**Business Impact Analysis**

**VistA Adaptive Maintenance (VAM)**

FIPS 199 Overall Impact Level = High

FIPS 199 Availability Security Categorization = High

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): |
| --- | --- |
| Nilesh Lal  IT Project Manager (AbleVets)  Veterens Affairs  240-476-5359 | Dick Rickard  Department of Veterens Affairs  Program Manager  OIT PO  503-884-6178 |
|  |  |

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*