# Lab Name: Lab#7 Performing a Business Impact Analysis for a Mock IT Infrastructure

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Lab Deliverables

Introduction

The purpose of a business impact analysis (BIA) is to identify applications and data access requirements in an IT infrastructure. The BIA helps you assess affected IT systems, applications, and resources and align them with their required recovery time objectives (RTOs). It then helps you prioritize the identified mission-critical business functions, so you know how IT systems, applications, and resources are impacted.

In this lab, you will define a BIA’s goal and objective, you will identify where the BIA fits in the business continuity plan (BCP), you will identify mission-critical applications and data access requirements, you will perform a BIA qualitative assessment approach, and you will create a BIA executive summary report for management.

Lab Objectives

1. Define the goal and objective of a business impact analysis (BIA).
2. Identify where a business impact analysis (BIA) fits within a business continuity plan (BCP).
3. Identify mission-critical applications and access to data requirements for a given scenario.
4. Perform a business impact analysis (BIA) utilizing a qualitative assessment approach.
5. Create a business impact analysis executive summary report for management.

Hands-On Steps

Step 1: This document serves as the lab document.

Step 2: The web browser has been opened.

Step 3: A BIA has been researched on Google.

Step 4: “Business impact analysis (**BIA**) is a systematic process to determine and evaluate the potential effects of an interruption to critical business operations as a result of a disaster, accident or emergency” (Sliwa, 2020).

Step 5: A BCP has been researched on Google and from our textbook.

Step 6: The BIA defines the critical aspects of an organization that needs to be protected on the forefront (Gibson, 2015). It is an important first step in defining a BCP.

Step 7: The business functions have been reviewed in the given table.

Step 8:

|  |  |
| --- | --- |
| Business Functions | Impact Value |
| Internal and external voice communication with customers in real time | Minor |
| Internal and external e-mail communication with customers via store and forward messaging | Major |
| Domain Name Server (DNS) for internal and external Internet Protocol (IP) communications | Critical |
| Internet connectivity for e-mail and store and forward customer service | Critical |
| Self-service website for customer access to information and personal account information | Critical |
| e-Commerce site for online customer purchases or scheduling 24 x 7 x 365 | Critical |
| Payroll and human resources for employees | Minor |
| Real-time customer service via website, e-mail, or telephone requires customer relationship management (CRM) | Critical |
| Network management and technical support | Critical |
| Marketing and events | Minor |
| Sales orders or customer/student registration | Critical |
| Remote branch office sales-order entry to headquarters | Major |
| Voice and e-mail communications to remote branches | Critical |
| Accounting and finance support: Accounts payable, Accounts receivable, etc. | Major |

Step 9

|  |  |
| --- | --- |
| Business Functions | Impacted Resources |
| Internal and external voice communication with customers in real time | Communication with vendors, customers Support in real-time for apps and other services |
| Internal and external e-mail communication with customers via store and forward messaging | Communication with software and apps |
| Domain Name Server (DNS) for internal and external Internet Protocol (IP) communications | Communication with the Internet |
| Internet connectivity for e-mail and store and forward customer service | Digital Communication |
| Self-service website for customer access to information and personal account information | Internal Database |
| e-Commerce site for online customer purchases or scheduling 24 x 7 x 365 | Internal Database |
| Payroll and human resources for employees | Payroll Database |
| Real-time customer service via website, e-mail, or telephone requires customer relationship management (CRM) | Internet Connectivity |
| Network management and technical support | Software, hardware, applications, services |
| Marketing and events | Software |
| Sales orders or customer/student registration | Website Server |
| Remote branch office sales-order entry to headquarters | ISP |
| Voice and e-mail communications to remote branches | ISP |
| Accounting and finance support: Accounts payable, Accounts receivable, etc. | Software |

Step 10:

The article has been navigated to.

Step 11:

The article has been read.

Step 12:

|  |  |
| --- | --- |
| Business Functions | RTO/RPO |
| Internal and external voice communication with customers in real time | 8 Hours |
| Internal and external e-mail communication with customers via store and forward messaging | 2 Hours |
| Domain Name Server (DNS) for internal and external Internet Protocol (IP) communications | 1 Hours |
| Internet connectivity for e-mail and store and forward customer service | 1 Hours |
| Self-service website for customer access to information and personal account information | 1 Hours |
| e-Commerce site for online customer purchases or scheduling 24 x 7 x 365 | 1 Hours |
| Payroll and human resources for employees | 1-2 Days |
| Real-time customer service via website, e-mail, or telephone requires customer relationship management (CRM) | 1 Hours |
| Network management and technical support | 1 Hours |
| Marketing and events | 1-2 Days |
| Sales orders or customer/student registration | 1 Hours |
| Remote branch office sales-order entry to headquarters | 2 Hours |
| Voice and e-mail communications to remote branches | 2 Hours |
| Accounting and finance support: Accounts payable, Accounts receivable, etc. | 1 Day |

Step 13:

The goal of a BIA is to provide an analysis on risk to the organization. The BIA's purpose is to assess the impact a disruption has on the organization.

The summary of findings is listed above on step 8.

The prioritizations are listed above on step 9.

The impacted resources are listed above on step 12.

Conclusion:

In this lab, I defined a BIA’s goal and objective, identified where the BIA fits in the business continuity plan (BCP), identified mission-critical applications and data access requirements, performed a BIA qualitative assessment approach, and created a BIA executive summary report for management.

References

Gibson, D. (2015). *Managing Risk in Information Systems ; Second Edition*. Jones and Bartlett Learning.

Sliwa, C. (2020, November 21). What is a business impact analysis (bia)? Definition from whatis.com. Retrieved April 13, 2021, from <https://searchstorage.techtarget.com/definition/business-impact-analysis#:~:text=Business%20impact%20analysis%20(BIA)%20is,a%20disaster%2C%20accident%20or%20emergency>