

Business continuity plan/BIA and process with Inclus.

Secure the continuity of your business in case of unexpected disruptions or external shocks. Identify the critical resources and understand the business impacts.

Inclus Business Impact Analysis will help you to assess, or even quantify, the business impact of your critical IT, Infrastructure, or personnel. Understanding their implications to your key processes or entire business, allows to create business continuity plans or incremental process improvements.

Systems mapping allows visualizing various interdependencies as well as common resources between processes. As a result, you get a list of the most critical resources based on their overall severity of their impact and suggestions for the contingency plan.

Step 1:

Identification session:

- Identify critical resources and/or processes that would be targets of disruptions.
- Critical process examples
 - o IT processes (Security)
 - o Procurement & financial processes
 - o Compliance processes
- Critical resource examples:
 - o Organizations personnel
 - o IT providers
 - o Premises of the organization

The screenshot displays the 'Identification of the critical resources' section of the Inclus BIA tool. At the top, it says 'Dear colleague.' and provides instructions: 'Please add any missing processes that are essential in maintaining these processes. You can also comment the suggestions of others and flag them if you consider them especially relevant.' Below this is a section for 'Organization' with tabs for 'Finances', 'Procurement', 'IT', 'PMO', 'Legal', and 'HSEQ'. The 'IT' tab is selected. A search bar with the placeholder 'Search or suggest:' and a button 'Add suggestion' is present. The main content area is titled 'Information reserves, information systems & telecommunications' and lists several IT services with thumbs up/down icons for voting. The list includes: IT service (CRM), IT service (ERP), Payment system, Back up server, E-mail provider, Quick message application (e.g. Slack), and Day-to-day applications (e.g. Excel, Teams, etc). At the bottom, there is an 'Add suggestion' button.

Information reserves, information systems & telecommunications	
IT service (CRM)	👍 👎
IT service (ERP)	👍 👎
Payment system	👍 👎
Back up server	👍 👎
E-mail provider	👍 👎
Quick message application (e.g. Slack)	👍 👎
Day-to-day applications (e.g. Excel, Teams, etc)	👍 👎

- Prioritize these critical processes with thumbs up and comment to clarify what kind of disruptions could happen to these processes.

Step 2:

Assessment phase:

Setup:

- Decide and modify the criteria on how to assess the disruptions on certain business areas.
 - o These could be for example:
 - Duration of the caused disruption for business area
 - Impact of the disruption for the business area
 - Size of the business area (in euros)
 - Total disruption cost (aggregate criteria calculating the total cost impact of the disruption).

SESSIONS 2 ITEMS 33 **CRITERIA 2** GROUPS 2 OPEN QUESTIONS 0 INVITATIONS 0

Business Inv
03/22/20

Show all in this session:

Criteria

1: 1 day

2: 2 days

3: 3 days

4: 4 days

5: 5 days

1: 10% loss

2: 20% loss

3: 30% loss

4: 40% loss

5: 50% loss

Add new criterion

Criterion formulas

1: Insignificant

4: Minor

9: Damaging

16: Severe

25: Critical

Formula contains: Duration of the worst possible interruption caused by this service provider Impact of the worst possible interruption caused by this service provider

Add new criterion formula

Invitations:

- Invite functions to assess the effect of disruptions/interruptions from their own perspective in critical processes to business areas.

My workspaces > Business Continuity Management > Business Impact Analysis (ENG) > Business Impact Assessment > Questionnaire

Business Impact Assessment

Hi,

Assess the worst possible interruptions that IT service providers can cause to your business area / business unit.

Organization

FinancesProcurementITPMOLegalHSEQ

You are logged in as matias.sarvanne@inclus.com. Your answers will be saved automatically and available when logged in.

