



Business Impact Analysis

Revision History

Revision Date	Summary of Changes	Version	Updated By	Changes marked
1/19/23	Added History and Revision sections, updated document after interviewing Depts Heads to ensure document is up to date	2.0	mchatzopoulos	N
2/20/24	Annual review	2.1	dstapleton	N
3/19/24	Updated based on conversations with the Dept heads, moved the plans into the BIA-BCP-Matrix.xlsx to make it easier to update.	2.2	mchatzopoulos	N
2/4/25	Updated properties and history and minor updates	2.3	Mchatzopoulos	N
2/12/2025	Annual review and minor edits	2.4	Dstapleton	N
5/22/2025	Re-classified prior to posting to Trust Center	2.5	Dstapleton	N

Document Properties

Status	Check Sharepoint for Status
Document Owner	CISO
Classification	Internal
Approval	CTO
Distribution	All employees

ProcessUnity reviews all policies annually per the Policy Management Policy. Below is an excerpt from the Policy Management Policy regarding policy review, distribution, and acknowledgement.

Annual Review

All policies are reviewed annually by the executive management team for accuracy and required changes. All information security policies must be reviewed by the Vice President of Information Security, Chief Information Security Officer, or the Chief Technology Officer to identify and make any changes required to ensure that the policies remain consistent with business objectives and emerging threats and best practices. Following the annual review, the policies must be re-approved by the Vice President of Information Security, even if no changes are required.

Distribution and Acknowledgement

Applicable policies, along with any associated Standards, Guidelines, Processes, and Procedures, must be made available to all ProcessUnity Workers. ProcessUnity Workers will be informed of any policy changes. ProcessUnity Workers will be required to acknowledge, read, and agree to abide by each Policy as defined by the executive management team

- Upon hire
- Upon policy change
- Annually

Table of Contents

1.	Introduction	4
1.1.	Purpose	4
2.	Scope	4
2.1.	Supporting Information	5
3.	Business Processes	5
3.1.	Overview	5
3.2.	Importance	6
4.	Financial Impact	6
4.1.	Overview	6
4.2.	Financial Implications	6
5.	Non-Financial Impacts	6
5.1.	Overview	6
5.2.	Non-Financial Implications	7
6.	Manual Procedures	7
6.1.	Overview	7
6.2.	Business Continuity	7
7.	Work Area Requirements	7
7.1.	Overview	7
7.2.	Department Requirements	8
8.	Application Software and Third-Party Services	8

1. Introduction

1.1. *Purpose*

This Business Impact Analysis (BIA) helps ProcessUnity identify the business processes and applications that are essential to the survival of the business. The Business Impact Analysis identifies the amount of acceptable data loss (recovery point objective) as well as the speed at which systems must be restored (Recovery Time Objective).

Business impacts are identified based on a worst-case scenario with the assumption that the infrastructure supporting each department has been destroyed and all records, equipment, etc. are not immediately accessible. This Business Impact Analysis does not address recovery as these issues are addressed in the Business Continuity Plan and supporting documents. This document intended to identify overall continuity requirements to ensure that ProcessUnity can successfully meet its stated Recovery Point Objective (RPO) and Recovery Time Objective (RTO).

This Business Impact Analysis (BIA) identifies mission critical business functions and associated critical resources. Determining critical business functions and the impact on the organization is the first step in business continuity. This Business Impact Analysis:

- Determines processes critical to the business.
- Estimates the potential impact and recovery timeframes.
- Prioritizes critical processes.

During this process, the following were addressed:

- The systems and services important to the business.
- The length of time ProcessUnity can tolerate a business disruption.
- The amount of information loss that can be tolerated.
- The cost to the business in terms of losses to key systems or services.

Risk can never be eliminated entirely but can be mitigated by the application of this Business Impact Analysis and Business Continuity Plan. The decision as to what level risk is acceptable is based on management's review of the residual risk that exists after controls have been implemented to reduce risks to acceptable levels.

2. Scope

The scope includes an assessment and analysis of ProcessUnity's business processes. To gather this information, we use an interview process that asks a series of questions for each business unit area. After information is gathered from each business area, it is assembled and analyzed, and a prioritized list of systems and services is created.

