

<<Area Name>> -- Business Impact Analysis (BIA) Matrix																
No.*	Process	Description	Recovery Time Objective (RTO)†	Customer Impact (1-3)‡	Cash Flow Impact (1-3)	Additional Expenses (1-3)	Regulatory / Legal / Contract Liability (1-3)	University Reputation (1-3)	SLA (1-3)	Health and Safety Impact (1-3)	Internal Staff Productivity Impact (1-3)	Loss of Business Opportunities (1-3)	Total Score	Critical Delivery Period(s)	Process and Technology Dependencies	Additional Comments
1													0			
2													0			
3													0			
4													0			
5													0			
6													0			
7													0			
8													0			
9													0			
10													0			
11													0			
12													0			
13													0			
14													0			
15													0			
* At the end of the analysis, this number will indicate the process recovery sequence.																
† Choose from the following:			1 = immediately 2 = within 4 hours 3 = within 8 hours 4 = within 24 hours 5 = within 48 hours 6 = within 72 hours 7 = within one week 8 = within two weeks 9 = after two weeks													
‡ For all "(1-3)" scoring choices:			1 = high 2 = medium 3 = low													

<i>Glossary:</i>															
<b>Process:</b> The business process or business function to be analyzed.[1]															
<b>Recovery Time Objective (RTO):</b> The “period of time within which systems, applications, or functions must be recovered after an outage...” [2]															
after which point “the loss of this service would begin to have significant impact upon the financial [or general] well-being of the organization.”[3]															
<b>Percent of Departmental Budget / Revenue:</b> The percent (to the nearest whole) of the Department’s budget / revenue for the execution of the process.															
<b>Customer Impact:</b> The impact an extended outage* would have on the customer.															
<b>Cash Flow Impact:</b> The impact an extended outage would have on receivables due to inability to receive / process payments, delayed billings, etc.															
<b>Additional Expenses:</b> Additional manpower, overtime, equipment, materials, supplies, and/or contractors required to compensate for the extended outage*;															
this does not include the cost of actually restoring the process.															
<b>Regulatory / Legal / Contract Liability:</b> Sanctions, fines, grievances, and/or litigation costs associated with an extended outage.															
<b>University Reputation:</b> The impact an extended outage would have on the general reputation of The Ohio State University.															
<b>SLA:</b> The impact an extended outage would have on all Service Level Agreements between the Department and other entities.															
<b>Health and Safety Impact:</b> The impact an extended outage would have on the ability to secure the health and safety of faculty, staff, students, and other persons at the University.															
<b>Staff Productivity Impact:</b> The impact an extended outage would have on <i>all</i> departmental staff to perform their normal functions.															
<b>Loss of Business Opportunities:</b> The impact an extended outage would have on future business.															
<b>Critical Delivery Period(s):</b> Times during the year, month, or week where the continued execution of this process is most important															
<b>Process and Technology Dependencies:</b> Major processes or technologies upon which this process depends															
* “Extended Outage” = the business process / function is unavailable past the designated RTO															
Remember: When performing the analysis for each process, consider only one particular process / function at a time;															
do not consider “downstream” or “domino” effects on other processes.															
<a href="#">[1] In cases where it is important for analysis, this may be an application.</a>															
<a href="#">[2] DRJI / DRJ Business Continuity Glossary, p. 13.</a>															
<a href="#">[3] A Guide to Business Continuity Planning, James C. Barnes, p. 70.</a>															







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