

Disaster Recovery Planning: Business Impact Analysis

SYSTEM INFORMATION

To start your business impact analysis, you must first complete an inventory of the systems in your IT environment. This requires understanding what functions they perform for the business, the parties that own and use the system as well as the individual components that the system is comprised of.

SYSTEM NAME	SYSTEM FUNCTION	SYSTEM OWNER/USERS	SYSTEM COMPONENTS
Example: CRM	Manages Customer Data	Sales, Accounting	webcrm01, webcrm02, dbrm01

BUSINESS IMPACT OF SYSTEM UNAVAILABILITY

Once you have identified all systems that operate your business, you need to assess the impact of the systems being unavailable. Unavailability of a system may result in lost or delayed revenue or additional expenses incurred such as staffing costs, fines or contract liabilities. There may also be intangible impacts of the system being unavailable, such as delaying other business activities or potential business risks to your end customers. In the table below, define at what point in time following a disruption these various impacts would occur (in Hours or Days). Where possible, attempt to quantify the financial impact in dollars per hour of downtime for each system.

SYSTEM NAME	Lost Income/Sales		Delayed Income/Sales		Increased Expense		Regulatory Fine		Contractual Breach		Delayed Business Activity		OTHER	HOURLY DOWNTIME COST (\$)
	H	D	H	D	H	D	X	D	X	D	H	D		
Example: CRM	H	1	H	4	H	X	H	X	H	12	H	Mass emails can't be sent w/o CRM	\$1,000	
	3	D	D	D	X	D	X	D	D	D	D			
	H		H		H		H		H		H			
	D		D		D		D		D		D			
	H		H		H		H		H		H			
	D		D		D		D		D		D			
	H		H		H		H		H		H			
	D		D		D		D		D		D			
	H		H		H		H		H		H			
	D		D		D		D		D		D			

Identifying the above will assist Zayo in determining the criticality (mission critical, business critical or non-critical) of each of your systems to your business. Zayo will collaborate with you to assign a reasonable RTO (recovery time objective) and RPO (recovery point objective) to each system, and group systems based on criticality to propose a comprehensive disaster recovery solution that aligns with the tangible/intangible costs of system downtime. Send completed form (or forms, if you included more than five systems) to cloud@zayo.com, or call us at 866-364-8033 to walk through the BIA with one of our DR solution specialists.