



## Business Impact Analysis Report Template

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Use this template to perform business impact analyses. Formulate questions to elicit responses for insertion into specific categories. Organizing all columns into a spreadsheet simplifies the analysis process. This collection of data facilitates the process of identifying the most critical business functions, the financial and operational impact if they are disrupted, strategies to recover them, and time frame targets to achieve recovery.

BU Name	Head Count	Parent Process	Priority Ranking	RTO	RPO	PP Depends on	PP Required by
It Department	10	Manage IT infrastructure, data centers, and information systems important to supporting DASC operations	1	< 4 hours	1 hour	Data Center servers, Dell PowerEdge Systems, SAN#1 and SAN#2 backup systems, and Cloud-based iDrive backups	All Business Units, including Finance, Operations, and Veterinary Services
Finance Department	8	Oversee financial operations, including accounts payable, accounts receivable, payroll, and financial reporting	2	1 day	1 day	PayQuel Accounting Software, SAN#1 and SAN#2, and AD server for secure access	Executive Team, All Business Units
Veterinary Services (Paw Docs)	15	Provide veterinary care, manage appointments, maintain pet medical records, and issue prescriptions	3	< 4 hours	1 hour	VetStar Software, NAS backup, Internet Connectivity	Pet Owners, Corporate CRM

1. Business Unit Name – Self-explanatory
2. Head Count – Number of full-time staff in the business unit
3. Parent Process – Brief description of the principal activities the unit performs, e.g., sales, contractor interface, or investor relationship management
4. Priority Ranking – Subjective ranking of parent process(es) according to criticality to the business unit
5. Recovery Time Objective – Time needed to recover the parent process to business almost as usual following a disruption
6. Recovery Point Objective – Point in time to which parent process work should be restored following a disruption
7. Parent Process Depends On – Names of organizations and/or processes the parent process needs for normal operations
8. Parent Process Required By – Names of organizations and/or processes that need the parent process for normal operations

Sub-Process	Priority Ranking	RTO	RPO	SP Depends on	SP Required by	Quantitative Impact
Network Operations	1	< 4 hours	1 hour	ISP, Dell Switches A/B, and NAS systems	All Corporate Users and Regional Stores	\$200,000/day in lost revenue from disrupted e-commerce and in-store operations
Payroll Processing	2	1 day	12 hours	HRIS system, PayQuel software, and connectivity to banking systems	HR Department, Executive Team, Employees	\$100,000/day in potential penalties or missed deadlines
Pet Appointment Scheduling	3	< 4 hours	1 hour	VetStar, CRM integration for reminders	Veterinarians, Pet Owners	\$50,000/day revenue loss if disrupted

1. Sub-Process – Brief description of supporting activities the unit performs, e.g., sales analysis, financial analysis
2. Priority Ranking – Subjective ranking of sub-process(es) according to criticality to the business unit
3. Recovery Time Objective – Time needed to recover the sub-process to business almost as usual following a disruption
4. Recovery Point Objective – Point in time to which sub-process work should be restored following a disruption
5. Sub-Process Depends On – Names of organizations and/or processes the sub-process needs for normal operations
6. Sub-Process Required By – Names of organizations and/or processes that need the sub-process for normal operations
7. Quantitative Impact – Financial amount associated with the parent process, e.g., annual revenue generated by the process

Qualitative Impact	Time Needed to Recover Staff					
	< 4 hrs	1 day	3 days	1 week	2 weeks	> 2 weeks
Loss of customer trust, operational delays, and reputational damage	Network team	IT infrastructure staff	-	Full IT Department functionality	-	-
Employee dissatisfaction and potential legal repercussions	-	Payroll team, Accounts payable/receivable staff	Full Recovery	-	-	-
Loss of customer trust and potential harm to pets due to missed appointments	Veterinary Team for emergency care, Administrative Team for appointment scheduling	Full Services Recovery	-	-	-	-

1. Qualitative Impact – Non-financial impact to the company, e.g., loss of reputation, loss of customers
2. Time Needed to Recover Staff – Indicates how many staff can be recovered to “business almost as usual” within specific time frames

Recovery Strategy	Technology / Services Recovery Time						Comments
	< 4 hrs	1 day	3 days	1 week	2 weeks	> 2 weeks	
<ul style="list-style-type: none"> <li>• Activate failover systems at backup data center.</li> <li>• Use iDrive cloud backups for restoring servers.</li> <li>• Route operations through alternate delivery hubs temporarily.</li> </ul>	Primary Systems (Exchange Server, AD, and Intranet)	Secondary Systems (HRIS, CRM)	-	All Operations and Backups	-	-	Continuous testing of disaster recovery systems and regular staff training are essential. All backups should be verified monthly for integrity.
<ul style="list-style-type: none"> <li>• Prioritize restoration of PayQuel Accounting Software.</li> <li>• Coordinate with banking partners for temporary manual processing.</li> <li>• Use remote access to cloud backups for financial records.</li> </ul>	-	PayQuel Accounting Software and payroll systems	Reporting and Fixed Assets systems	Full finance systems recovery	-	-	Conduct regular payroll simulation exercises to validate recovery plans.
<ul style="list-style-type: none"> <li>• Restore VetStar software and synchronize records from NAS backup.</li> <li>• Communicate with clients using backup contact lists for appointment rescheduling.</li> <li>• Set up a temporary manual appointment and recordkeeping systems.</li> </ul>	Appointment Systems and Medical Records	Full VetStar Integration	Full Veterinary Operations Recovery	-	-	-	Implement monthly recovery drills to ensure minimal disruption during emergencies.

1. Recovery Strategy – Describes actions the business unit can take to recover to a “business almost as usual” state, e.g., work from home, relocate to an alternate area, recover to a hot site
2. Technology / Services Recovery Time – In each space list the critical systems, network services, etc. that must be recovered within the specific time frame
3. Comments – Self-explanatory