

BUSINESS IMPACT QUESTIONNAIRE

Completed by:

Date:

Directorate:

Division/Dept.:

Group/Unit:

Guidelines to Completing This Questionnaire

- Please read the questionnaire all the way through before answering
- A staff list is prerequisite in order to reference skill specific staff
- Please answer as many questions as you can as accurately as possible
- To answer the questions click on the relevant grey answer box and begin typing
- Some answer boxes have a restriction to the number of words allowed in them but most are unlimited and many tables will expand, allowing any relevant detail to be added
- If there are any questions you are unsure of, either contact us on [VPN: 7000, 1973 or 1974](#) or [email](#) to one of the addresses [below](#)
- When you exit the questionnaire be sure to save the changes each time
- When the questionnaire is as complete as possible please attach it to an email to business.continuity@kent.gov.uk
- Thank you in anticipation for your time and help

BUSINESS IMPACT QUESTIONNAIRE

Objectives

What are the unit's objectives? (This should be in the Business Plan)

Locations

Locations your unit operates from:

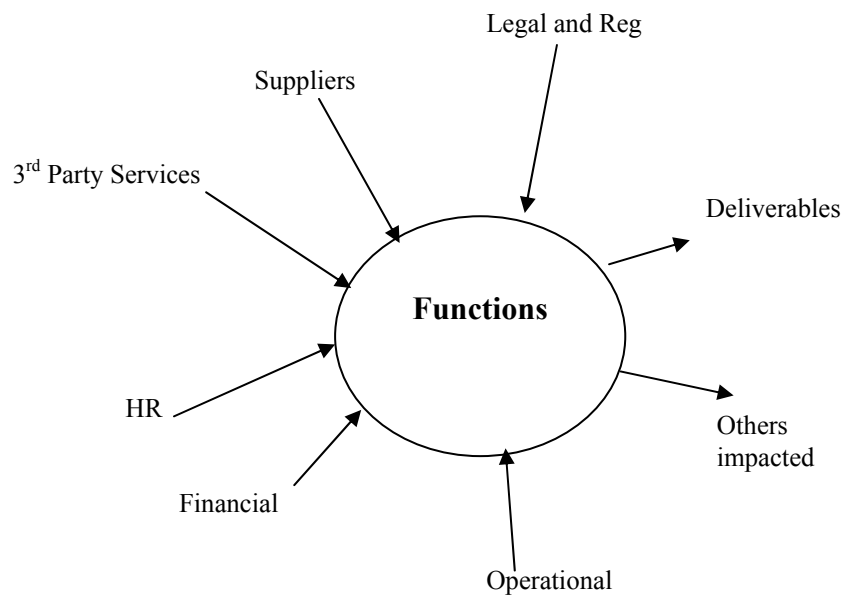
Location	Address	Critical no. of Staff	Normal no. of Staff	Operating Hours
1				
2				
3				
4				

Do/Can any staff work from home?

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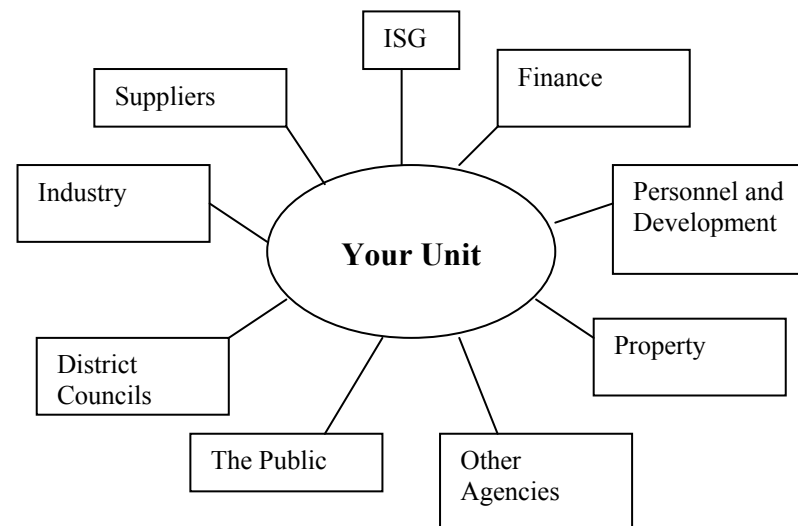
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Please consider these diagrams and use them as an aid to help with answering the rest of the questions about your unit:



Operational Impact Schematic

Who this unit relies upon
What you supply
Who depends upon this unit.



