

Critical Business Functions Template

Overview:

Identifying critical business functions is essential in resuming operations following a disaster.

This template will walk you through the very important steps of identifying the most critical functions in your business. You may consider your critical functions as those activities that are vital to your organization's survival and to the resumption of business operations. Typically, your critical functions are the business functions that are most sensitive to downtime, fulfill legal or financial obligations to maintain cash flow, play a key role in maintaining your business' market share and reputation, and/or safeguard an irreplaceable asset. Keep in mind, the process of identifying your critical business functions will work in close conjunction with your risk assessment analysis.

Steps:

1. Identify the critical business functions of your business and the resources to support them
2. Classify these critical business functions into the following categories:
 - *High (Most Severe)*
 - *Medium (Moderate Severity)*
 - *Low (Least Severe)*
3. Complete the Critical Business Functions Chart
4. Attach the Critical Business Functions Chart in myAgility

Considerations when Determining Criticality of a Function:

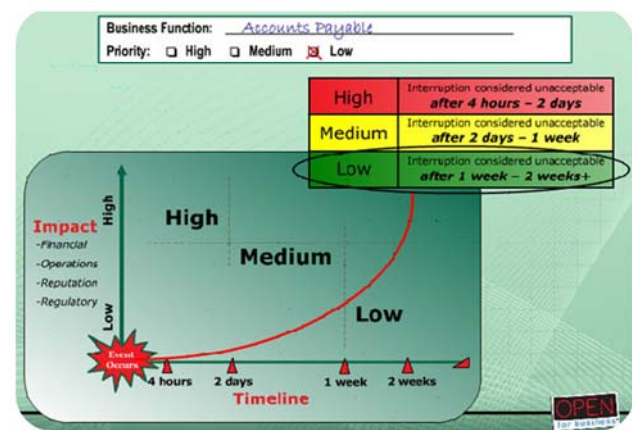
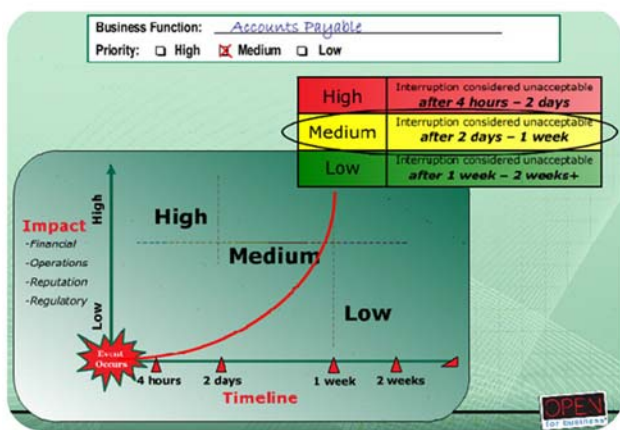
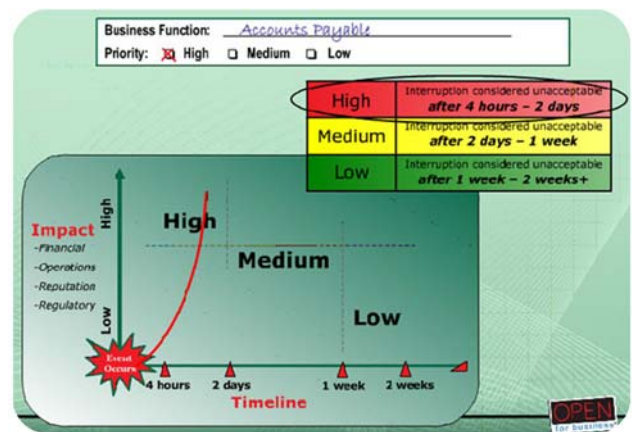
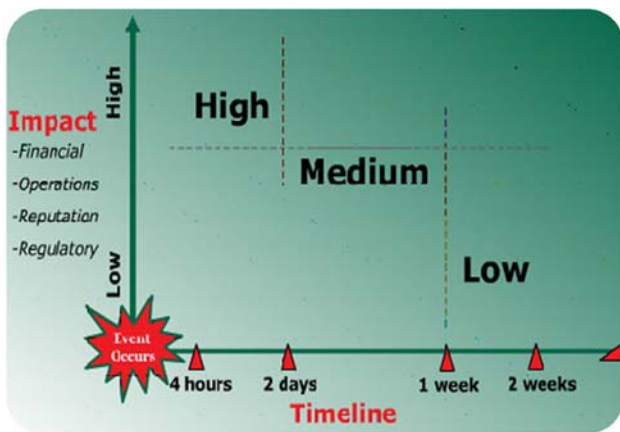
- The business objective and/or goal this business function supports
- How often this business function occurs
- How many business units (departments) perform this business function
- Whether or not the successful completion of this function depends on any other business functions
- Whether or not other business functions are dependent on this function for their successful completion
- If there is a potential risk for significant revenue loss to the organization if this business function is not performed
- If there is a potential risk for fines, litigation, or other punishment for noncompliance due to a required regulatory requirement
- If noncompliance is tied to a specific downtime for this function
- Whether or not this function directly impacts your business image or market share of your organization
- The priority ranking you would give this function within the entire organization's functions

Critical Business Functions Template

Critical Business Function Classification:

The goal of these graphs is to help you identify when it is absolutely necessary to restore each of your critical business functions. Once you have determined the maximum downtime for each function, you will be able to prioritize your list in order of most to least critical.

Consider the horizontal axis a downtime timeline and the vertical axis an impact scale. Each critical business function is going to rise over time (becoming a greater impact to your business). You can determine the impact category (high, medium, or low) of each business function by identifying which impact category the function is located in when it reaches its peak impact on your business.



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Critical Business Functions:

Identified below are all the resources and personnel required to restore or reproduce this function *during a recovery*.

Business Function	Criticality Score	Max Downtime (RTO)	Employee and/or Team	Required Resources	Impacted Functions	Processes to Complete Function

Critical Business Functions Template

Critical Business Functions: (continued)

Business Function	Criticality Score	Max Downtime (RTO)	Employee and/or Team	Required Resources	Impacted Functions	Processes to Complete Function

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Critical Business Functions Form:

For use in developing recovery strategy for each individual function. Consider both isolated and regional interruptions.

Business Function:

Priority: High Medium Low

Recovery Time Objective: *(Maximum Downtime for Function)*

Employee in Charge:

Alternate(s):

Required Physical Resources to Perform / Restore this Function:

Required Personnel to Perform / Restore this Function:

Required Business Functions to Perform / Restore this Function:

Impact on other Business Functions when this Function is down:

Brief Description of Procedures to Perform / Restore this Function: