Business Impact Analysis
VistA Adaptive Maintenance (VAM)
FIPS 199 Overall Impact Level = <u>High</u>
FIPS 199 Availability Security Categorization = <u>High</u>

This Business Impact Analysis (BIA) Worksheet collects information to assist with completion of a BIA. BIA elements collected using this document serve as content and supporting documentation for a final BIA document, Appendix N of the information system contingency plan (ISCP).

Section 1

Background

The purpose of the BIA is to identify and prioritize system components by correlating them to the mission/business processes the system supports, and using this information to characterize the impact on the processes if the system were unavailable. The BIA is composed of the following three steps:

- Determine the mission/business processes and recovery criticality. Mission/business processes supported by the system are identified and the impact of a system disruption to those processes is determined along with outage impacts and estimated downtime. The downtime should reflect the maximum that an organization can tolerate while still maintaining the mission.

- Identify resource requirements. Realistic recovery efforts require a thorough evaluation of the resources required to resume mission/business processes and related interdependencies as quickly as possible. Examples of resources that should be identified include facilities, personnel, equipment, software, data files, system components, and vital records.

- Identify recovery priorities for system resources. Based upon the results from the previous activities, system resources can more clearly be linked to critical mission/business processes. Priority levels can be established for sequencing recovery activities and resources.

NOTE: *The focus of this BIA document is on determining mission/business processes and recovery criticality. System resources/components are provided in Section 2.1.2 of the ISCP, Information System (IS) Inventory of Components. Recovery priority for system components is specified in Appendix J of the ISCP, Detailed Recovery Procedures.*

Section 2

Identify Critical Business Processes

- Enter the critical business processes (CBPs) that depend on the IS.

NOTE: *A CBP is an operational and/or business support function that cannot be interrupted for more than a mandated or predetermined timeframe without significantly jeopardizing the organization/mission.*

- Create additional rows as needed to accommodate all CBPs that depend on the IS.

VAM Critical Business Processes
Health Care Operations: Provide access to medical data stored in The Veterans Information System and Technology Architecture (VISTA)

Table A: VAM Critical Business Processes

Section 3

Identify Service/Business Lines and Determine Maximum Tolerable Downtime (MTD)

Service/Business Lines

- Health Care Operations

Maximum Tolerable Downtime

- Determine the MTD for each Service/Business Line. Table B below presents the MTD determined for each Service/Business Line.

- The FIPS 199 availability security categorization serves as a basis of the BIA and is considered in the calculation of the MTD. The FIPS 199 availability rating and overall impact level can be found in the System Security Plan.

Service/Business Line 1 = Primary Care Operations		MTD for Service/Business Line 1 = 14Hours												
FIPS 199 Availability Impact Rating	**FIPS 199 Potential Impact Definitions/Disruption of access to or use of IS could be expected to have:**	**Point at which adverse effect initially occurs**												
		Immediate	4 Hours	8 Hours	12 Hours	24 Hours	48 Hours	72 Hours	7 Days	14 Days	21 Days	30 Days	> 30 Days
Low-impact	limited adverse effect on organizational operations, organizational assets, or individuals												
Moderate-impact	serious adverse effect on organizational operations, organizational assets, or individuals												
High-impact	severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals	X											

Table B: MTD Worksheet

Table C presents the MTD summary for each VAM Service/Business line.

Service/Business Line	MTD Summary
Primary Care Operations	12 Hours

Table C: Service/Business Line and MTD Summary

Section 4

Determine Recovery Time Objective (RTO) and Recovery Point Objective (RPO)

- The RTO for VAM is 10 hours

- The RPO for VAM is 2 hours

- EO offers three possible DR levels and associated RTOs and RPOs

DR Level	RTO	RPO
Mission Critical	12 hrs.	2 hrs.
Essential Support	72 hrs.	24 hrs.
Routine	30 days	24 hrs.

Table D: Possible EO DR Levels, RTOs and RPOs

- The VAM RTO and RPO presented in Table E can also be found in the ISCP and service level agreement (SLA).

  If a *primary essential function* (PMEF) is dependent on the information system, the RTO must be 12 hours or shorter. The PMEF of Healthcare to Veterans is dependent upon VAM operations. Essential functions are a subset of government functions that are determined by each individual department/agency to be critical activities that cannot be deferred during a catastrophic emergency or other continuity event. An organization's essential functions should be documented in its Continuity of Operations Plan. See Attachment 1 for a list of VA essential function

Information System/Application	RTO	RPO
VAM	10 hours	2 hours

Table E: VAM RTO and RPO

Section 5

Determine MTD Gap (MTD – RTO)

Table F lists the Service/Business Lines and MTDs from Table C and RTO from Table E.

Service/Business Line	MTD	RTO	GAP (MTD – RTO)
Primary Care Operations	12 hours	10 hours	2 hours

Table F: MTD Gap

Section 6

Alternate Processing Procedures

- Describe substitute manual processing procedures available that allow the business unit to continue some processing of information that would normally be done by the impacted IS.

- There are no manual processing procedures that will augment VAM and users are encouraged to use the alternate processing procedures described below.

Alternate Processing Procedures (or an explanation of why there are no alternate processing procedures)
Internal VA staff may utilize CPRS, or CAPRI in order to continue to provide health care and benefits support to Veterans until VAM has been recovered. CPRS use may require minor configuration change.

Table G: Alternate Processing Procedures

Section 7

System Data/Information Owner POC

BIA Completed by:	On behalf of System Manager of Record/Data Owner (if applicable):
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Sign the signature line in Word. Do not PDF the BIA. To sign the document in Word, right-click the signature line and select **Sign**. Type your name in the box next to the **X** or select an image of your written signature.

Attachment 1 – VA Essential Functions

Per VA Handbook 0322, VA's one primary essential function (PMEF) is to, ***"Provide medical and hospital services for Veterans, and during a disaster or emergency, for civilian victims as appropriate."*** PMEFs are the set of essential functions that organizations must perform to support or implement the performance of the national essential functions before, during, and in the aftermath of an emergency. Organizations need to continuously perform PMEFs during a continuity event or resume PMEFs within 12 hours of an event. VA's mission essential functions (MEFs) are shown in the table below. MEFs are a broader set of essential functions that organizations must continue throughout or resume rapidly after a disruption of normal activities, but are not identified as PMEFs.

Mission Essential Function	Administration or Staff Office Responsible
Healthcare to Veterans	Veterans Health Administration
VA/DoD Contingency System	Veterans Health Administration
Furnish VA hospital care to responders and victims	Veterans Health Administration
National Disaster Medical Center	Veterans Health Administration
Process insurance	Veterans Benefits Administration
Pay veterans and beneficiaries	Veterans Benefits Administration
Veteran burial services	National Cemetery Administration
Support to National Response Framework	Office of Operations, Security and Preparedness
Account for employees	Office of Human Resources & Administration
Maintain communication capabilities related to MEFs/PMEF	Office of Information Technology
Ensure payment capabilities	Office of Management
Acquisition support	Office of Logistics & Construction

Table H: VA Mission Essential Functions