Business Impact Analysis

Business Impact Analysis Introduction

A Business Impact Analysis (BIA) is a methodology used to determine the effect of an interruption of services on each Department within the College and then the total impact on the Loyola College organization as a whole. The analysis provides valuable information on the short- and long-term effects of a disaster.

Business operations are comprised of numerous inter-related tasks and processes all focused on providing a service to either internal customers or external customers. During the planning process of developing a Business Continuity Plan (BCP) it is important to first understand the business processes and their impact on the College.

Not all processes are critical and yet all processes are required to provide a complete business service. Services that directly impact the ability of the College to meet its mission-critical objectives such as providing all of the necessary support for the educational requirements of the students, life safety services, etc. must be recovered in a timelier manner. Other services, although important, may not require immediate recovery, and could be delayed in some cases.

We need your assistance in identifying the most critical business processes/services being provided within your Department and their priority. This information will be used to determine overall business process/services priorities for the college.

The questions have been developed to elicit such information as the financial impact, time frame for recovery, and resource requirements. The responses will be compiled and analyzed to provide the information required to develop a corporate-wide business recovery strategy. When the questionnaire data has been summarized for your Department the results will be review with you to verify the accuracy of the interpretations.

Information gathered in the BIA will be used to:

- Determine the priority for restoring the functions of the college.
- Determine the recovery time objective (RTO) for each business process.
- Determine the recovery point objective (RPO) for each business process.
- Identify critical resources required to support business Department recovery.
- Identify critical technology infrastructure requirements.

This and other information is required to develop an effective college-wide business recovery strategy.

If you have any questions, require clarification or need assistance please contact Tim Enders at 410-617-2542 or tenders@loyola.edu

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Department Information

1. Department Overview

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Department Name	
Department Manager	
Department Location(s)	
Name of BIA Respondent	
BIA Respondent's Title	
BIA Respondent's Phone #	
BIA Respondents E-Mail Address	

2. Name of the Business Process / Service

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Business Process Name:

3. Description of the Business Process / Service

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General Description

4. Process Frequency

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How Often is this process completed	Yes	No
• Daily		
• Weekly		
• Monthly		
• Quarterly		
• Semi-Annually		
• Annually		

5. Number of Employees Supporting Business Process or Service

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Number of employees required to perform the process each cycle:	

Recovery Time and Recovery Point Objectives Explanation

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One (1) Business Impact Analysis (BIA) should be completed for each major business processing within your department. It is important to note that a sub-process although key to the completion of the main business process should not be set up as a main business process unless it can stand on its own as its own business process.

As part of the BIA process we are asking that you identify the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for the business process and its sub-processes. A description of RTO and RPO for Loyola College are shown below.

Priority – Recovery Time Objective (RTO)
The RTO is defined as how much time a user is willing to lose before regaining the use of their applications. If access to the network and your applications were to be down when you came into work how long you would you or could you work without support of these applications. Depending on the criticality of an application it can range from no downtime is acceptable to several days. Simply stated: **"How long can we be down?"**
0 - Recovery within 0 minutes – immediate recovery / no interruption in services
1 - Recovery within 24 hours - 1 day
2 - Recovery within 48 hours - 2 days
3 - Recovery within 72 hours - 3 days
4 - Recovery greater than 72 hours - > 3 days

Priority – Recovery Point Objective (RPO)
The RPO represents how much lost data will be acceptable to users. If the systems supporting your business processes were to fail, could the data be recovered by re-entry, by re-scanning, etc? If the data can be recovered how much of a loss is acceptable? Simply stated: "How much data can a department re-create or re-enter?"
0 - At point of failure, this is the best case scenario, no data is lost; however, it is possible that the last transaction just prior to the disaster may have been lost during transmission.
1 - Within the last eight (8) hours, regardless of when the disruption in service occurs.
2 - As it was at the start of the business day (08:00 hours). All data entered since the last backup will have to be re-constructed and re-entered into the system.
3 - As of the backup taken on the most recent Saturday or Sunday night prior to the disaster. All data entered since the last backup will have to be re-constructed and re-entered into the system. There could be up to a week's worth of data lost that would have to be reconstructed.

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6. Business Process

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Briefly describe the Department's business process and/or service for which this BIA is being completed?
(Please attach any additional information that provides a comprehensive overview of the Department's
business processes / services. i.e. charts samples of service offerings, etc.)

Business Process Name	Description	$'s Processed (if appropriate)	RTO	RPO

7. Sub-Processes

Return

For every business process there may be sub-processes that are completed in support of the main business
process. Please list the sub-processes and their respective RTO and RPO.

Sub-Process Name	Description	$'s Processed (if appropriate)	RTO	RPO

8. Manual Continuity Plan

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For the above business process, named in question #6, does the department have manual workaround
procedures that would allow the process to continue in the event of a disruption of the services that would
normally support this business process?

Yes		No	

9. Type of Support Provided by Department

Return

Which general support description best fits the Department?

