**Definitions:**

* Business Impact Analysis (BIA): examines the potential result of disruption to key business functions and collects the information necessary to determine short-term and long-term recovery objectives. A BIA includes analysis of both operational and financial impacts that could stem from the loss of key business functions. The following impacts should be considered as part of a BIA:
  + How many personnel are impacted (potential for outsourcing, overtime labor)
  + Lost or delayed sales
  + Regulatory fines
  + Financial and relationship penalties for not fulfilling contractual obligations
  + Customer dissatisfaction
  + Customer loss
  + Delay of new business plans
* Business Function: an operation or process that is necessary to the ongoing success of an organization. Examples of business functions include:
  + Customer service call centers
  + Print and web advertising plans
  + Maintenance of relationships with suppliers
  + Employee recruitment
* Recovery Time Objective: the time within which a business function must be restored after a business interruption in order to prevent irreversible damage.

**How to use this document:**

Every business has distinct business functions in place in order for the company to operate and thrive. Some businesses will identify just a few key functions, while others will identify many. Copy and paste the table on Page 2 onto subsequent pages as needed. When complete, reorder the pages by priority, with the highest priority business functions listed first. Delete this initial direction page prior to saving.

**How to save this document:**

It is recommended that this document be added to your Business Continuity Plan as a PDF to discourage readers from modifying the content. To do this, go to File>Save As. In the “Save as Type” menu, select “PDF.”

Save an editable version to a safe location as well.

**Business Impact – Key Function Priority 1**

|  |  |
| --- | --- |
| **Business Function:** | **Recovery Time Objective**: |
|  |  |
| **Business Category** (delete all that do not apply): |  |
| Procurement, Logistics and Distribution |  |
| Operations |  |
| Product or Service Development |  |
| Marketing, Sales and Customer Accounts |  |
| Customer and Aftersales Services |  |
| General Management and Firm Infrastructure |  |
| Human Resource Management |  |
| Technology and Process Development |  |
|  |  |
| **Departments Impacted:** | **Key Personnel:** |
|  |  |
| **Lost Sales and Income:** | **Regulatory Fines:** |
| One week estimate: |  |
| **Contractual Penalties:** |
| One month estimate: |
|  |
|  |  |
| **Short-term Recovery Plans:** |  |
|  |  |
| **Long-term Recovery Plans:** |  |
|  |  |