Developing the Business Impact Assessment

Some drawing to get CLAS to the Business Continuity Plan

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The business impact analysis is an inventory of what we want to protect and prioritization of that inventory.

Different people and/or different groups have different assets.

These assets can overlap and we need to agree on how to prioritize those assets.

Business Continuity Plan Development:

BIA Development

Aug. 22-25, 2016

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Step 1:
Develop Business Impact Analysis (BIA)

1. Develop Questionaire
2. Instruct
3. Receive Questionaires
4. Review
5. Follow-up
       (ITAG)

Business Impact Analysis Report

Hazard Identification: Fire, Explosion, Natural Hazards, Hazardous Materials spill or release, Terrorism, Workplace violence, Pandemic disease, Utility outage, Mechanical breakdown, Supplier failure, Cyber attack

Risk Assessment

Identify time-sensitive and critical business functions and the resources that support them using BIA Worksheet.

First and foremost, injuries to people should be the first consideration of the risk assessment.

Other physical assets: buildings, information technology, utility systems, machinery, raw materials, the environment and finished goods.

Impacts - Casualties, Property damage, Business interruption, Loss of customers, Financial loss, Environmental contamination, Loss of confidence in the organization, Fines and penalties, lawsuits.

Vulnerabilities include deficiencies in building construction, process systems, security, infrastructure, protection systems and loss prevention programs. They contribute to the severity of damage when an incident occurs.

Business Continuity Plan Development:

BIA Development
Business Analysis Worksheet
Nov. 11, 2016

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DRAFT
Business Impact Analysis Worksheet

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DRAFT Business Impact Analysis Worksheet V1. V1 -- (October 24, 2016)
(based on ready.gov/business worksheet)

Department:
Function:
Process:

Operational & Financial Impacts

Timing / Duration	Operation Impacts	Financial Impact

Timing: Identify point in time when interruption would have greater impact (e.g. season, end of month, first day of class, etc.)

Duration: Identify the duration of the interruption or point in time when the operation and/or finacial impact(s) will occur.

< hour
> 1 hour < 8 hours
> 8 hrs. < 24 hrs.
> 72 hrs.
> 1 week
> 1 month

Operational Impacts:
* **Students cannot attend class**
* **Student dissatisfaction**
* **Increased expenses**
* **Reputation loss**
* **Regulatory fines**
* **Loss of students**
* **Loss of income**

Finacial Impact(s):
Quantify operational impacts in finacial terms.

Questions:
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Business Continuity Plan Development:

BIA Report Development

Aug. 22-25, 206

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Risk Assessment
(details on page 1)

Step 1:
Develop Business Impact Analysis (BIA)

1. Develop Questionaire
2. Instruct
3. Receive Questionaires
4. Review
5. Follow-up
                    (ITAG)

1. Critical business functions and processes are documented

2. Significant business interruption scenarios assessed (in terms of $'s)

3. The BIA report should prioritize the order of events for restoration of the business. Business processes with the greatest operational and financial impacts should be restored first.

4. Recovery strategies for IT should be developed so technology can be restored in time to meet business needs.

5. Manual workarounds should be part of the plan so business can continue while technology systems are being restored.

Recover Strategies:
Identify and **document** resource requirements based on BIAs

Conduct gap analysis to determine gaps between recovery requirements and current capabilities

Explore recovery strategies with management approval

Implement strategies

Business Continuity Team (ITAG) finalizes, completes and approves Business Impact Analysis Report, **after** testing and evaluation of DR strategies

Step 2:
Business Continuity Plan Development

Business Continuity Plan Development:

BIA Development
Business Continuity Requirements
Nov. 11, 2016

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Recovery of a critical or time-sensitive process requires resources. The Business Continuity Resource Requirements worksheet should be completed by business function and process managers. Completed worksheets are used to determine the resource requirements for recovery strategies.
Following an incident that disrupts business operations, resources will be needed to carry out recovery strategies and to restore normal business operations. Resources can come from within the business or be provided by third parties.

