## Lab #7: Assessment Worksheet

**Part A – Perform a Business Impact Analysis for an IT Infrastructure**

**Course Name: IAA202**

**Student Name: Phan Tuấn Minh**

**Lab Due Date:**

**Overview**

When performing a BIA, you are trying to assess and align the affected IT systems, applications, and resources to their required recovery time objectives (RTOs). The prioritization of the identified mission critical business functions will define what IT systems, applications, and resources are impacted. The RTO will drive what kind of business continuity and recovery steps are needed to maintain IT operations within the specified time frames.

**1. Perform BIA assessment and fill in the following chart:**

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| --- | --- | --- | --- |
| **Business Function Or Process** | **Business Impact Factor** | **Recovery Time Objective** | **IT Systems/App Infrastructure Impacts** |
| Internal and external voice communications with customers in real-time | Critical | 8 hours | Server, Intra/Internet, Network, Telephone system |
| Internal and external e- mail communications with customers via store and forward messaging | Critical | ~5 hours | Server, Intra/Internet, Network, Mail system |
| DNS – for internal and external IP communications | Minor | ~24 hours | LAN-to-WAN, LAN, WAN |
| Internet connectivity for e- mail and store and forward customer service | Minor | ~24 hours | Server, Intra/Internet, Network, Mail system |
| Self-service website for customer access to information and personal account information | Critical | ~2 hours | Remote access, Server, Intra/Internet, Network, Web servers |
| e-Commerce site for online customer purchases or scheduling 24x7x365 | Critical | ~2 hours | Server, Intra/Internet, Network, Purchases & Banking system, Web server |
| Payroll and human resources for employees | Major | ~24 hours | LAN, Intra/Internet, Network, Database |
| Real-time customer service via website, e-mail, or telephone requires CRM | Critical | ~2 hours | LAN, Intra/Internet, Network, CRM application & database |
| Network management and technical support | Minor | 4-5 days | LAN, Intra/Internet, Network, remote access management |
| Marketing and events | Minor | 2-4 days | Server, Intra/Internet, Network, Social Media, Marketing and events plan |
| Sales orders or customer/ student registration | Critical | ~2-3 hours | Web server, account application, internet access, inventory database |
| Remote branch office sales order entry to headquarters | Critical | ~6-8 hours | PN application, internet access, inventory databas |
| Voice and e-mail communications to remote branches | Critical | ~6-8 hours | Email server, DNS, LAN, WAN network |
| Accounting and finance support: Accts payable, Accts receivable, etc. | Major | ~24 hours | Account application, customer and employee database, LAN network |

**Part B – Craft a Business Impact Analysis Executive Summary**

Craft a BIA executive summary, follow this structure and format:  
**Your scenario: (EX. Viettel corporation)**

**a.** Goals and purpose of the BIA – unique to your scenario

**b.** Summary of Findings – business functions and assessment

**c.** Prioritizations – critical, major, and minor classifications

**d.** IT systems and applications impacted - to support the defined recovery time objectives

Goals and purpose of the BIA :

Ensure that the system always operates to the maximum extent to prevent having errors that may occur during operation. Best service for customers and service users of Viettel.

In this circumstance, we consider Viettel Pay - Viettel's e-wallet and payment method.

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| --- | --- | --- | --- |
| **Business Function Or Process** | **Business Impact Factor** | **Recovery Time Objective** | **IT Systems/App Infrastructure Impacts** |
| Internal and external voice communications with customers in real-time | Critical | 8 hours | Server, Intra/Internet, Network, Telephone system |
| Internal and external communications with customers via replies and forward messaging | Critical | ~5 hours | Server, Intra/Internet, Network, SMS & Telecom system |
| DNS – for internal and external IP communications | Minor | ~24 hours | LAN-to-WAN, LAN, WAN |
| Internet connectivity for purchase service and forward customer service | Critical | ~2 hours | Server, Intra/Internet, Network, Application server |
| Self-service application for customer access to information and personal account information | Critical | ~2 hours | Remote access, Server, Intra/Internet, Network, app servers, database |
| e-Commerce site for online customer purchases or scheduling 24x7x365 | Critical | ~2 hours | Server, Intra/Internet, Network, Purchases & Banking system, Application server, Database |
| Payroll and human resources for employees | Major | ~24 hours | LAN, Intra/Internet, Network, Database |
| Real-time customer service via website, e-mail, or telephone requires CRM | Critical | ~2 hours | LAN, Intra/Internet, Network, CRM application & database |
| Network management and technical support | Minor | 4-5 days | LAN, Intra/Internet, Network, remote access management |
| Marketing and events | Minor | 6-8 days | Server, Intra/Internet, Network, Social Media, Marketing and events plan |
| Sales orders or customer/ student registration | Critical | ~2-3 hours | App server, account application, internet access, inventory database |
| Voice and text message communications to remote branches | Minor | ~1-2 day | Telecom server, DNS, LAN, WAN network |
| Accounting and finance support: Accts payable, Accts receivable, etc. | Major | ~24 hours | Account application, customer and employee database, LAN network |
| Hacker steals money in account | Critical | As soon as possible | Account application, customer and employee database, finiancial, LAN-to-WAN, WAN Network |
| Leaking customer information | Critical | As soon as possible | customer and employee database, finiancial, LAN-to-WAN, WAN Network |