Book A : REFERENCE DOCUMENTS

Section 4 : PRINCIPLES OF BUSINESS IMPACT ANALYSIS (BIA)

Chapter 2 : Sample BIA surveys (top-down method)
The following questionnaire will be used to formulate and prioritize events that will be vital in ensuring that the University has an effective and success driven Disaster Recovery (DRP) and Business Continuity plan (BCP). Please complete all questions and provide as much information as possible to ensure that no critical elements or key events are missed. Please return the completed questionnaire to Sid Holmes/Loren Allston, B21 Hillsborough Building. For assistance with the questionnaire, please call Sid or Loren at extension 5-2794. Thank you.

Department __________________________
Primary Office Manager/Contact ________________

Critical support provided to the University __________________________

1. Confidence factors. Circle the appropriate number that represents the level of confidence you have that your area has the following characteristics (1-lowest level of confidence; 5-highest level of confidence)
   a) You can run your business, in the short term, without information systems support. 1 2 3 4 5
   b) Adequate human resources are available to perform perceived recovery procedures and there is sufficient cross training and backup of responsibilities. 1 2 3 4 5
   c) Your area has received sufficient outside training of University Disaster Recovery/Business Continuity initiatives and strategies. 1 2 3 4 5
   d) Your customers are aware of your alternative process and capabilities during an interruption of normal business operations. 1 2 3 4 5
   e) Your suppliers are aware of what must be done in terms of alternative methods during an interruption of normal business operations. 1 2 3 4 5
   f) Clear leadership and organization are present within your group to ensure proper direction and corrective action is effective during a crisis. 1 2 3 4 5
   g) Vital records (system data and hard copy files) are sufficiently maintained and backed up to ensure their protection and availability during and after a major disaster. 1 2 3 4 5
   h) You know where physically your group must report to if your primary location is not accessible. 1 2 3 4 5
   i) You know where the Disaster Recovery/Business Continuity command center is and who is the senior level executive in charge of overall coordination of all initiatives. 1 2 3 4 5

2. Who are your key internal/external customers (recipients of your output who require your support)? What impact do you have on them if your group cannot execute required functions?
   A good exercise prior to answering the question is to list all primary processes and functions that your group is responsible for and next to each process, identify the recipient of the output.

3. Who are your key internal/external suppliers (people you depend on for support)? What would happen if they failed to deliver the required support to you?
   In this case, perform the same exercise as suggested in question 1, only list yourself as the recipient or "customer" and list each critical supplier (internal/external) and support item that your group needs to carry out every day business.
4. What key processes are required to take place daily, weekly, and/or monthly to support client requests and overall deliverables as described in question 1? Please try to list all events in the order in which they must occur, especially if there are interdependencies among processes and provide a ranking in terms of importance (1-low and 5-high). Please identify the person in your group that performs each task.

5. What primary and secondary information systems are vital to the success of your area's business objectives?

   For example, "We use PeopleSoft to support the majority of business processes, but also use Excel to perform some analyses and then enter that information into PeopleSoft." Please summarize what systems are used and what specific function they support.

6. What essential manual processes exist that support data entry to the information system and provide support to the overall business objective? Can these manual processes be extended or new ones created to support your group's daily/weekly/monthly objectives if no system support is available?

   Use information from questions 3 and 4 in regards to processes supported exclusively by information systems and list how you would manually perform that function without system support.

7. Has your department completed a formal procedure that stipulates what is to be done in the event of a disaster to resume normal or near normal operations? Are formal procedures supported by maintaining an updated emergency call list? Has your plan ever been executed or recently tested? How much time is required to implement and execute your resumption plan? Who is the lead facilitator of your group?
8. What would you do to ensure a rapid recovery takes place in regards to establishing interim processes to support customer requests and maintain critical support from suppliers? Do you feel you have all that is needed in the event of a disaster (e.g. equipment, people, etc.).

9. Where are your vital records stored and who is authorized to retrieve them? How often are they backed up? Please include in your response who you depend on for storage and retrieval of these records.

10. Please comment on any other thoughts you feel are important to consider or include in your University's Disaster Recovery/Business Continuity Plan.