

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

