

In a disaster, there will not be enough resources initially to resume every function of a company. Therefore, the various functions must be ranked in the order in which resources will be allocated. This is one example of how that ranking can be done.

Critical Business Functions Chart

After you have identified the criticality and maximum downtime for each critical business function, you will record each function and the impact it has on other business functions in the chart below. It is your objective to identify all the resources and personnel required to restore or reproduce this function *during* a recovery. After identifying what will be required to reproduce each critical business function, make sure you include a brief guide on how to restore this function in a recovery environment.

Function	Criticality	Maximum Downtime	Person/Team	Required Resources	Impacted Functions	Brief Process to Complete Function
Example: Insurance Claims	High	2 Days	A. Jones – Mgr. Alt 1: K. Smith Alt 2: R Howard	10 employees, phones, claim mgt software, paper forms	Claims assessing, filing	Take calls, document in system, file
Example: Open new savings act.	Low	1 Week	L. Singleton	1 employee, account mgmt software, N103-B form, printer	New accounts	Customer completes N103-B form onsite, enter into system

CRITICAL APPLICATIONS MATRIX

APPLICATIONS BY TYPE OF SYSTEM	ALLOWABLE OUTAGE OF APPLICATION				
	4 HRS.	1 DAY	1 WK.	1 MO.	SUS- PEND
1. Real time updating					
_____	---	---	---	---	---
_____	---	---	---	---	---
2. On-line batch processing					
_____	---	---	---	---	---
_____	---	---	---	---	---
3. Outside service bureau processing					
_____	---	---	---	---	---
_____	---	---	---	---	---
4. Manual/personal computer procedures					
_____	---	---	---	---	---
_____	---	---	---	---	---

CRITICAL REQUIREMENTS SCATTERGRAM

1. Division numbers

[Indicate subdivision
of the Company]

2. Business function section

[Indicate type of
function performed]

3. Location and space used

[Indicate where located-
Address #1
Address #2, etc.]

[Critical s.f. needed]

4. Statistics section

[Show quantities, i.e.
No. of Customers
Transactions/day
Revenue per day
Expenses per day]

5. Time Functions can be suspended

[Check time with "X"]

4 hours
24 hours
1 week
1 month
Indefinite

6. Strategy to be followed

Redirect work flow
Relocate to alt. site
Use any avl. space
Unresolved

7. Comments or codes for any of responses above