BUSINESS FUNCTION:

In order to determine the criticality of a business function, consider the impact of business function failure and long term unavailability under the criteria detailed below.

For each criterion:-

1. answer Yes or No in the appropriate section
2. Provide supporting information and the impact of the system failing, including business impact and dollar value in the space provided for each criteria.

**Human safety and welfare**

Would the failure of this function have an impact on:

|  |  |  |
| --- | --- | --- |
| **Points for consideration** | **Y** | **N** |
| Safety of staff |  |  |
| Safety of clients / customers |  |  |
| Other safety and welfare impacts |  |  |
| Document the safety and welfare impact of the business function failing. | | |

**Revenue generation and payment**

Would the failure of this function have an impact on:

|  |  |  |
| --- | --- | --- |
| **Points for consideration** | **Y** | **N** |
| Payment processing |  |  |
| Payment recording |  |  |
| Revenue generation |  |  |
| Revenue recording |  |  |
| Revenue collection |  |  |
| Cash flow management |  |  |
| Accounting records |  |  |
| Document the financial impact of the business function failing, including dollar value.  e.g. Would not be able to collect and bank approx. $68,000 payments received per week. Would also affect the ability to monitor the outstanding balance for our customers / manage debtors. | | |

**Legal liability and contractual compliance**

Would the failure of this function have an impact on:

|  |  |  |
| --- | --- | --- |
| **Points for consideration** | **Y** | **N** |
| Statutory and regulatory obligations |  |  |
| Contractual commitments |  |  |
| Duty of care |  |  |
| Public image |  |  |
| Union agreements |  |  |
| Document the legal and contractual impacts of the business function failing.  Any problems experienced in monitoring debtors may have an impact on our image in the eyes of our key customers. | | |

**Security and confidentiality**

Would the failure of this function have an impact on:

|  |  |  |
| --- | --- | --- |
| **Points for consideration** | **Y** | **N** |
| Protection of key business assets of the organisation |  |  |
| Access control to key business assets |  |  |
| Document the security and confidentiality impact of the business function failing. | | |

**Service delivery**

Would the failure of this function have an impact on:

|  |  |  |
| --- | --- | --- |
| **Points for consideration** | **Yes** | **No** |
| Achievement of corporate goals |  |  |
| Customer service:   1. internal customers 2. external customers |  |  |
| Production |  |  |
| Distribution |  |  |
| Staff productivity |  |  |
| Operational decision support |  |  |
| Day to day planning and decision making |  |  |
| Strategic decision support |  |  |
| Long term planning |  |  |
| Other service delivery impacts |  |  |
| Document the service delivery impacts of the business function failing  Would have an impact on our ability to manage cash / overdraft position with the bank.  Staff who would have been involved in cash receipting would be required to find some manual way of working - thus increasing their workload. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Business criticality of function** | | | | |
| Extreme | **Very high** | Medium | Low | Negligible |