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**Council Name**

Business Impact Assessment (BIA)

Date

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| **Service / Product** |
| **Service Name** |  |
| **System / Process** |  |
| **Date Completed** |  |
| **Purpose** | Outline the purpose of the service in terms of the business function and the outputs it delivers and who the recipients are. Any dependencies including key integrations and any time critical outputs. Include whether it is citizen facing service.  |

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| **Impact of disruption summary** |
| Outline for example:* if the service was unavailable it would lead to a delay in processing claims/payments/invoicing including customers or third parties
* also processing delays for other council services
* inability to effectively communicate with customers or third parties
* inability to process decisions, for example planning applications, tree services etc…
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| **Priorities impacted** |
| e.g., Pay free school meals, on time to citizens (all payments being of equal priority) |  |
| e.g., Maintain a face-to-face service for vulnerable customers and urgent enquiries |  |
| e.g., Provide a telephone service and online self-service for inbound contact |  |
| e.g., Pay grants to business stakeholders including payment of housing benefit | Outline the purpose of the service in terms of the business function and the outputs it delivers and who the recipients are. Any dependencies including key integrations and any time critical outputs. Include whether it is citizen facing service.  |
| e.g., Progress work to assess and process existing claims and applications, honouring promised client contacts such as call backs |  |
| e.g., Payment to suppliers for goods and services. |  |
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| **Recovery Time Objective (RTO): X hours***RTO definition – the period of time following an incident within which a product or service must be resumed* |
| **RTO** | Justify RTO based on who relies on the service and how critical to the council the service is, in terms of customer or partnere.g., if service is unavailable, this would mean:* A build-up of claims
* Unable to make payments
* Unable to answer customer queries
* A build-up of reviews / decisions

e.g., it might be essential that a critical social care system is back up and running within 3 hours, so its RTO is 3 hours. A business rates system might have a much longer RTO |
| **Maximum Tolerable Period of Disruption (MTPD): X hrs***MTPD definition – term used to describe the time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity to become unacceptable* |
| * Continued build of claims/reviews and/or delayed payments
* Likely increase in call volumes
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| **Recovery Point Objective (RPO): up to 2-hour data loss***RPO definition - The point to which information used by an activity must be restored to enable the activity to operate on resumption.* |
| Provide reason why RPO period is acceptable |
| **Purpose** | Outline the purpose of the service in terms of the business function and the outputs it delivers and who the recipients are. Any dependencies including key integrations and any time critical outputs. Include whether it is citizen facing service.  |

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| **Contingency Guidance, Tools & Products** |
| e.g., provide temporary landing page on eService page providing advice. Or telephony agents to provide telephone support where possible otherwise request call back.Stockpile of data by inputting data into a spreadsheet or similar.Update call centre messages notifying customers of the disruption to stem the flow of calls. |
| **Recoverability: overtime full recoverability should be possible** |
| Recommendation, for example: Full recoverability should be achieved. * Recovery plan may be required depending upon length of outage
* Instigate overtime to get data loss for period between DR event & recovery point
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| **Disaster Recovery Arrangements – Outline assumption all IT components/systems have at least 24hrs or less DR arrangements in place** |
| Data Centre locations - Date of last DR failover rehearsal |

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| **Stakeholders** |
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