# **Objectives**:

* Determine the dependent technology for each business process at a macro level (e.g., 'Salesforce' rather than listing all the underlying technologies supporting 'Salesforce').
* Create separate entries for each business process that is supported by multiple technologies.
* Quantify potential impacts to the business should the process become unavailable.
* Estimate the Recovery Time Objective (RTO) for each process in light of the previously determined Maximum Tolerable Downtime (MTD).
* Estimated time for this workshop is 2.75 hours

# **Key Definitions:**

**Major Business Processes**: These are the core functions or activities that are critical to the operation and success of the organization. Examples might include customer support, sales operations, financial reporting, supply chain management, etc.

**Dependent Technology**: These refer to the primary technology platforms or systems that support the major business processes. Determine the major supporting technology for each business process at a macro level (e.g., 'Salesforce' rather than listing all the underlying technologies supporting 'Salesforce').

**Potential Impacts:** Possible consequences if a business process is disrupted.

**Maximum Tolerable Downtime** (MTD): The maximum duration a business process can be non-operational before it causes significant damage or disruption to the business. We use business impact scenarios to determine MTD (e.g., if customer support downtime of 4 hours leads customers to competitors, the MTD for customer support is 4 hours)

**Recovery Time Objective** (RTO): The target time set for the recovery of a business process after a disruption. It's the goal for how quickly a process needs to be restored to avoid significant damage. This will be, in most cases, shorter in duration than the MTD so as to provide a margin of error for the technology recovery and ensure that there is no negative impact on the business.  
  
  
**Participants:**

* Business Unit Leaders
* IT Managers
* Key Stakeholders

# **Tools:**

* [Business Process to Technology Mapping Worksheet](https://vizius.box.com/s/h9zz6hvl0dtw04lodpd9wh7b9r0d36bs)

# **Agenda:**

##### 1. Introduction and Objectives Overview (15 minutes)

* **Brief introduction to the workshop objectives and agenda.**
* **Explanation of key definitions and terms.**

##### 2. Technology Mapping (60 minutes)

* **Identify and document the major technologies supporting each business process.**
* **Create entries for each combination of business process and supporting technology.**

##### 3. RTO Estimation (60 minutes)

* **Work through scenarios to estimate the RTO for each business process.**
* **Group discussion to agree on the RTO values.**

##### 4. Review and Next Steps (30 minutes)

* **Review the mappings, MTD, and RTO estimations.**
* **Discuss any gaps or further steps needed to refine the continuity planning.**

##### Expected Outcomes:

* **A comprehensive map of major business processes and their supporting technologies.**
* **Defined RTO for each major business process.**