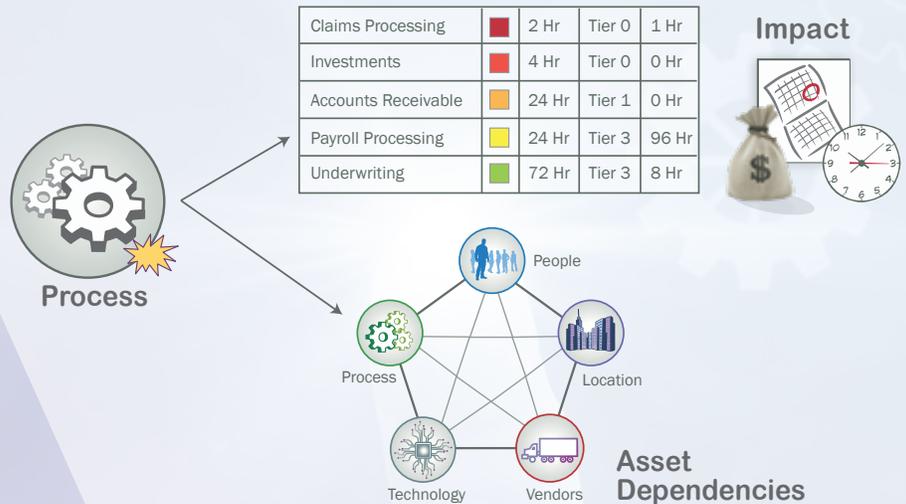
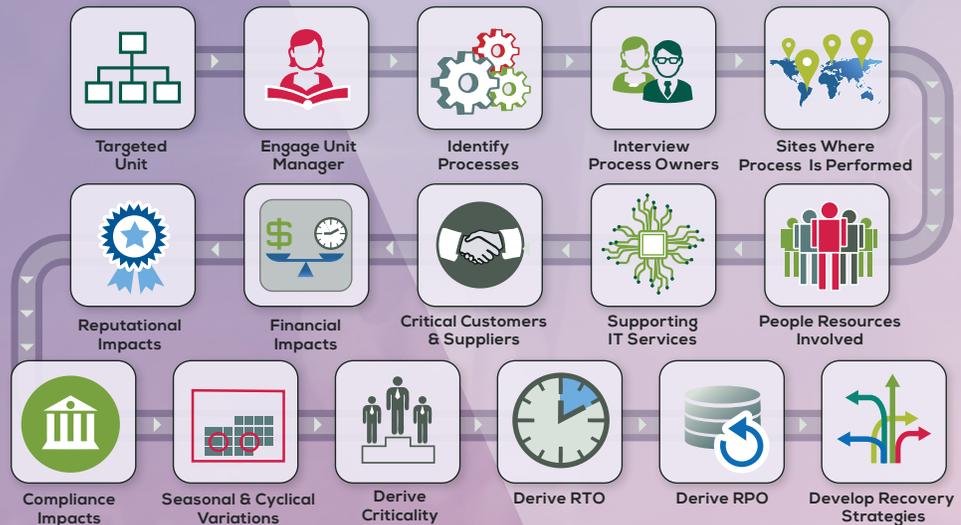


## Definition:

**Business Impact Analysis (BIA)** is the cornerstone of creating a BCM program. A BIA helps *prioritize restoration efforts* in the initial response activities following an operational disruption. A *secondary objective* of a BIA is identification of all operational dependencies to enable successful business restoration.