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DRAFT Business Continuity Resource Requirements - V1.   V1 -- (November 11, 2016)
(based on ready.gov/business worksheet)

Department:	
Function:	
Process:	

Operational & Financial Impacts

Resource Category	Resources Details	Normal Quantity	Quantity Needed Following Disaster:			
			24 Hours	72 Hours	1 week	Later (Specify)
Managers						
Staff	Primary Site, Relocation Site and Recovery Site					
Office Space						
Office Equipment	Furniture, phones, fax, copiers					
Office Technology	Desktops, Laptops, Wireless devices					
Vital Records, Data, Information	Loacation, backup and media types					
Classroom Facilities	Reciprical agreements					
Classroom Equipment	Especially custom equipment with long replacement time					
Raw Materials	Source suppliers					
Third Party Services						

INSTRUCTIONS: Identify resources required to restore business operations following a disaster. Estimate the resources needed in the days and weeks following the disaster. Also review information technology disaster recovery plan for restoration of hardware and software.
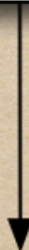
Questions: mark.hendricks@ucdenver.edu

Based on: Busines Continuity Resource Requirements from ready.gov/business
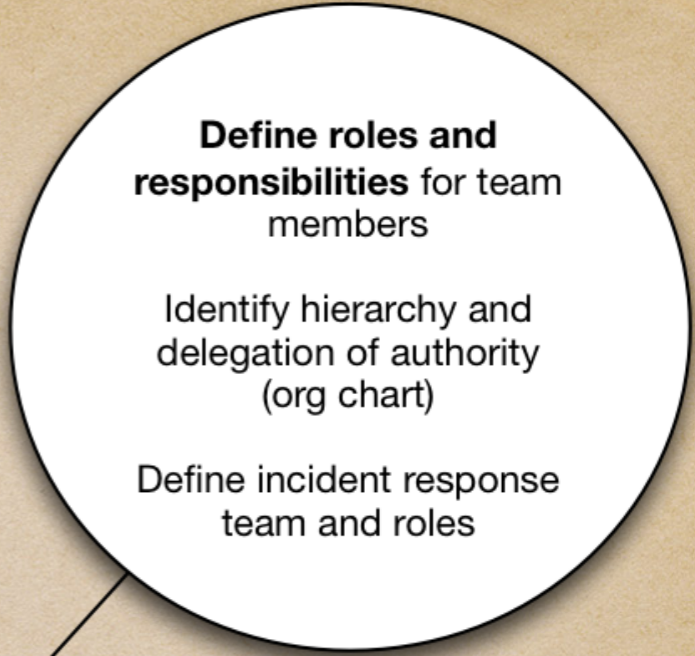
Business Continuity Plan
Development:

Business Continuity Plan Development

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Define scope, objectives and assumptions of the Business Continuity Plan

Address interaction with OIT and external organizations and contractors

Define roles and responsibilities for team members

Identify hierarchy and delegation of authority (org chart)

Define incident response team and roles

Step 2:
Business Continuity Plan Development

Step 3:
Business Continuity Plan Testing, Training and Continual Updating
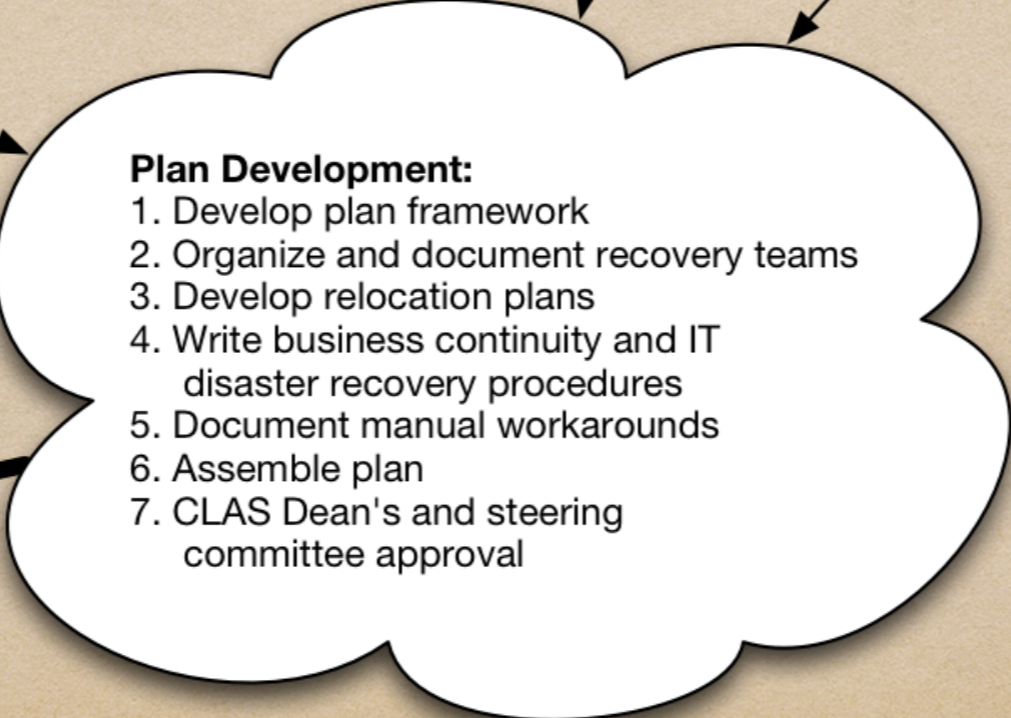
Plan Development:
1. Develop plan framework
2. Organize and document recovery teams
3. Develop relocation plans
4. Write business continuity and IT disaster recovery procedures
5. Document manual workarounds
6. Assemble plan
7. CLAS Dean's and steering committee approval

