Business Impact Questionnaire

The purpose of this questionnaire is to prepare you and the University's Business Continuity Manager for your upcoming Business Impact Analysis. This will begin the framework for your Business Continuity Plan. Please gather the appropriate personnel from your department(s) to ensure that all aspects of your operations are considered when filling out this questionnaire. Your "point of contact" should be the individual who will be in charge of putting together your department's business continuity plans. To ensure that everyone is speaking the same language, please refer to the set of definitions that are attached to this document. It may also be helpful to refer to the slide titled "Aligning BCP with University Goals" from the presentation while filling out this questionnaire. Note: **If you represent multiple departments (or sub-departments) please fill out one questionnaire for each.**

Check the box at the end of each applicable item to indicate which university goal your response supports (check both if applicable). Feel free to contact Erin Hafner (extension 5037 – or at the email listed below) with any questions. When you have completed this form please email an electronic copy to Erin Hafner at ehafner@nd.edu.

Department or Functional Unit:

Point of Contact for your department: Phone:

1. Insert your Mission Statement:

2. Do you have any recovery plans in place at this time for any of your processes? Yes____ No____

   If Yes, please briefly describe and attach any applicable documents

3. List all of your "critical processes (functions)" **in order of importance**. Please do not include functions that the University could be without for an entire semester before irrevocable damage would occur to life, property, significant financial costs, non-compliance to regulations or the University's reputation :

   a. Instruction ____ Research ____

   b. Instruction ____ Research ____

   c. Instruction ____ Research ____

   d. Instruction ____ Research ____

4. List each **internal** dependency that you rely on to carry out your critical processes:

Facility Dependencies (ie; Buildings needed for critical operations)**:**

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

Information Technology Systems/program dependencies:

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

Funding dependencies (routine funding needs and emergency funding needs):

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

5. Please list any **critical personnel** (intra-departmental), by title, with special skills (not easily replaceable) that would be critical during an effort to recover your processes following an outage event:

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

6. List critical i**nternal supply chain dependencies** (not including Facility/OIT/Funding):

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

List your **external supply chain dependencies** (example: suppliers/contractors) that you rely on to carry out your critical processes:

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

7. List your **internal** stakeholders (University departmental customers) who rely on your critical processes (your deliverables):

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

List your **external** stakeholders who rely on your critical processes:

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

8. Please list any IT-related data that is continuously collected and must be maintained <u>during</u> an outage (data collection that cannot be interrupted without irrevocable consequences):

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

9. List any **periods of times** (ie: time of year or semester, or specific events)that your dependencies are greater than usual from a time standpoint (we are looking for busy time-sensitive occurances):

a. Instruction ____ Research ____

b. Instruction ____ Research ____

c. Instruction ____ Research ____

d. Instruction ____ Research ____

Applicable Terminology

Business Continuity: The ability of an organization to provide service and support for its customers and to maintain its viability before, during, and after an interruption of normal processes.

Business Continuity Plan: Process of developing and documenting arrangements and procedures that enable the institution to respond to an event that lasts for an unacceptable period of time and return to performing its critical functions after an interruption.

Business Impact Analysis: A process designed to prioritize business functions by assessing the potential quantitative (financial) and Qualitative (non-financial) impact that might result if the University was to experience a business interruption.

Critical Processes/ Functions: The critical operational and/or business support functions that could not be interrupted or unavailable for more than a mandated or pre-determined timeframe without significantly jeopardizing the University's ability to provide research and instruction.

Dependency: The reliance or interaction of one activity or process upon another.

Event: Any occurrence that may lead to a business continuity incident.

Impact: The effect, acceptable or unacceptable, of an event on the University.

Loss: Unrecoverable resources that are redirected or removed as a result of an event.

Outage: The interruption of automated processing systems, infrastructure, support services, or essential business operations, which may result in the University's inability to provide services for some period of time.

Prioritization: The ordering of critical processes and their dependencies established during the Business Impact Analysis phase. The business continuity plans will be implemented in the order necessary at the time of the event.

Recovery: Implementing the prioritized actions required to return the processes and functions to operational stability following an interruption.