## eBIA



## Methodology:

Prioritizing business process (or function) resumption is based on the perceived impact on *financial, reputational, regulatory, contractual* or other *mission-determined* parameters. To simplify the complicated dependencies of these various operation aspects, **eBRP Suite's** BIA focuses on deriving three critical parameters:

- *Recovery Time Objective (RTO)*
- *Recovery Point Objective (RPO)*
- *Business Criticality* (also referred to as Recovery Tier or Recovery Priority)

Business process (function) restoration will depend on the availability of critical organization assets:

- **People:** Skilled staff performing business tasks critical to process restorations
- **Site(s):** Locations from which processes can be performed, including alternate work areas and Telecommuting (work-from-home)
- **IT Services:** Technology assets that enable efficient information processing
- **Vendors:** Suppliers of essential raw-materials, products and services – both external or internal
- **Customers:** Consumers of the process output – both external or internal
- **Dependent Business Processes:** Upstream & downstream processes critical to delivery of products & services

eBRP incorporates **two (2) distinct and complementary approaches** to conducting BIAs:

# 1 BIA Survey Questionnaires

Administrators can publish BIA Survey Questionnaires to business stakeholders for completion online, and, based on *custom rule-engine*, auto generate process RTO, RPO, Criticality and other program parameters. This *workflow engine* can be leveraged for BIA initiation and approvals, as well as for reviews and updates.

The screenshot shows the 'Administration' section of the eBRP interface. On the left is a navigation tree with 'Survey List' selected. The main area displays a table titled 'Survey List' with 4 items. The table has columns for Survey Title, Time Window, Published status, Quantity, and Actions.

Survey Title	Time Window	Published	Quantity	Actions
Business Impact Analysis	Default		2	[Icons]
Call Centre BIA	Default	✓	9	[Icons]
Organizational Impact Analysis	Critical Time Window		1	[Icons]
Q2 2014 BIA Questionnaire	Default	✓	9	[Icons]

BIA administrators have **real-time access** to all published surveys to monitor the completion status.

The dashboard shows the title 'Perform survey for Process Loss Prevention.' and a legend for completion percentages: 0-50% (red), 50-90% (purple), and 90-100% (green). Below is a table with columns for Question Group, No of Answers, Answered, and Complete (%).

Question Group	No of Answers	Answered	Complete (%)
Impact on Individual/Groups	9	2	(22)
Call Centre - Financial Impact	9	3	(33)
Call Centre- RTO Impact	9	0	(0)
<b>Total</b>	<b>27</b>	<b>5</b>	<b>(19)</b>

eBIA supports features that will assist in the conduct of **Enterprise BIAs**:

- Unlimited Concurrent user access
- Online BIA completion
- Publishing of multiple, different BIA surveys simultaneously
- Dashboard monitoring – real-time status of the survey response statuses
- Relational SQL database
- 50+ Standard user-customizable reports

# 2 Process Modeling:

**eBRP Suite** incorporates modeling as an approach to document the organizational assets and their interdependencies. This allows business stakeholders to identify assets that are critical to their processes as well as incorporate the eBIA derived RTO, RPO, Process Criticality and other relevant parameters.



**Modeling** is critical to providing the information for Executives at the time of a disruption to make informed decisions. The Process modeling provides a view to the causality chain – the domino effect of downstream impacts.

**Process: Collections**  
Sub Group: Call Centre  
Group: Customer Support

**General**

**Details:**

- Name: Collections
- Process ID: [ ]
- Group: Customer Support
- Sub Group: Call Centre
- Review Date: Sun, Oct. 25, 2015
- Business Unit: Please Select
- Cost Center: Please Select
- Service Class: Please Select
- Revenue: Amount, Cur/Level, Cur/Code, Duration

**Teams:**

- Team Group: Call Centre Plan/Process Teams
- Owner Team: CC-PR-Collections
- Team Group: Call Centre Plan/Process Teams
- Recovery Team: CC-PR-Collections

**Process Workflow**

Current Step: Awaiting Approval at Tier 1

RTO:	Derived	Current	Recommended
Recovery Time Objective: 2 Day(s)			1 Day(s)
Recovery Tier: Tier 3			Tier 2
Recovery Tier Prioritization: P2			P1
Recovery Point Objective: 1 Day(s)			1 Day(s)

No further changes can be made until the pending Recommendation has completed workflow. [Review](#)

## Takeaways:

Process Modeling and the eBIA Survey Questionnaire provide BCP administrators with several different options to implement an Enterprise BIA. Unlimited Concurrent Users, process workflows, role-based access-controls and more than 50 standard reports provide a vast arsenal of tools to make BIA administration a breeze!