



# **Business Impact Analysis Annual Report**

**Prepared for**

**ABC Technologies Private Limited**

**Version : 2.0**

**Date: 9/12/2011**

## **Record of Revisions**

The following is a list of revisions made to this document:

<b>Rev</b>	<b>Date</b>	<b>Pages Affected</b>	<b>Reason</b>	<b>Summary of Technical Changes</b>	<b>Issued By</b>	<b>Approved By</b>
<b>1.0</b>	5/12/2011	All	–	Initial document release.	Anuj Sharma	Anuj Sharma
<b>2.0</b>	9/12/2011	All		Final Document Release	Anuj Sharma	Anuj Sharma

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## A. Purpose of this document

The Business Impact Analysis (BIA) is performed to identify the key business processes and technology components that would suffer the greatest financial, operational, customer, and/or legal and regulatory loss in the event of a disaster. The main intent of a Business Impact Analysis is to identify all the critical resources, systems, facilities, records, etc., that are required for the continuity of the business. Additionally, the time it would take to recovery such resources will be identified. Once the data is collected, an analysis of all requirements, dependencies, and impact will be completed. A final report will be developed with recommendations of recovery strategies and presented to senior management. This will allow the business to determine what recovery strategies and solutions they will implement. The Business Impact Analysis is only a part of the overall Business Assessment. This document contains the Business Impact Analysis results of ABC Pvt Ltd. The objective of this report to quantify adverse impacts to the business caused by a loss of business operations (functions/processes). Based on the level of impact, the appropriate recovery strategy is selected to mitigate these impacts. Objectives of the Business Impact Analysis include:

- Identify all business processes within each business unit
- Determine the financial, customer, operational, legal and/or regulatory impacts of each process
- Establish the timeframes in which business and technology processes must be recovered
- Define key internal and external relationships and dependencies of each process
- Identify the necessary resources required for the recovery of each process and their associated recovery time frames
- Provide a foundation for the Risk Assessment Process

## A. Business Unit Details

<b>BU Name</b>	<b>Head Count</b>	<b>Priority Ranking</b>	<b>RTO Minutes</b>	<b>RPO</b>	<b>BU Head</b>
<b>IT Operations</b>	<b>20</b>	<b>Critical</b>	<b>15</b>	<b>0</b>	<b>Ahmad Maksood</b>
<b>Finance</b>	<b>5</b>	<b>Medium</b>	<b>60</b>	<b>0</b>	<b>John Liny</b>
<b>Human Resource</b>	<b>5</b>	<b>Medium</b>	<b>60</b>	<b>0</b>	<b>Peter Michell</b>
<b>Facilities</b>	<b>5</b>	<b>Low</b>	<b>480</b>	<b>40</b>	<b>Arvind Jamwal</b>

## B. IT Operations

### BU Head

Ahmad Maksood

Email ID- [a.maksood@abc.com](mailto:a.maksood@abc.com)

Work Location – ABC PBT LTD Tower 3 Bangalore

Handphone - 9999999999

### Headcount

20

### Priority

Critical

### Business division's corporate mission

To provide 24X7 LAN, WAN, VPN and Internet Connectivity with 99.999% uptime.

To provide mailing services with 99.999% uptime.

To provide BU Specific Web Portal Services to the various departments in an organization with 99.999% uptime.

To provide Cisco VOIP Services with 99.999% uptime.

### Functions of the business division

Providing Desktop and Laptops to the employees.

Providing Hardware and Software Support to the employees.

Managing and Administering the IT Infrastructure of the organization.

### Changes that may occur pertaining to the business division in the next two years

90% of the physical servers will be virtualized.

10 Isilon Systems to be procured keeping in view the big data growth the organization expects.

### BU Operation Disruption Impact

All the BUs will be impacted and downtime of any of the IT Functions will affect the productivity of the organization directly. Downtime of all the IT functions means the organization will be unable to perform any Business and downtime will be directly proportional to the dollars lost.

### Recovery time in case a business disruption occurs

15 minutes time will be required to bring back the critical IT functions.

### Security Measures in place to ensure the security of information

RSA Envision and FOB Keys are in place for stringent security procedures.

### DR Procedures

DR Site is located in the Tower B located opposite to Tower A in Bangalore.

Synchronous Data Replication is being used.

Fault Tolerant and High Availability Features of VMware have been implemented.

All the applications have DR Site in tower B.

### RTO

15 Minutes

### RPO

0 RPO

### Hot Site

Tower A Bangalore

### Cold Site

Tower B Bangalore

### Dependant Processes

Human Resources, Finance, Facilities and Security.

### External Vendor Dependencies

Dependency on external physical Server Vendors in case of Hardware Failure.

Dependency on external ISP for Internet Connectivity.

### Recommendations

DR Site should be set up at site 600 KMS apart from the primary site to be safe in case of disaster.

