



## 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