Stakeholder Diagram

Those this unit "touches"

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Functions - Please list your unit's functions under the appropriate criticality. For example if the function is severely disrupted when you are out of operation for less than a day then put it under 'Mission Critical'. If the function is impacted between 1 day and 3 days enter it under Critical and so forth. Please also prioritise these functions in order of importance 1-4, 1 being highest. Functions can have the same priority as another.

Mission Critical Functions (Impacted within 24 Hours)					
Function	Location	Office Space Needs	Critical Resources and Equipment	Key Staff (Please give ref no. from key contact sheet)	Priority (Ranked)
Critical Functions (Impacted within 1 - 3 days)					
Function	Location	Office Space Needs	Critical Resources and Equipment	Key Staff (Please give ref no. from key contact sheet)	Priority (Ranked)
Priority Functions (Impacted within 3 - 7 days)					
Function	Location	Office Space Needs	Critical Resources and Equipment	Key Staff (Please give ref no. from key contact sheet)	Priority (Ranked)

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Standard Functions (Impacted after 7 days)					
Function	Location	Office Space Needs	Critical Resources and Equipment	Key Staff (Please give ref no. from key contact sheet)	Priority (Ranked)

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Resources

What other resources are essential at each location?

- Office equipment (e.g. air conditioning, photocopiers etc)
- Telecommunications (e.g. voice, data, fax etc)
- Vital records and supplies
- Computer equipment and software
- Other

<u>Asset Name</u>	<u>Resource Provider</u>	<u>Purpose and location</u>	<u>Usage (how often and by whom?)</u>	<u>Impact of loss (what would be restricted?)</u>	<u>What Delay would loss cause?</u>

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Are there any protection or back up measures for the accommodation, resources and equipment?

Examples: Fire proof safes, copied documents stored elsewhere, security guards, sprinkler systems...

Accommodation, Equipment or Resource	Protection / Back up Measures

How is important data stored? (Please include all media – paper, computer, microfiche etc)

Is there any process for recovering this data?

Examples: back up tapes or servers for electronic documents, copied documents archived off site...

Method of Storage	Location	Recovery Process

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If you had to set up office at another location what would need to be done and how long would this take? Assume your office is completely destroyed, but you have the facilities to recover.

Examples: Divert phones, obtain access to KCC network...

Set-up Process	Time to Complete

Are you aware of any personnel issues with staff if they were requested to relocate temporarily to other offices (e.g. contractual issues, travel problems, childcare)?

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Interdependencies

What are your interdependencies? Who do you depend on for what?

Who depends on you and for what? – **Include internal KCC units, the public and external agencies.**

Who does your unit depend on?	What do you depend on them for?

Who depends on your unit?	What do they depend on you for?

Do you have any existing alternative arrangements or recovery procedures?

Examples: Alternative accommodation, back-up generator, alternate service providers...

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Are there any call trees/cascade phone systems in place for emergency contact?

Yes ☐

No ☐

If Yes please provide details:

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Has anyone in your unit received any training in business continuity or dealing with the media?

Member of Staff	Training Received

During a disruption to another unit is there any space, equipment or resource you could release to that unit for the period of the disruption?

Location:	Resource:
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Are there any critical times or seasonal trends that increase the units workload?

Issue	Time of Year/Month

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Who are your suppliers? – Please include any internal suppliers such as ISG as well as external companies

What do they supply?

Is there a back up to these suppliers?

Name of Supplier	What they supply	Alternate source/back up arrangement

Does the unit have any Service Level Agreements (SLAs) or contracts?

Who With	For What	Term	Expires

Has the unit faced any specific crises in the past – how were they overcome?

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Does the unit have any major plans in the next 24 months? E.g. moving office, losing/gaining functions.

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- **PLEASE ATTACH AN ORGANISATION CHART OF YOUR UNIT OR THE ADDRESS OF AN ELECTRONIC COPY**

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