Business impact analysis – Example

A **business impact analysis** is used by governing bodies and management to understand the critical business activities that need to be restored as a priority in response to a disruptive event. It includes the target and maximum timeframes to restore business activities, the recovery approach and the resources needed. It is a key tool used to inform and support the business continuity plan.

Note: The items included in the business impact analysis below are **examples only.** It is the responsibility of each provider to develop and maintain governance tools that are appropriate for their own unique circumstances.

Business impact analysis

> Colour coding the priority helps to see the most critical business activities at a glance.

> The recovery approach outlines the high-level mitigation strategies to restore business function.

> Having a unique ID helps to track activities.

> Description of business activity or function that could be disrupted.

> Categorising activities helps to understand nature of impact to business.

> Defining area of impact helps to understand the relevant risks.

> It is important to identify the resources that might be needed to support the recovery.

> It is useful to include references to key documents that have the detailed information needed to support the recovery approach.

ID	Business Activity	Activity Owner	Category	Area of Impact	RTO	MTD	Priority	Recovery Approach	Resources needed	References
1	Provision of clinical care and support services	Head Clinical Services	Services	Quality and standards of care Health	4 hrs	2 days	High	Deploy back up resources Utilise medical clinics and hospital services	Agency staff Medical services	Clinical manual ref 20/5477 Agency list ref 22/5436
2	Provision of meals	Head Operations	Services	Quality and standards of care Health	2 hrs	1 day	High	Utilise alternative caterers	Catering suppliers	Catering list ref 19/334
3	Provision of email and phone services	Head IT	Systems	Communication and administration	6 hrs	1 day	High	Use of mobile phones Technical expertise	IT advisors Comms team	ICT disaster recovery plan ref 22/399
4	Front reception and office administration	Head Corporate	Services / Administration	Communication and administration	1 day	2 days	Medium	Redeploy resources Agency staff	Agency staff Facilities team	Concierge manual ref 20/453

> Including the role responsible for the business activity helps to understand who should lead recovery action.

> Recovery Time Objective (RTO) or the 'cry point' is the amount of real time a business has to restore its processes to an acceptable service level after an event to avoid intolerable consequences associated with the disruption.

> Maximum Tolerable Downtime (MTD) or the 'die point' is the maximum amount of time a business function can be discontinued without causing irreparable harm to the business. Sometimes referred to as Maximum Allowable Outage or Maximum Acceptable Outage.