Two external ISP vendors should be engaged for internet connectivity for redundancy purposes.

## C. Finance

### BU Head

John Liny

Email ID- [j.liny@abc.com](mailto:j.liny@abc.com)

Work Location – ABC PBT LTD Tower 3 Bangalore

Handphone - 9999999998

### Headcount

5

### Priority

Medium

### Business division's corporate mission

To maintain the financial records of the company as per the Law and Regulations of the country.

### Functions of the business division

Maintaining the financial records of the company expenses.

Budgeting of the company.

Payroll Management of Employees.

### BU Operation Disruption Impact

Payroll processing will be effected.

Sales deals will be affected if the finance systems are not accessible.

### Recovery time in case a business disruption occurs

60 minutes time will be required to bring back the critical IT Functions.

### Security Measures in place to ensure the security of information

RSA Envision and FOB Keys are in place for stringent security procedures.

### DR Procedures

DR Site is located in the Tower B located opposite to Tower A in Bangalore.

Synchronous Data Replication is being used.



Fault Tolerant and High Availability Features of VMware have been implemented.  
All the applications have DR Site in tower B.

#### **RTO**

60 Minutes

#### **RPO**

0 RPO

#### **Hot Site**

Tower A Bangalore

#### **Cold Site**

Tower B Bangalore

#### **Dependant Processes**

Sales , Employees

#### **External Vendor Dependencies**

Dependency on external for auditing.

#### **Recommendations**

DR Site should be set up at site 600 KMS apart from the primary site to be safe in case of disaster.

## D. Human Resources

### BU Head

Ahmad Maksood

Email ID- [p.mic@abc.com](mailto:p.mic@abc.com)

Work Location – ABC PBT LTD Tower 3 Bangalore

Handphone - 9999999997

### Headcount

5

### Priority

Low

### Business division's corporate mission

Providing Employees with a work friendly environment to work in the organization.  
Engaging the best talent in the industry to work for the company.

### Functions of the business division

Recruiting Employees.  
Performance Appraisals.

### Changes that may occur pertaining to the business division in the next two years

Employee Retaining programs to be launched.  
Employee Development programs to be launched.

### BU Operation Disruption Impact

Employee Recruitment process will be hampered.  
Employees will be unable to access the personal portal.

### Recovery time in case a business disruption occurs

60 minutes time will be required to bring back the critical Functions.

### Security Measures in place to ensure the security of information

RSA Envision and FOB Keys are in place for stringent security procedures.

## DR Procedures

DR Site is located in the Tower B located opposite to Tower A in Bangalore.  
Synchronous Data Replication is being used.  
Fault Tolerant and High Availability Features of VMware have been implemented.  
All the applications have DR Site in tower B.

## RTO

60 Minutes

## RPO

0 RPO

## Hot Site

Tower A Bangalore

## Cold Site

Tower B Bangalore

## Dependant Processes

Employees

## External Vendor Dependencies

Dependency on external contractors for candidate profiles.

## Recommendations

DR Site should be set up at site 600 KMS apart from the primary site to be safe in case of disaster.

More than two external contractors should be engaged for candidate profiles.

## E. Facilities

### BU Head

Arvind Jamwal

Email ID- [p.jamwal@abc.com](mailto:p.jamwal@abc.com)

Work Location – ABC PBT LTD Tower 3 Bangalore

Handphone - 9999999996

### Headcount

5

### Priority

Low

### Business division's corporate mission

Facility will be responsible for the maintenance and care of company premises. Facilities aim to make the campus 100% eco friendly by 2012.

### Functions of the business division

Maintaining the company premises.

Providing new employees with the work space and drawer keys.

Helping employees with any assistance required in the company premises.

### Changes that may occur pertaining to the business division in the next two years

Go Green campaign to be launched in 2011 and campus to be 100% eco friendly by 2012.

### BU Operation Disruption Impact

Maintenance of the campus premises will be hampered.

Physical access to the company may be affected if the Bio Metric security systems fail.

### Recovery time in case a business disruption occurs

60 minutes time will be required to bring back the critical Functions.

### Security Measures in place to ensure the security of information

RSA Envision and FOB Keys are in place for stringent security procedures.

### DR Procedures

DR Site is located in the Tower B located opposite to Tower A in Bangalore.

Synchronous Data Replication is being used.

Fault Tolerant and High Availability Features of VMware have been implemented.  
All the applications have DR Site in tower B.

#### **RTO**

120 Minutes

#### **RPO**

15b RPO

#### **Hot Site**

Tower A Bangalore

#### **Cold Site**

Tower B Bangalore

#### **Dependant Processes**

Employees

#### **External Vendor Dependencies**

Dependency on external contractors for bio metric security systems.  
Dependency on external vendors for the elevator maintenance etc.

#### **Recommendations**

Metal detectors should be installed.  
Cameras should be installed.