

Business Impact Analysis Interview



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BUSINESS IMPACT ANALYSIS TEMPLATE

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**Purpose**

This interview will identify topics such as the specific system being evaluated, that system’s dependencies, factors for business continuity, organizational and government-imposed requirements, system dependencies and interdependencies, and the criticality of the system, its resources, and its assets.

**Questions**

1. **Basic Questions**
2. **What is the name of your department?** (For improvement of BIA records)
3. **Could you provide a basic description of your department?** (Opening to gather information about the system being discussed and perspective of the interviewee)
4. **What business function does your department fulfill?** (To gain specific information about the intent and purpose of the department and person being interviewed)
5. **Is your department mission critical? Can your department or any parts of your department be “down” or unavailable for 24 hours or less?** (To pull information about the parts of the department and its work that is considered important by the interviewee)
6. **Comprehensive Questions**
7. **Does this system satisfy work orders for internal or external entities?** (To understand the flow of input/output of the department)
8. **What are the working hours of this system?** (To establish working time and important times/dates.)
9. **What factors are necessary for continued operation of this system?** (Broad question, can break it down further. Trying to fish for information/details. Can explain more in-depth depending on response of interviewee)
10. **What systems depend on this system for continued operation?** (Gaining specific information here, expanding from 2.i)
11. **What is the business function of this system? What/Who is impacted if the system is unavailable? (Financial, Operational, Regulatory/Compliance, etc.)/(Staff, Patients, Customers, etc.)** (This question expands 1.iii further. Looking for the impact of the business function and its effects internal and external of itself)
12. **What is this systems RTO** **(Recovery Time Objective)?** (If this exists information about the importance of the system can be garnered, if not, expanding on it to get the perspective of the interviewee)
13. **Are there any dependencies for this system?** (Further expanding 2.iii, more specific, trying to gain information about specific parts and resources)
14. **Any risks or other factors for consideration regarding business continuity?** (Broad, pulling information that may have not been considered or overlooked during interview. Pulls perspective and expertise of the interviewee further to find as much information as possible)

**Interview Results**

**Basic Questions:**

|  |  |  |
| --- | --- | --- |
| **Questions:** | **Answers:** | **Additional Comments:** |
| **What is the name of your department?** |  |  |
| **Could you provide a basic description of your department?** |  |  |
| **What business function does your department fulfill?** |  | . |
| **Is your department mission critical? Can your department or any parts of your department be “down” or unavailable for 24 hours or less?** |  |  |

**Comprehensive Questions:**

|  |  |  |
| --- | --- | --- |
| **Questions:** | **Answers:** | **Additional Comments:** |
| **Does this system satisfy work orders for internal or external entities?** |  |  |
| **What are the working hours of this system?** |  |  |
| **What factors are necessary for the continued operation of this system?** |  |  |
| **What systems depend on this system for continued operation?** |  |  |
| **What is the business function of this system? What/Who is impacted if the system is unavailable? (Financial, Operational, Regulatory/Compliance, etc.)/(Staff, Patients, Customers, etc.)** |  |  |
| **What is this systems RTO (Recovery Time Objective)?** |  |  |
| **Are there any dependencies for this system?**   * **Description of dependencies?** * **RTO?** * **Any workaround if these dependencies are unavailable?** * **RPO (Recovery Point Objective)?** |  |  |
| **Any risks or other factors for consideration regarding business continuity?** |  |  |

**Aggregation Results**

Summary of findings:

Using the information gathered from this BIA (Business Impact Analysis) a list of risks will be created and will include but not limited to:

1. Severity of risk,
2. Likelihood of risk,
3. Description of risk,
4. and effected systems and assets in the event of an incident.

A contingency plan will be created for each risk in the event of an incident occurring including but not limited to:

1. Description of each event that triggers each contingency plan,
2. The response immediately following the event,
3. Individuals, departments, and systems involved and informed as a part of the contingency plan,
4. A timeline of the contingency plan from start to finish,
5. Monitoring the contingency plan during its execution
6. and reviewing and modifying the contingency plan for the continued improvement of the organization’s incident response preparedness.