

Impact Matrix Report

Generated: 11/28/2025, 5:18:07 PM

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