

Business Impact Analysis (BIA)

Departmental Questionnaire



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BUSINESS IMPACT ANALYSIS (BIA) DEPARTMENTAL QUESTIONNAIRE

This questionnaire is part of the BIA initiation process and is intended as a starting point in the gathering of the organizational information required to develop the overarching Business Continuity/Disaster Recovery Plan.

Follow-up interviews will be scheduled once the completed questionnaires have been reviewed.

Business Continuity Terms (reference chart):

Business Continuity Terms	Definitions
Time critical service/process	<ol style="list-style-type: none">1. Services/processes which generate time sensitive revenue sources that contribute to the institution's financial sustainability and growth;2. Services/processes which, if interrupted, would seriously harm the organizations reputation and brand; and3. Services/processes which have service delivery legal, contractual and regulatory, or health and safety requirements.
Recovery Time Objective (RTO)	<ul style="list-style-type: none">• The time it will take before an outage prevents an organization from achieving it business objectives.• The RTO defines the maximum time an organization can survive without a time critical business function before recovery procedures must commence.
Minimum Service Levels (MSL)	<ul style="list-style-type: none">• A pre-approved temporary level of service delivery expressed as a percentage of normal service.
Recovery Point Objective (RPO)	<ul style="list-style-type: none">• The point to which the information used by an activity must be restored to enable the activity to operate on resumption.• How far back IT must go, stretching back in time from the disaster to the last point where data is in a usable format• The maximum tolerance for data loss.

DEPARTMENT QUESTIONNAIRE

Department:			
Contact:			
#Staff:		Date:	

1. Provide a high-level description of how your business line supports the organization:

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2. List ALL services/processes provided by your department and the impact to the organization if the service could not be delivered FOR ANY REASON:

Service/Process		Describe the key purpose of the service/process and any critical dates - include an estimated target RTO if the service was suspended in order to avoid a major impact to the organization (include impact details)
EXAMPLE: Payroll		Pay employees. This service could not be down longer than 1-day during a payroll period. Failure to deliver this service could cause financial issues for staff, legal issues for the organization and reputational damage.
A.		
B.		
C.		
D.		
E.		
F.		
G.		
H.		

NOTE: If you require additional rows please refer to [Appendix A – Additional Services](#)

3. Please explain for your department only, what informal “manual” steps would be taken today if a disaster were to occur resulting in no access to any corporate technology (including cellular/landline phones):

Service/Process	Activity (include time to complete)	Responsibility
<i>EXAMPLE: Payroll</i>	<i>We could run payroll from an offsite location w/ Internet access</i>	<i>Payroll Clerk</i>

NOTE: If you require additional rows please refer to [Appendix B – Manual Steps](#)

4. Explain any issues that would impact these steps:

EXAMPLE: Payroll – we would require a laptop or desktop with provided Internet access from the offsite location. If either of these were unavailable payroll would not be processed.

5. **INFORMATION REQUIRED** - For each service/process please list ALL applications/databases/paper records required to deliver the service/process – include the maximum tolerance for data loss (RPO):

Service/Process	Applications/Database/Paper – Please Specify	RPO
<i>EXAMPLE: Payroll</i>	<i>Require access to the Payroll system (cloud portal hosted by ADP)</i>	<i>1-Day</i>

NOTE: If you require additional rows please refer to [Appendix C – Information Required](#)

6. **TECHNOLOGY REQUIRED (HARDWARE)** - For each service/process please list ALL hardware required to deliver the service/process – include the number of devices required to meet the MSL:

Service/Process	Laptop/Desktop/Mobile Devices/Printers – Please Specify	#
<i>EXAMPLE: Payroll</i>	<i>Require Internet access for laptops/desktops</i>	<i>2</i>

NOTE: If you require additional rows please refer to [Appendix D – Technology Required \(Hardware\)](#)

7. **TECHNOLOGY REQUIRED (LOCAL APPLICATIONS)** - For each service/process please list ALL locally installed applications required to deliver the service/process (i.e. applications installed on your laptop/desktop/mobile device):

Service/Process	ONLY local applications required to deliver service/process
EXAMPLE: Payroll	Require Microsoft Office, Adobe Reader

NOTE: If you require additional rows please refer to [Appendix E – Technology Required \(Local Applications\)](#)

END OF QUESTIONNAIRE

APPENDIX A – ADDITIONAL SERVICES

Service/Process		Describe the key purpose of the service/process and any critical dates - include an estimated target RTO if the service was suspended in order to avoid a major impact to the organization (include impact details)
EXAMPLE: Payroll		Pay employees. This service could not be down longer than 1-day during a payroll period. Failure to deliver this service could cause financial issues for staff, legal issues for the organization and reputational damage.
I.		
J.		
K.		
L.		
M.		
N.		
O.		
P.		

APPENDIX B – MANUAL STEPS

[illegible]

APPENDIX C – INFORMATION REQUIRED

[illegible]

APPENDIX D – TECHNOLOGY REQUIRED (HARDWARE)

[illegible]

APPENDIX E – TECHNOLOGY REQUIRED (LOCAL APPLICATIONS)

[illegible]