



Business Process Analysis

Complete this document for each of the critical functions you have identified for your unit.

A business process analysis will help decide what resources are required, who will carry out a function and a basic level of how to maintain or quickly resume a critical function.

Description:

Critical Function:	Can telework/remote work be used? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Describe what the function accomplishes and why it is important

What is the purpose?

- Does it generate a product or service?
- Does it enable the transmission of information?
- Does it facilitate movement of funds?

What is the recovery time objective – RTO? (the maximum length of time you could delay resumption of the function before serious negative consequences occurred?)

Describe the negative impact if the function is not resumed by the RTO (failure of mission, loss of funding or reputation).

Describe the human resources required to conduct and manage the work

Identify the primary personnel to conduct work (ensure they have the necessary credentials and experience and can be available at the alternate facility).

Identify substitutes for this/these individual(s) if they became unavailable (try to designate three deep).

Identify a manager to authorize and approve the work required to complete the function.

Identify substitutes for this/these individual(s) if they became unavailable (try to designate three deep).

Identify support staff if needed.

Describe the other resources required to continue this function

Detail the equipment required.

Detail the records that must be available.

Describe the communications, IT access and software are needed.

Describe a low-tech way to complete the work if possible.

Describe those outside of the continuity team you depend on to complete the necessary work

Describe where your activities depend on other divisions of your own organization.

Describe where you depend on others outside of your organization.

How have you planned to ensure the necessary support or services if you, they, or both are reduced to continuity operations?

Describe how to complete the function, including step-by-step directions and the responsible party for each step

Develop a written narrative/list or a process flow diagram that describes each step of the job, so tasks will be completed acceptably.

For each step designate the party(ies) responsible for completion of the work (internal or external).

Reference SOPs or other job aids and indicate that these are essential records.