### **Business Impact Analysis (BIA) for Company**

**INTRODUCTION**

**Purpose**:  
The purpose of this Business Impact Analysis (BIA) is to identify and evaluate the impact of potential disruptions to critical business processes, and to determine the recovery requirements to ensure business continuity. The BIA aims to understand the consequences of interruptions to business activities and to establish the recovery priorities and resource requirements to maintain essential functions.

**Scope**:  
This BIA covers key business processes across the organization, including operations, finance, legal, and reputation. It encompasses various departments to provide a comprehensive analysis of potential risks and their impacts on the organization.

#### **List of Business Processes**

1. **Process Name**: Customer Data Management
   * **Description**: Managing and storing customer information securely.
   * **Department**: IT Department
   * **Process Owner**: John Doe, john.doe@company.com, +123456789
2. **Process Name**: Network Infrastructure Management
   * **Description**: Ensuring the network infrastructure is operational and secure.
   * **Department**: Network Administration
   * **Process Owner**: Jane Smith, jane.smith@company.com, +987654321
3. **Process Name**: GPS Tracking Software Management
   * **Description**: Maintaining and updating GPS tracking software for logistics.
   * **Department**: IT Department
   * **Process Owner**: Michael Brown, michael.brown@company.com, +456123789
4. **Process Name**: Fleet Management
   * **Description**: Managing fleet schedules and assignments.
   * **Department**: Logistics
   * **Process Owner**: Emily Davis, emily.davis@company.com, +321654987
5. **Process Name**: Web Server Management
   * **Description**: Hosting and maintaining web servers.
   * **Department**: IT Department
   * **Process Owner**: Robert Wilson, robert.wilson@company.com, +159753486

#### **Impact Analysis**

1. **Process Name**: Customer Data Management
   * **Operational Impact**: Loss of productivity, inability to access customer information, potential service disruption.
   * **Financial Impact**: Estimated loss of $100,000 per day due to lost sales and operational inefficiencies.
   * **Legal/Regulatory Impact**: Potential fines for non-compliance with data protection regulations.
   * **Reputational Impact**: Significant damage to company reputation and loss of customer trust.
2. **Process Name**: Network Infrastructure Management
   * **Operational Impact**: Complete network downtime, inability to perform business operations.
   * **Financial Impact**: Estimated loss of $200,000 per day due to halted business activities.
   * **Legal/Regulatory Impact**: Possible regulatory penalties for non-compliance with industry standards.
   * **Reputational Impact**: Severe damage to reputation and customer dissatisfaction.
3. **Process Name**: GPS Tracking Software Management
   * **Operational Impact**: Disruption in logistics and delivery schedules.
   * **Financial Impact**: Estimated loss of $50,000 per day due to delayed deliveries and increased operational costs.
   * **Legal/Regulatory Impact**: No direct legal impact.
   * **Reputational Impact**: Moderate impact due to delayed deliveries and customer complaints.
4. **Process Name**: Fleet Management
   * **Operational Impact**: Disruption in fleet operations, potential delays in service delivery.
   * **Financial Impact**: Estimated loss of $75,000 per day due to inefficiencies and increased operational costs.
   * **Legal/Regulatory Impact**: No direct legal impact.
   * **Reputational Impact**: Moderate impact due to operational inefficiencies and customer dissatisfaction.
5. **Process Name**: Web Server Management
   * **Operational Impact**: Inability to host websites, potential service outages.
   * **Financial Impact**: Estimated loss of $150,000 per day due to lost online sales and service disruptions.
   * **Legal/Regulatory Impact**: Potential fines for non-compliance with hosting standards.
   * **Reputational Impact**: Significant damage to reputation and customer trust.

#### **Mapping**

**Critical Success Factors (CSFs):**

* Ensuring customer data is secure and accessible.
* Maintaining operational efficiency and minimizing downtime.
* Protecting intellectual property and sensitive data.
* Ensuring compliance with legal and regulatory requirements.
* Maintaining customer trust and satisfaction.

**Mapping Processes to Systems and Prioritization:**

1. **Customer Data Management**
   * **Systems**: CRM System, Data Servers
   * **Priority**: High
   * **CSFs**:
     1. Ensuring customer data is secure and accessible.
     2. Maintaining customer trust and satisfaction.
2. **Network Infrastructure Management**
   * **Systems**: Network Servers, Routers, Switches
   * **Priority**: High
   * **CSFs**:
     1. Maintaining operational efficiency and minimizing downtime.
     2. Ensuring compliance with legal and regulatory requirements.
3. **GPS Tracking Software Management**
   * **Systems**: GPS Software, Data Servers
   * **Priority**: Medium
   * **CSFs**:
     1. Maintaining operational efficiency and minimizing downtime.
     2. Maintaining customer trust and satisfaction.
4. **Fleet Management**
   * **Systems**: Fleet Management Software, Data Servers
   * **Priority**: Medium
   * **CSFs**:
     1. Maintaining operational efficiency and minimizing downtime.
     2. Ensuring customer data is secure and accessible.
5. **Web Server Management**
   * **Systems**: Web Servers, Hosting Services
   * **Priority**: High
   * **CSFs**:
     1. Maintaining operational efficiency and minimizing downtime.
     2. Maintaining customer trust and satisfaction.