



Business Impact Analysis for <insert service name>

Department:

Author:

Date Assessed (review date);

What are the critical functions carried out by your service – the key things you do to deliver your service? What would be the impact if you stopped doing them for a period of time and what resources do you need to deliver them?

The objective is to identify key risks, assess these in terms of their likelihood and the potential impact or consequences, were they to occur.

Business Impact Analysis (BIA) helps you to prioritise the needs of your service and spot any gaps in your business continuity plans.

Section A: Overview of team critical functions. List all the team critical functions in the table below, in priority order, along with details of the last review and any key outstanding actions. You will provide details for each one in the tables further down.

Critical Function	Team BIA reference no.	Statutory/non-statutory/essential function	BIA date of last review	Actions required

Section B: Business impact analysis for each critical function

For each of the team functions:

- Make a separate entry below, filling in details to show the impact of not carrying out the function over time, and the resources needed to deliver it. Two copies of the table are included below for you to fill in – copy and paste more if you have more critical functions to analyse.
- Fill in the recovery time objective (RTO) – that is, when you need to have the service back up and running to avoid irretrievable impacts.
- Assess the likelihood and impact of each of the standard business interruptions listed and rate the overall risk – see the matrix at section C for information on how to calculate the risk.
- Using the information in the BIA, decide what, if any, specific actions are required and list them in the action plan – for example, if your highest risk is loss of staff and your RTO is 4 hours, you might need to identify and train staff in other teams who could provide emergency support.

Go to the table on the next page.

<Insert BIA reference no>	<insert critical function name>	Last reviewed on:	
1. What would be the impact of not doing this over time?		2. What resources do you need to deliver this function? (note if these change over time)	
Immediate:		Building/s:	
1-4 hrs:		Staff (min number):	
24 hrs:		ICT systems:	
24-48 hrs:		Telecoms:	
1 week:		Council vehicle/s:	
2 weeks:		Key telephone numbers:	
Up to 1 month:		Other resources:	
1 month +:			
3. Recovery time objective for this function: (e.g. Immediate 1-4 hrs, 1 day, 1 week, 1 month)			

4. What is the risk of a business interruption to this function? Identify the likelihood and impact (low, medium, high or very high) of each of the following business interruptions and rate the overall risk.			
Business interruption	Likelihood	Impact	Overall risk
Loss of premises			
Loss of staff			
Loss of ICT			
Loss of power			
Loss of telecommunications			
Loss of fuel			
Loss of water			
Loss of key supplier			
5. Action Plan Taking account of the risk identified in part 4, and any existing contingency arrangements you have in place, what are the gaps? What arrangements, contingency plans or other actions do you need to carry out to ensure that you can get your service up and running in the timescale required?			
Action	Assigned to	Comments	Status (Complete, in progress, not started, or state other reason)

<Insert BIA reference no>	<insert critical function name>	Last reviewed on:	
3. What would be the impact of not doing this over time?		4. What resources do you need to deliver this function? (note if these change over time)	
Immediate:		Building/s:	
1-4 hrs:		Staff (min number):	
24 hrs:		ICT systems:	
24-48 hrs:		Telecoms:	
1 week:		Council vehicle/s:	
2 weeks:		Key telephone numbers:	
Up to 1 month:		Other resources:	
1 month +:			
3. Recovery time objective for this function: (e.g. Immediate 1-4 hrs, 1 day, 1 week, 1 month)			

6. What is the risk of a business interruption to this function? Identify the likelihood and impact (low, medium, high or very high) of each of the following business interruptions and rate the overall risk.			
Business interruption	Likelihood	Impact	Overall risk
Loss of premises			
Loss of staff			
Loss of ICT			
Loss of power			
Loss of telecommunications			
Loss of fuel			
Loss of water			
Loss of key supplier			
7. Action Plan Taking account of the risk identified in part 4, and any existing contingency arrangements you have in place, what are the gaps? What arrangements, contingency plans or other actions do you need to carry out to ensure that you can get your service up and running in the timescale required?			
Action	Assigned to	Comments	Status (Complete, in progress, not started, or state other reason)

Section C: Risk Rating Matrix Use this to help you with part 4 of your BIAs.

Likelihood The likelihood can be approximately calculated through assessing various sources of information. For example, when calculating the likelihood of losing a building consider what potential hazards there are e.g. flooding- is the building in a flood plain, has it been flooded before? Use the table below to help.

Impact Use the information recorded in the 'impact' column of the above table to help identify if the impact of the interruption is: Negligible, Minor, Serious, Major or Critical.

The overall risk rating is calculated by plotting the level of impact against the level of likelihood using the risk matrix table (risk rating= likelihood x impact).

Likelihood	Very High	E					
	High	D					
	Significant	C					
	Low	B					
	Very Low	A					
			1	2	3	4	5
			Negligible	Minor	Serious	Major	Critical
			Impact				

Likelihood

5	Very High	< 81% chance
4	High	21 > 80% chance
3	Significant	21 > 50% chance
2	Low	6 > 20% chance
1	Very Low	0 > 5% chance

Impact

5	Critical	< 81% effect
4	Major	21 > 80% effect
3	Serious	21 > 50% effect
2	Minor	6 > 20% effect
1	Negligible	0 > 5% effect