General Support Description	Service provided to the following areas (check all that apply)
a) Provides direct student contact	
b) Provides administrative support	
c) Provides technology, communications, and infrastructure support	
d) Executive management	

10. Department Hours

Return

What hours does the department work during a normal work week and on the weekends?

Indicate the hours for Weekdays and for the Weekend).		
Department Hours	**Start of Business Day**	**End of Business Day**
• Weekdays (Monday – Friday)		
• Weekends (Saturday – Sunday)		

Specify hours by day, if different each day.		
Department Hours	**Start of Business Day**	**End of Business Day**
a) Monday		
b) Tuesday		
c) Wednesday		
d) Thursday		
e) Friday		
f) Saturday		
g) Sunday		

11. Transaction Volumes

Return

What is the number of transactions processed through this business process or service?

Frequency	# of Transactions
Daily	
Weekly	
Monthly	
Semester	
Annually	

12. Dollar Volumes

Return

What is the average dollar volume processed by the Department?
Please indicate what the appropriate frequency for the dollar volume is.

Frequency	Dollar Volume ($)
Daily	
Weekly	
Monthly	
Semester	
Annually	

13. Process or Service Criticality

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Is the criticality of this process or service dependent on the Academic/Fiscal Calendar? Explain:

Process or Service Criticality

14. Process Dependency

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Process Dependency	Name of Other Department	Name of Other Process	Description (if necessary)
This process or service precedes another department's process			
This process or service follows another department's process			

15. Business Partners

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Is all or part of this business process or service dependent on service providers that are outside of Loyola College?

Yes :		No:	

If yes, please describe or indicate the business partners.

Business Partners Names	Services Provided

16. Application RTO / RPO

Return

As part of the BIA please assign an **RTO** and **RPO** to all of the applications that you use to support this business process, according to the RTO and RPO scales shown below.

Please rank the **RTO** and **RPO** based on your usage and view of their importance. For the financial question consider the financial consequences if the application were to be down for longer than the RTO that is chosen.

Priority – Recovery Time Objective (RTO)
0 - Recovery within 0 minutes – immediate recovery / no interruption in services
1 - Recovery within 24 hours - 1 day
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4 - Recovery greater than 72 hours - > 3 days

Priority – Recovery Point Objective (RPO)
0 - At point of failure, this is the best case scenario, no data is lost; however, it is possible that the last transaction just prior to the disaster may have been lost during transmission.
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Only respond to those applications that are used to support the business process being responded to in this BIA. If an application that you use for this process is not listed please add it to the list and provide the appropriate information.

#	Application Name	RTO	RPO	Financial Impact ($'s) (if application is down longer than RTO or if data is lost beyond the RPO)
1	422 CRM – Undergraduate Admissions			
2	Active Admissions - Graduate			
3	Active Admissions - Under-Graduate			
4	BlackBoard Course Management			
5	Blackboard MyLoyola Web Portal			
6	Colleague			
7	Colleague - Financial Aid			
8	Colleague - Student Records transcripts, and reporting			
9	Colleague - (Family Weekend - last weekend of September)			
10	Colleague - Advancement			
11	Colleague - General Ledger			
12	Colleague - Grad Admissions			
13	Colleague - Human Resources			
14	Colleague - Payroll			
15	Colleague - U/G Admissions			
16	Colleague (Hail and Farewell for seniors in early May)			
17	Colleague (room assignments, room billing and a link to the Accounts Receivable module)			
18	Colleague Accounts Payable - Vendors			
19	Colleague Accounts Receivable - General			
20	Colleague Identity Management Feeds - (Email, BlackBoard, Citrix, One-Card)			
21	CSI - FAC Enrollment Management			
22	DataStream - Physical Plant Ticket Tracking			
23	Entrinsik Informer - Reporting			
24	eVault – E-mail Archiving			
25	Exchange (e-mail)			
26	HEA iStrategy – Data Warehouse			
27	Inside.Loyola.edu - Portal			
28	Judicial Action			
29	Lock Box System			
30	OneCard (Door Access - Blackboard)			
31	OneCard (Door Access - DSX)			
32	OneCard (Transaction System - Point of Sale)			
33	Resource 25 (Event Services & Auxiliary Management)			
34	Ruffalo Cody Call Tracking - Development			
35	Schedule 25 (Records Department)			
36	Service Desk Enterprise – Tech Services HelpDesk			
37	Star Rez - Student Life - Room Assignment			
38	Web Advisor - Employee			
39	Web Advisor - Faculty			
40	Web Advisor - Student			

17. Alternate Processes

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Has an alternate process been developed and documented which could be quickly initiated in the event of loss of access to an automated system   Yes   No

18. Special Office Equipment/Devices

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#	Item	Qty	Location	Special Requirements

19. Future System / Application / Hardware

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Please describe new systems, applications or hardware that you are aware of that will be implemented in the future or are in the process of implementing, but that you may not have listed above.

Future System / Application / Hardware

Thank you very much for your assistance in completing this Business Impact Analysis.