Document detailed procedures, resource requirements, and logistics for execution of all recovery strategies

Document detailed procedures, resource requirements, and logistics for relocation to alternate worksites

Document detailed procedures, resource requirements, and data restoration plan for the recovery of information technology (networks and required connectivity, servers, desktop/laptops, wireless devices, applications, and data)

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DRAFT Business Continuity Team Contacts - V1.   V1 -- (November 11, 2016)

Department:

Team (IT, Admin, Staff, Support)	Member Name		Email	Work Phone	Mobile Phone

Questions:
mark.hendricks@ucdenver.edu

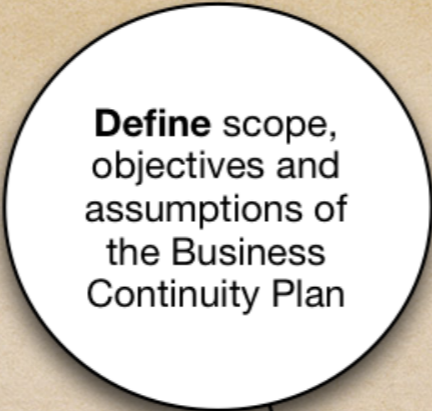Based on: Busines Continuity Resource Requirements from ready.gov/business

Business Impact Analysis:
--> Insert results of business impact analysis
--> Identify recovery time objectives forbusiness processes and information technology
--> Identify recover point objective for data restoration

Business Continuity
Startegues & Requirements:
--> Insert detailed procedures, resuore requirements, and logistics for execution of all recovery strategies
--> Insert detailed procedures, resuore requirements, and logistics for relocation to alternate worksites
--> Insert detailed procedures, resuore requirements, and data restoration for recovery of information technology
(networks and required connectivity, servers, desktops and laptops, wireless devices, applications and data.)

BC Team Contacts
(sample)

CLAS Dean's Office

CLAS ITAG

CLAS BC
Team Leader ———— CLAS Emergency
Response Team

Information Technology
- Network/Servers
- Desktops/Laptops
- Applications Data Restoration