Choose which perspective you are answering from

Procurement processes

Information reserves, information systems & telecommunications

IT service (CRM)

Duration of the worst possible interruption caused by this service provider

1 day

2 days

3 days

4 days

5 days

Impact of the worst possible interruption caused by this service provider

10% loss

20% loss

30% loss

40% loss

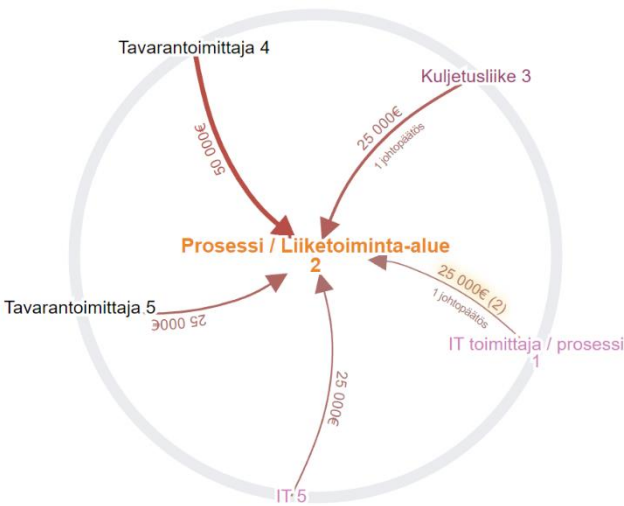
50% loss

IT service (ERP)

Duration of the worst possible interruption caused by this service provider

Step 3:

Analyze and view comprehensive overview of the assessment results.



Sessions

All sessionsBusiness Impact Assessment

Categories

All categories

Financial Processes

Procurement & Service Processes

IT Processes

Compliance processes

Information reserves, information systems & telecommunications

The premises of the organization

Participants

All groups

Organization

Finances (3)

Procurement (3)

IT (3)

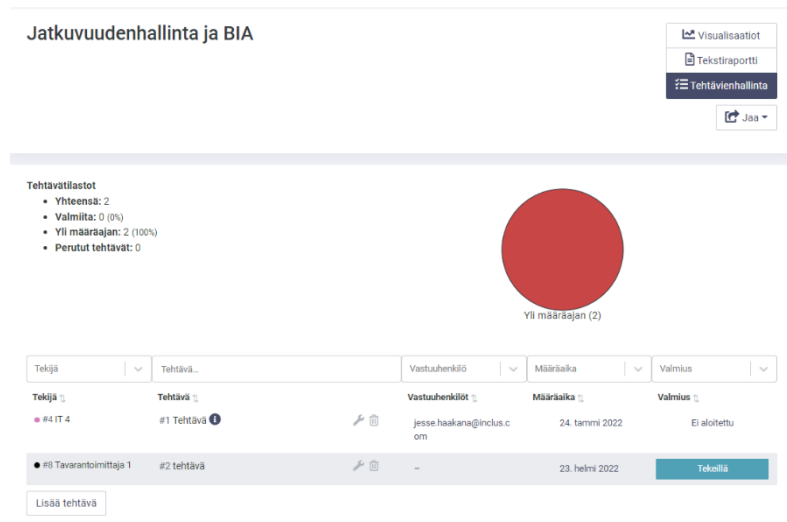
PMO (2)

Legal (2)

Criterion: Severity score (Impact X duration) Edit columns

Item	Effect caused	Effect received	Net effect	Owners	Tasks
#26 Organizations warehouse	168	0.00	168	No item owner	+
#31 Infrastructure & power supply	151	0.00	151	No item owner	+
#29 Permit authorities	149	0.00	149	No item owner	+
#23 Data center	148	0.00	148	No item owner	+
#1 IT service (CRM)	142	0.00	142	No item owner	+
#27 Day-to-day applications (e.g. Excel, Teams, etc)	141	0.00	141	No item owner	+
#2 IT service (ERP)	140	0.00	140	No item owner	+
#7 E-mail provider	138	0.00	138	No item owner	+
#25 Internet provider	133	0.00	133	No item owner	+
#22 Organizations office space	131	0.00	131	No item owner	+

Decide and assign mitigation actions based on the results.



Step 4:

Save your business continuity plan document as an attachment as a task to be edited in ongoing basis.

Step 5:

Automatize the next round of identification and assessment to adjust the business continuity plan for changing business environment.