# Record of Revisions

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

<table>
<thead>
<tr>
<th>Rev</th>
<th>Date</th>
<th>Pages Affected</th>
<th>Reason</th>
<th>Summary of Technical Changes</th>
<th>Issued By</th>
<th>Approved By</th>
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<tr>
<td>1.0</td>
<td>5/12/2011</td>
<td>All</td>
<td>–</td>
<td>Initial document release.</td>
<td>Anuj Sharma</td>
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<tr>
<td>2.0</td>
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<td>Final Document Release</td>
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<td>Anuj Sharma</td>
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</tbody>
</table>
1. Purpose of this document
2. Business Unit Details
3. IT Operations
4. Human Resources
5. Finance
6. Facilities
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

<table>
<thead>
<tr>
<th>BU Name</th>
<th>Head Count</th>
<th>Priority Ranking</th>
<th>RTO Minutes</th>
<th>RPO</th>
<th>BU Head</th>
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<tbody>
<tr>
<td>IT Operations</td>
<td>20</td>
<td>Critical</td>
<td>15</td>
<td>0</td>
<td>Ahmad Maksood</td>
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<td>Finance</td>
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<td>Medium</td>
<td>60</td>
<td>0</td>
<td>John Liny</td>
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<td>Low</td>
<td>480</td>
<td>40</td>
<td>Arvind Jamwal</td>
</tr>
</tbody>
</table>
B. IT Operations

BU Head
Ahmad Maksood
Email ID- 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 BU’s 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 Envison 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


### 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

<table>
<thead>
<tr>
<th>BU Head</th>
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</thead>
<tbody>
<tr>
<td>John Liny</td>
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<tr>
<td>Email ID:- <a href="mailto:j.liny@abc.com">j.liny@abc.com</a></td>
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<tr>
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<table>
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<tr>
<td>Medium</td>
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</table>

**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.

<table>
<thead>
<tr>
<th>RTO</th>
<th>60 Minutes</th>
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<tr>
<td>RPO</td>
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<tr>
<td>Hot Site</td>
<td>Tower A Bangalore</td>
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<tr>
<td>Cold Site</td>
<td>Tower B Bangalore</td>
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<tr>
<td>Dependant Processes</td>
<td>Sales, Employees</td>
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<tr>
<td>External Vendor Dependencies</td>
<td>Dependency on external for auditing.</td>
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<td>Recommendations</td>
<td>DR Site should be set up at site 600 KMS apart from the primary site to be safe in case of disaster.</td>
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</table>
D. Human Resources

BU Head
Ahmad Maksood
Email ID- 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  
Work Location – ABC PBT LTD Tower 3 Bangalore  
Handphone - 9999999996

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**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.

<table>
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<tr>
<td>RPO</td>
<td>15b RPO</td>
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**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.