Support function.

**Business Unit:**

* A distinct part of the organization with unique operational aspects that may include a separate P&L, management organization, reporting structure, compensation plans, etc.

**Example**: AWS is a distinct business unit within Amazon.