

# Business Impact Analysis

## 1.Determine Process and System Criticality

Mission/Business Process	Description
Client account	<i>Each user can have an account registered to be able to view the latest products and orders</i>
Online payment	<i>Clients can pay online after seeing the products they would like to purchase online</i>
Firefighting system	<i>Alarms that get triggered by any smoke, fire detection and water sprinkle that distribute water around the whole place to settle down the fire</i>
Database for clients and suppliers	<i>Adding records for each client registered online or in-store each by their email and sending them the latest offers as well as records for each supplier and detecting the quality of goods we receive from them.</i>
Employees	<i>Includes shopping assistant, receptionist, cashier, designers &amp; HR.</i>
Attendance system	<i>Identifying how many days do employees attend &amp; their timings</i>
Client's feedback	<i>Gathering information from the customers about their satisfaction to our store regularly.</i>
Marketing	<i>Trying to reach as many people as possible by marketing our products as much as we can through different ways</i>
Buying stock of raw materials	<i>Dealing with the suppliers to get raw materials and store them as a stock to avoid delay in making any products</i>

## 2.A list of threat categories for each process and their impact

Mission/Business Process	Threats	Impact Category				
		Profit	Public Image	Internal Impact	Strategic Objectives	Impact
<b>Client account</b>	Server down	moderate	severe	moderate	moderate	moderate
<b>Online payment</b>	Server down or weak connection	Moderate	moderate	moderate	Moderate	Moderate
<b>Marketing</b>	Other companies have better marketing	Severe	Moderate	Moderate	Severe	Severe
<b>Firefighting system</b>	Sensor failure.	Severe	Severe	Severe	Severe	Severe
<b>Employees</b>	Employees won't be able to attend	Minimal	Minimal	Moderate	Moderate	Moderate
<b>Attendance system</b>	Failure of system.	Minimal	Minimal	Moderate	Moderate	Moderate
<b>Client's feedback</b>	Won't share their feedback	Moderate	Moderate	Minimal	Moderate	Moderate
<b>Database for clients and suppliers</b>	Database lost	Moderate	Severe	Moderate	Severe	Severe
<b>Buying stock of raw materials</b>	Termination of contract disagreement with supplier	Severe	Moderate	Moderate	Severe	Severe

### 3.Key downtime Metrics

Values for MTDs, RPOs and RTOs are expected to be high or low

<b>Mission/Business Process</b>	<b>MTD</b>	<b>RTO</b>	<b>RPO</b>
<b>Client account</b>	<i>low</i>	<i>low</i>	<i>high</i>
<b>Online payment</b>	<i>Low</i>	<i>low</i>	<i>low</i>
<b>Marketing</b>	<i>high</i>	<i>high</i>	<i>low</i>
<b>Firefighting system</b>	<i>low</i>	<i>low</i>	<i>high</i>
<b>Employees</b>	<i>high</i>	<i>high</i>	<i>Low</i>
<b>Attendance system</b>	<i>low</i>	<i>low</i>	<i>high</i>
<b>Client's feedback</b>	<i>low</i>	<i>low</i>	<i>Low</i>
<b>Database for clients and suppliers</b>	<i>low</i>	<i>low</i>	<i>high</i>
<b>Buying stock of raw materials</b>	<i>low</i>	<i>low</i>	<i>Low</i>

#### 4. Identify Resource Requirements

<b>System Resource/Component</b>	<b>Description</b>	<b>Priority</b> (Crucial, important, routine)
<b>Registration System</b>	<i>Registration System done by a team of web developers for clients to have their own accounts and view products</i>	<b>Crucial</b>
<b>Online banking System</b>	An external company for handling online payments such as pay mob	Crucial
<b>Market Team</b>	Marketing team to market for shop	Important
<b>Fire/Smoke sensor</b>	Sensor that detects smoke or fire	Important
<b>Fingerprint scanning machine</b>	Takes attendance of employees by scanning their finger prints	Routine
<b>Questionnaire</b>	An online questionnaire to clients and provide them with discount for every time they fill questionnaire	Routine
<b>Supplier</b>	Provides us with raw material	Crucial

4. Decide the recovery criticality of the whole activity (process + its associated resources) based on your findings in the blank space. Explain every recovery criticality.

*Different ways in getting the attendance whether by paper or by card identification for each employee's id.*

*Daily backup in order not to miss on a client order or product (orders in delivery- Wishlist)*

*Allowing cash payments on spot in case bank's server is down or weak connection*

*Make regular exams or courses for marketing team in order to compete with different clothing brands*

*In case firefighting system failed different fire extinguisher should be distributed around the place and employees should be trained regular for any fire cases*

*Having an extra soft copy and hardcopy for database in order not to lose data*

*Always having more than one supplier so in case of failure of negotiations we can have a different supplier*