Production Recovery Team
- Process 1
- Process 2
- Process 3

Support Team
- Finance/Accounting
- Human Resources
- Legal
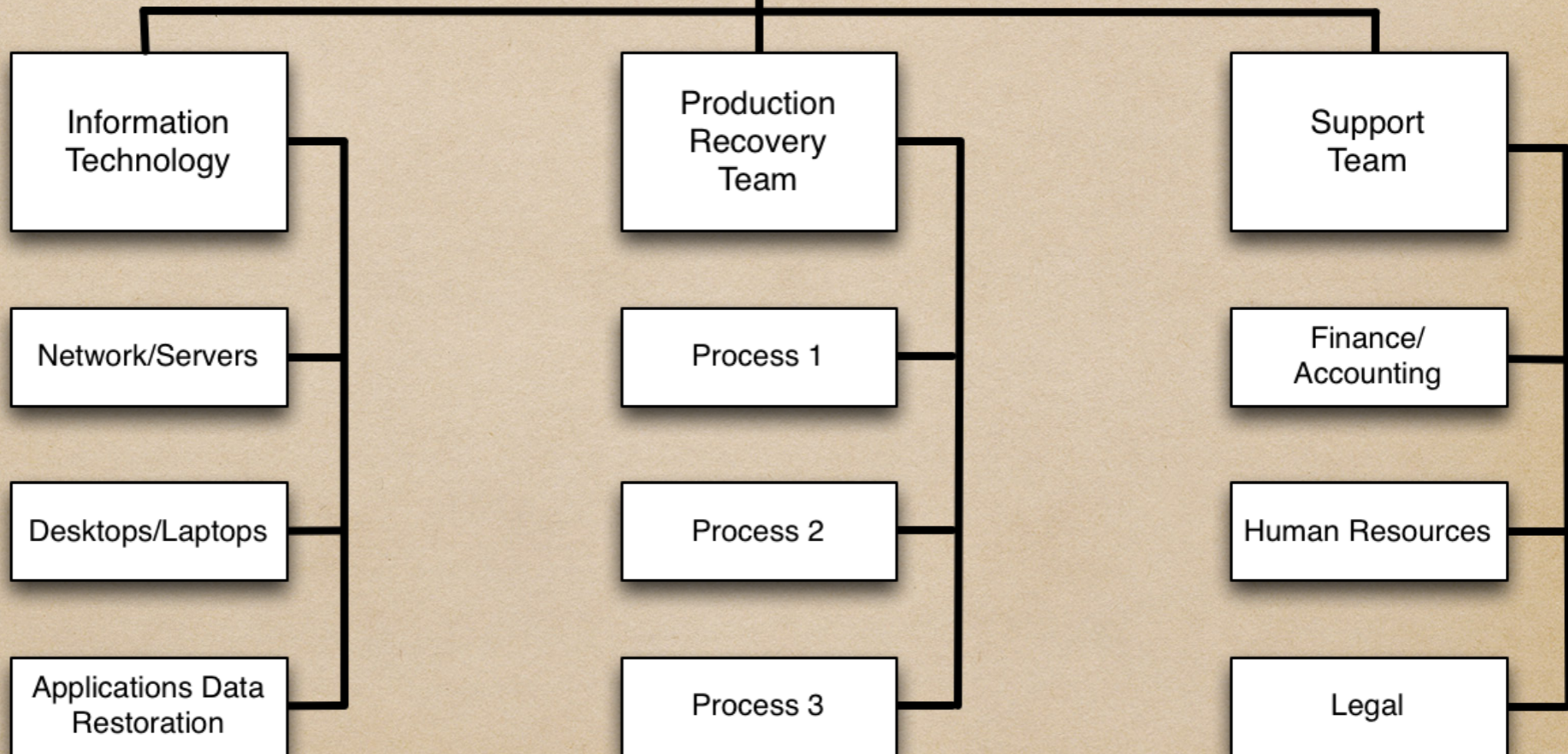
Sample Org Chart
Business Continuity Plan

Business Continuity Plan
Development:

BIA Development
Vendor and Contractor
Contacts
Nov. 13, 2016

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DRAFT Business Continuity Vendor & Contractor Contacts - V1.

V1 -- (November 14, 2016)

Department:

Vendors & Contractors

Company	Contact Name	Email	Work Phone	Mobile Phone

Revision History

Revision Number:	Date	Description of changes	Authorization	

Questions: Based on: Busines Continuity Resource Requirements from ready.gov/business

mark.hendricks@ucdenver.edu

Vendor Contacts
(v1)

Business Continuity Plan
Development:

BIA Distribution

Aug. 22-25, 2016

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Plan Distribution & Access

The Plan will be distributed to members of the business continuity team and management. A master copy of the document should be maintained by the business continuity team leader.

Provide print copies of this plan within the room designated as the emergency operations center (EOC). Multiple copies should be stored within the EOC to ensure that team members can quickly review roles, responsibilities, tasks, and reference information when the team is activated.

An electronic copy of this plan should be stored on a secure and accessible website that would allow team member access if company servers are down.

Electronic copies should also be stored on a secure USB FLash drive for printing on demand.

End.

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