

Week 12 Assignment  
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### Abstract

As detailed in modules 12 and 13 business impact analysis and business continuity plans are incredibly important for any organization that has a cyber element. These plans are in place to not only calculate how much one may lose during an outage and how an organization can recover from such an event. These events can range from natural disasters, equipment damage, human error, and more. With the business impact analysis one can follow a 7-step plan ranging from identifying the environment to developing the business impact analysis report. With this report we can find the critical business functions and with the disaster recovery plan an organization can begin their business continuity plan.

### Week 12 Assignment

The business impact analysis examines the effect of disruptions on businesses, and more specifically focuses on critical information technology functions. These disruptions can come from a variety of areas like environmental factors, human factors, and cyber-attacks.

Environmental activity like tornadoes, floods, hurricanes, earthquakes, and more can cause disruptions in a variety of ways. For example, an organization can lose power due to a hurricane or other extreme weather event and this causes their servers to go down. Or what if an individual makes a mistake and this causes the organizations website to go down? Also, what if your company gets hit by a denial of service or a ransomware attack and now everything is down? The business impact analysis studies this effect on the organization and then the organization uses this to create a business continuity plan on how to recover.

The business impact analysis is created from data collected from stakeholders, the users, process owners and other personnel. An organization usually collects this data through interviews, questionnaires, surveys, and other existing reports. The main goals of this analysis are to identify the effects of an outage and to justify funding. To do this an organization follows a seven-step plan to develop a business impact analysis report.

Step one of the plans is to identify the environment your business is working in. To identify the environment an organization looks to understand their business function like how many sales, customers, and transactions they're doing as well as understanding which IT systems are within the scope of the analysis. Step two of the plan is to identify the stakeholders who play a role in the project. Step three of the plan is to identify the critical business functions. When calculating the critical business functions, you look at which functions are needed for an organization's operations. To calculate this an organizations surveys and interviews experts in

addition to calculating the direct and indirect costs of a disruption. A direct cost is the loss of a sale and cash flow during an outage and indirect costs include loss of customer, reputation, or market share. Step four is to identify the critical resources which are resources required to support critical business functions. This includes process, hardware, software, and any other supporting infrastructure. Step five of the process is identifying the maximum acceptable outage to determine the time frame a system needs to be recoverable. Step six is to set recovery priorities which determine the order in which systems are restored after an outage. Step seven is to develop the report.

Now that a business impact analysis report has been created and key factors like critical business function have been identified an organization can focus on a business continuity plan. The business continuity plan is created to help sustain an organization's operation during and following a disruption. To accomplish this the organization identifies the critical business function and creates a disaster recovery plan for their IT services following a disruption. This is built upon 11 elements: Purpose, Scope, Assumptions and Planning Principles System Description and Architecture, Responsibilities, Notification and Activation Phase, Recovery Phase, Reconstitution Phase, Plan Training, Testing, and Exercises, and Plan Maintenance.

As a personal connection with the material, I find that the gas station I work for could take advantage of these two plans. At the gas station we often experience unforeseen disruptions from not only environmental factors, but also random outages. We sometimes lose power flat out due to the weather and sometimes the entire system slows down to a snail's pace and eventually crashes. This causes a major hit to not only the direct costs of the organization due to loss of sales, but also indirect costs. I can not tell you how many customers we have lost due to the inconsistency in our services and loss of reputation in the community. There is also an incredibly

inefficient business continuity plan. To begin with we call our assistant managers who then calls our manager who then call the district manager and then finally the owner who gives us authorization to restart the system. Another key issue is that almost none of the staff have training on how to do this. All-in-all the system is slow for around 30 minutes which angers the customers who are currently in line and then the store is shutdown for about 15 minutes due to the system crashing and us getting authorization to restart the system. Finally, once authorization is reached it takes another 10 minutes to restart the system. With a more efficient business continuity plan the organization could save a ton of money and save face in the community. These plans are incredibly important for any organization in today's digital age.