



# Whitepaper Business Impact Analysis



TFORM™

Discover.  
Optimize.  
Transform.



Today, organizations are increasingly subject to disruptive events and threats, which can adversely affect normal business operations. The technical elements of an enterprise can be disrupted by natural disasters, accidental, planned events or malicious incidents that happen to the organization and can impact the ability to conduct routine activities that support the mission of the enterprise. A well planned and current business impact analysis is necessary to identify the critical systems and processes within the enterprise. By identifying the systems and their relationship to other systems and associated business processes, technology leaders can formulate a business continuity management capability and ensure business resilience. It is meant to discover those critical functions and resources which are vital to business operations in a sample of small and medium-sized enterprises A business impact analysis (BIA) is the method of determining the criticality of business systems and activities and their assembled components to ensure operational resilience and continuity of operations during and after a business disruption.

The BIA uses consistent and objective measurements to quantify the impacts of disruptions on service delivery, risks to service delivery, and recovery time objectives (RTOs) and recovery point objectives (RPOs). These recovery requirements are then used to develop strategies, solutions and plans. (Gartner, <https://www.gartner.com/en/information-technology/glossary/bia-business-impact-analysis#>)

Business impact can be measured by its influence on several outcomes which include impact to:

- Finances
- Reputation
- Productivity
- Regulatory Compliance

A business impact assessment is generally approached in a few fundamental phases that follow this prescriptive methodology:

- Gathering information
- Evaluating the collected information
- Preparing a report to document the findings
- Presenting the results to senior management.

It is important that an enterprise conduct the assessment in an objective way, often utilizing third-party advisors to collect objective data and evaluate the data against a defined set of criteria that are not influenced by internal practices or unrecognized bias.

In order to fully understand the impact of disruption to a defined system and the reliant business processes, business leaders need to understand the relationship between the system components and the upstream and downstream effects of those systems to fully define the potential impact of the disruption. Often, over time systems evolve to meet



#### A Business Impact Analysis

is the method of determining the criticality of business systems and activities and their assembled components to ensure:

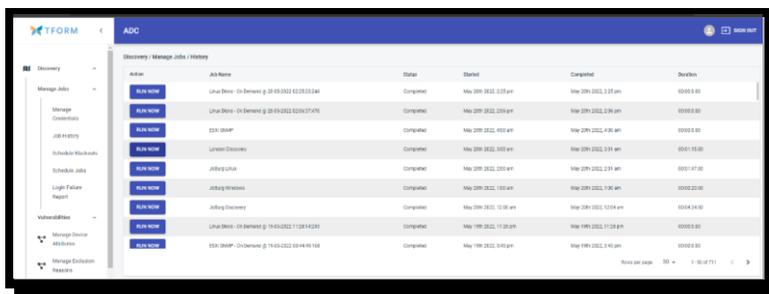
- Operational resilience
- Continuity of business operations



the needs of the business and communication between disparate systems can become poorly defined and undocumented. This can lead to unforeseen consequences when systems experience an outage due to planned activities as well as unplanned disruption.

Technology leaders require access to information that is accurate and current. They need to visualize the systems at a granular level to understand the composition of the components as well as the services that run within the system. Finally, they need an accurate understanding of the conversation pairs between systems so that they can analyze and quantify the impact of a disruption to those streams of data. These systems are then evaluated against specific criteria to determine a **Criticality Matrix**.

TFORM is purpose built with this level of granularity and persistency in mind. The **TFORM Enterprise Application Discovery module** gives the most accurate information about the system components.



Action	Job Name	Status	Start	Completed	Duration
Run Job	Linux Shell - On Demand @ 10.49.0.0/22 02/20/2020	Completed	May 20th 2022, 5:05 pm	May 20th 2022, 5:20 pm	00:00:00
Run Job	Linux Shell - On Demand @ 10.49.0.0/22 02/20/2020	Completed	May 20th 2022, 5:20 pm	May 20th 2022, 5:26 pm	00:00:00
Run Job	SSH Shell	Completed	May 20th 2022, 4:00 pm	May 20th 2022, 4:00 pm	00:00:00
Run Job	Linux Discovery	Completed	May 20th 2022, 3:00 pm	May 20th 2022, 4:00 pm	00:01:10:00
Run Job	ADFS Discovery	Completed	May 20th 2022, 2:00 pm	May 20th 2022, 2:01 pm	00:01:07:00
Run Job	ADFS Discovery	Completed	May 20th 2022, 1:00 pm	May 20th 2022, 1:00 pm	00:00:20:00
Run Job	ADFS Discovery	Completed	May 20th 2022, 12:00 pm	May 20th 2022, 12:04 pm	00:04:14:00
Run Job	Linux Shell - On Demand @ 10.49.0.0/22 11/20/2019	Completed	May 19th 2022, 11:20 pm	May 19th 2022, 11:28 pm	00:00:00
Run Job	SSH Shell - On Demand @ 10.49.0.0/22 03/04/2018	Completed	May 19th 2022, 9:40 pm	May 19th 2022, 9:40 pm	00:00:00

As TFORM analyzes the IP Stack it catalogs the communication between a system and any other system or user. These details can form the basis of the system definition that is critical to encapsulate a given system in the Criticality Matrix.

Once TFORM collects the objective data regarding the system components and utilizes communication details to visualize the breadth of the system communication. Using those details our advisors can illustrate the full scope of the system and the systems ranking in the Criticality Matrix. From that information we can assist our customers to quantify the impact of an outage.

TFORM further addresses the risk of technology drift as systems evolve and integrate with other systems and users over time. TFORM has become a foundational solution for visibility and transparency within the infrastructure. When TFORM is deployed perpetually in the environment, it provides IT leaders with the surety that they maintain an understanding of the environment and have the ability to predict the consequences of maintenance or unplanned disruption on the system or systems within the environment.

Our client advisors are available to provide assistance to our clients in collection and correlation of the objective TFORM data to develop a baseline. We can also help devise an impact score using common industry standards or by introducing custom metrics determined by our customers.

