

# Impact Matrix Report

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Failure Point	Notes	Overall Impact Score	Highest Impact Area	Impact Level
ERP / Inventory Failure	<ul style="list-style-type: none"><li>Shipping and receiving is down - Major operational and financial impact</li><li>Unable to sign off on deliveries means poor business relations with vendors, potential reputational impact</li><li>Inability to sign off on deliveries could result in legal and regulatory confusion.</li></ul>	14	Operational, Financial	High
Softphone cloud provider outage	<ul style="list-style-type: none"><li>Sales unable to negotiate new contracts</li><li>Internal communication hindered</li><li>Minor potential safety impact, line of communication down</li><li>Little legal and regulatory impact as it is a provider missing SLA</li></ul>	9	Operational	Moderate
Customer data breach	<ul style="list-style-type: none"><li>Legal penalties for violating privacy and compliance, compromising customer safety</li><li>Decreased customer confidence in company</li><li>Operational impact as this is an unexpected interruption in business.</li></ul>	21	Legal and Regulatory, Reputational	Critical

**Legend**

*Overall Impact Score* = sum of Operational, Financial, Safety, Legal and Regulatory, and Reputational impact ratings (each 1–5, total 1–25).

*Highest Impact Area* = impact category (or categories) with the highest rating on that row.

*Impact Levels:*

- 1–5: Low
- 6–12: Moderate
- 13–19: High
- 20–25: Critical