The interview identifies key sources of information and other resources for the organization. The intent is to identify:

- The financial impact resulting from the loss of a business function.
- The non-financial impact due to an outage

- Critical points and resources required by various business functions
- Computer software applications
- Impact resulting from lost transactions/data.
- Interfaces with external business partners
- Representatives of each Dept and their contact information

2.1. *Supporting Information*

The following departments provided supporting information for this Business Impact Analysis:

- Accounting/Finance
- Human Resources
- Marketing
- IT/SEC
- Customer Support
- Professional Services/Assurance Services/Customer Success
- Engineering
 - Development - Workflow
 - Development - Exchange
 - DevOps - Workflow
 - DevOps - Exchange
- Product/Strategy
- Exchange Operations
- Sales

3. Business Processes

3.1. *Overview*

By interviewing key staff members, the Business Impact Analysis identifies important business processes and associated critical resources. The process:

- Identifies how quickly essential business units and/or processes need to return to full operation following a disaster situation.
- Identifies the resources required to resume business operations.

Business impacts are identified based on worst-case scenario that assume that the physical infrastructure supporting each respective business unit has been destroyed and all records, equipment, etc. are not accessible for a range of time periods.

Please see BIA-BCP-Matrix.xlsx for details per Department.

3.2. *Importance*

Through interviews with the organization's staff, important business processes are identified. The importance of the business processes are classified according to impact on the organization should the business process not be allowed to perform service due to a business disruption. The BIA-BCP-Matrix.xlsx provides a high-level overview of business processes provided by various departments. The time listed when the issue becomes a High priority is based upon either the department's inability to provide the service or a high cost associated with the loss of the business process.

4. Financial Impact

4.1. *Overview*

The financial impact evaluates the loss to the department in the event of a disaster that results in the loss of a business process. Financial impact includes various costs including:

- **Lost Revenue:** The loss of this business process resulted in lost revenue. This included the loss of customer revenue, missed collections, interest, etc.
- **Penalties:** The loss of this business process resulted in fines, penalties, or legal fees due to regulatory requirements (Federal, State, Local, etc.), change in credit rating, etc.
- **One-time expense:** The loss of this business process resulted in one-time expenses including equipment, service provider, materials, etc.
- **Service:** A cost associated with maintaining service to the department's internal and external customers including temporary staff, overtime, etc.
- **Recovery of lost transactions:** Costs associated with re-creating transactions not available on backup media. In general, the event occurred sometime after the last backup was stored off site. Costs included overtime, contracted third party, etc.
- **Backlog:** Overtime or additional staff required for the business process to address the backlog once the business process is restored.

4.2. *Financial Implications*

A high-level summary of the financial costs to the organization should a business process not be able to provide services to its internal and external customers can be found in the BIA-BCPMatrix.xlsx.

5. Non-Financial Impacts

5.1. *Overview*

ProcessUnity's business processes may have non-financial implications should a department be unable to provide services to its internal and external customers. Non-financial implications include:

- Legal ramifications or contractual agreements
- Quality of service to clients

- Reputational loss and loss of market share
- Fines, penalties, litigation
- Regulatory compliance
- Negative impact on personnel
- Other

5.2. *Non-Financial Implications*

A high-level summary of the non-financial implications to ProcessUnity should a department not be able to provide services can be found in the BIA-BCPMatrix.xlsx. Business implications are obtained during interviews with the department representatives.

Please see BIA-BCP-Matrix.xlsx for details per Department.

6. Manual Procedures

6.1. *Overview*

The Business Impact Analysis team interviews business representatives to determine if departments had documented manual procedures that could be used as 'workarounds' in the event IT services were interrupted. Manual procedures can often be used by departments during short-term outages. Extended outages rely on our organization's Business Continuity Plan to resume business operations.

6.2. *Business Continuity*

The BIA-BCP Matrix.xlsx identifies departments with manual procedures that can be used during short-term business disruptions. Longer term disruptions may require activating the Business Continuity Plan.

Most departments have informal workaround procedures if IT related services (data, phones, Internet, etc.) are not available. Departments providing important services should complete a Business Continuity of Operations Department Plan.

7. Work Area Requirements

7.1. *Overview*

This Business Impact Analysis includes the support requirements (space, furniture, office equipment, etc.) for departments in the event of an interruption in normal business operations (pandemic, loss of facility, loss of IT processing etc.). NOTE: ProcessUnity is primarily a remote worker environment with geographically diverse employees. Office space is not a requirement.

7.2. *Department Requirements*

The BIA-BCP Matrix.xlsx provides a high-level summary of specific department requirements during a business disruption. Issues addressed included:

- The minimum number of employees required (critical personnel) to keep the business function operational to the point that the impact on the organization is minimal during a prolonged outage.
- In addition to employee requirements, there may also be unique work area business function resources (forms, contact lists, etc.) required at time of a disaster.

Each employee is assumed to require:

- Computer
- Phone (Teams or Cell)
- Internet access
- Email\Teams access
- VPN Access

8. Application Software and Third-Party Services

Please see BIA-BCP-Matrix.xlsx for details per Department.