

EMERGENCY COMMUNICATIONS

Identifying critical business functions is integral in resuming operations following a disaster.

This template will walk you through the very important steps of identifying the most critical functions in your business. You may consider your critical functions as those activities that are vital to your organization's survival and to the resumption of business operations. Typically, your critical functions are the business functions that are (1) most sensitive to downtime, (2) fulfill legal or financial obligations to maintain cash flow, (3) play a key role in maintaining your business' market share and reputation, and/or (4) safeguard an irreplaceable asset. Keep in mind, the process of identifying your critical business functions will work in close conjunction with your risk assessment analysis.

Steps:

1. Identify the critical business functions of your business. Please reference the following considerations when determining the criticality of each business function.
2. Classify these critical business functions into the following categories: high (most severe), medium, and low (least severe). Please reference the proceeding graphs for an illustrated example.
3. Complete the Critical Business Functions Chart with each critical business function.

Considerations when Determining Criticality of a Function:

- What business objective/goal does this function support?
- How often does this function occur?
- How many business units (departments) perform this function?
- Does the successful completion of this function depend on any other functions?
- Are other functions dependent on this function for its successful completion?
- Is there a potential for revenue loss if this function is not completed?
- Is there a potential for fines, litigation, or other punishment for noncompliance due to a required regulatory requirement?
- Is noncompliance tied to a specific downtime for this function?
- Does this function directly impact the business' image or market share?
- What priority ranking would you give this function as compared to other functions?

