Abriska 22301 Method Statement

1.0   Preface

1.1   Prepared By

Name	Function
Jacqueline Skwarka	Customer Success Manager

1.2   Reviewed and Authorised By

Name	Function
Matt Thomas	Director

1.3   Contact Details

Address	Telephone
Blake House Manor Park Manor Farm Road Reading Berkshire RG2 0JH	0118 206 5410

1.4   Change History

Version	Date	Revision Description
1.0	4 June 2024	Issued

Contents

2.0 Abriska Overview

2.1 Introduction

Abriska 22301 Business Continuity BIA Module adopts a flexible, consistent and robust approach to Business Impact Analysis embedded in a simple to use software tool. It has been developed to satisfy the rigours of accredited certification to ISO 22301 and the need to understand the inter-relations between parts of an organisation.

2.2 Terminology

2.2.1 Key Products and Services

ISO 22301:2019 definition: *output or outcome provided by an organization to interested parties. E.g. Manufactured items, car insurance, community nursing.*

A key requirement of the BIA is to understand the key deliverables of the organisation, and therefore understand what requires protection if an incident should occur.

2.2.2 Critical Activities

ISO 22301 definition: *process or set of processes undertaken by an organization (or on its behalf) that produces or supports one or more products or services.*

Each of the products and services could be delivered by one or more internal activities, in order to understand the potential impact of an incident these relationships must be understood.

ISO 22301:2019 definition: Prioritized Activities - to which urgency is given in order to avoid unacceptable impacts to the business during a disruption.

Activity: set of one or more tasks with a defined output

NOTE : Terms in common used to describe activities within this group include: critical, essential, vital, urgent and key.

2.2.3 Critical Periods

Some activities may vary in criticality over the month, week etc. e.g. payroll may only be critical for 5 days at the end of each month. The following critical periods are available and can be added to by URM support (these options cannot be removed):

- Financial working day (by working day over a month)
- Week (by day)
- Month (by day)
- Year (by month)

2.2.4   Resource

Resources support the critical activities to deliver the key products and services, these may include: Equipment, Information, People, Premises, Supplies and Technology. These are used for both understanding the potential situation that could cause a business continuity issue and also used to estimate the resources that each activity will require on resumption.

Resource: all assets (including plant and equipment), people, skills, technology, premises, and supplies and information (whether electronic or not) that an organization has to have available to use, when needed, in order to operate and meet its objective. [SOURCE: ISO 22300:2021]

2.2.5   Recovery Time Objectives (RTO)

ISO 27300:2021 description: *period of time following an incident within which product and service, or an activity is resumed, or resources are recovered.*

Note 1 to entry: For products, services and activities, the recovery time objective must be less than the time it would take for the adverse impacts that would arise as a result of not providing a product/service or performing an activity to become unacceptable.

The target time set for the resumption of an activity after an incident, this time is defined by the business owner of an activity and is based on minimising the potential impact on the organisation. Abriska ensures that this time is less than the MTPD and at least one resource has been allocated to this activity before this time.

2.2.6   Maximum Tolerable Period of Disruption (MTPD) or Maximum Acceptable Outage (MAO)

ISO 22300:2021 description: *time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to become unacceptable.*

Is the duration after which an organisation's viability will be irrevocably threatened if product and service delivery cannot be resumed. The MTPD must be defined for each activity. Abriska accomplishes this by capturing the estimated impact over time for each activity then using the organisation's threshold to each impact to determine this time period.

2.2.7   Recovery Time Objective compared to Maximum Acceptable Outage

Abriska maintains the integrity of each activities' Recovery Time Objective (RTO) against the Maximum Acceptable Outage (MAO), there are two options for how this can be setup:

- RTO < MAO
- RTO <= MAO

If an organisation wishes to switch between these options, a request must be raised with URM support.

2.2.8   Recovery Point Objective (RPO)

ISO 22300:2021 description: *point to which information used by an activity is restored to enable the activity to operate on resumption.*

Note: Can also be referred to as "maximum data loss".

This describes a point in time in which data must be restored in order to be acceptable to the owner(s) of the processes supported by that data.

2.2.9 Frequencies

For each activity, a frequency for how frequently the activity is undertaken is recorded. Abriska includes the following by default:

- On Demand
- Daily
- Weekly
- Monthly
- Quarterly

2.2.10 Operating Hours

For each activity, the active hours must be recorded within Abriska. This list of options is created within Abriska, this is a simple text label. The following are available by default:
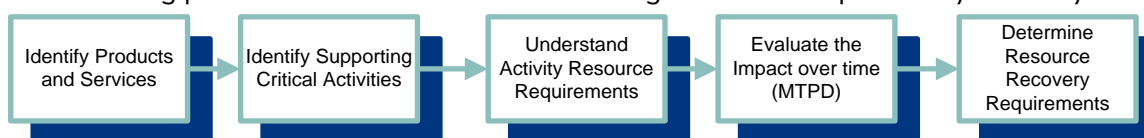
- Office Hours
- 24x7

2.2.11 Timescales

Timescales are used to assess impact over time and to determine appropriate recovery resources. A single timescale should be selected for the whole organisation; if a single timescale is not suitable then multiple timescales can be created however, this will restrict the reporting capability. Timescales can be made up of units using seconds, minutes, hours, days and weeks. An example timescale is shown within the output at the beginning of this document.

3.0 Business Impact Analysis Process

3.1 BIA Process

The following process is followed when undertaking a business impact analysis of any division:

Identify Products and Services → Identify Supporting Critical Activities → Understand Activity Resource Requirements → Evaluate the Impact over time (MTPD) → Determine Resource Recovery Requirements

- Identify Product and Services
- Identify Activities
- For each activity the business as usual (BAU) resources and activities relationship must be documented

- The impact over time must then be model in the event that this activity could not operate. Abriska will then either calculate the MTPD/MAO or you must enter a "Manual" MTPD/MAO

- For each activity the recovery requirement must then be documented, these include:

  - Determine Recovery Resource Requirements
  - Determine RTO of this activity
   Review Related Activity RTO

3.2 MTPD/ MAO calculation

A key requirement within the understanding the organisation phase is determining a level of criticality for each of the activities that an organisation performs. Abriska assesses activity criticality by stating what the impact to the organisation would be over time after an incident. To ensure that all impacts are covered for each activity each different impact should be entered into the tool. These impacts have a scale that is pre-defined at the organisation level thereby ensuring that a consistent model is applied to the perceived impact. Finally, a threshold is set for a specific impact allowing an impact level to be designated as too high for the organisation to accept. This threshold is used when calculating the MTPD.
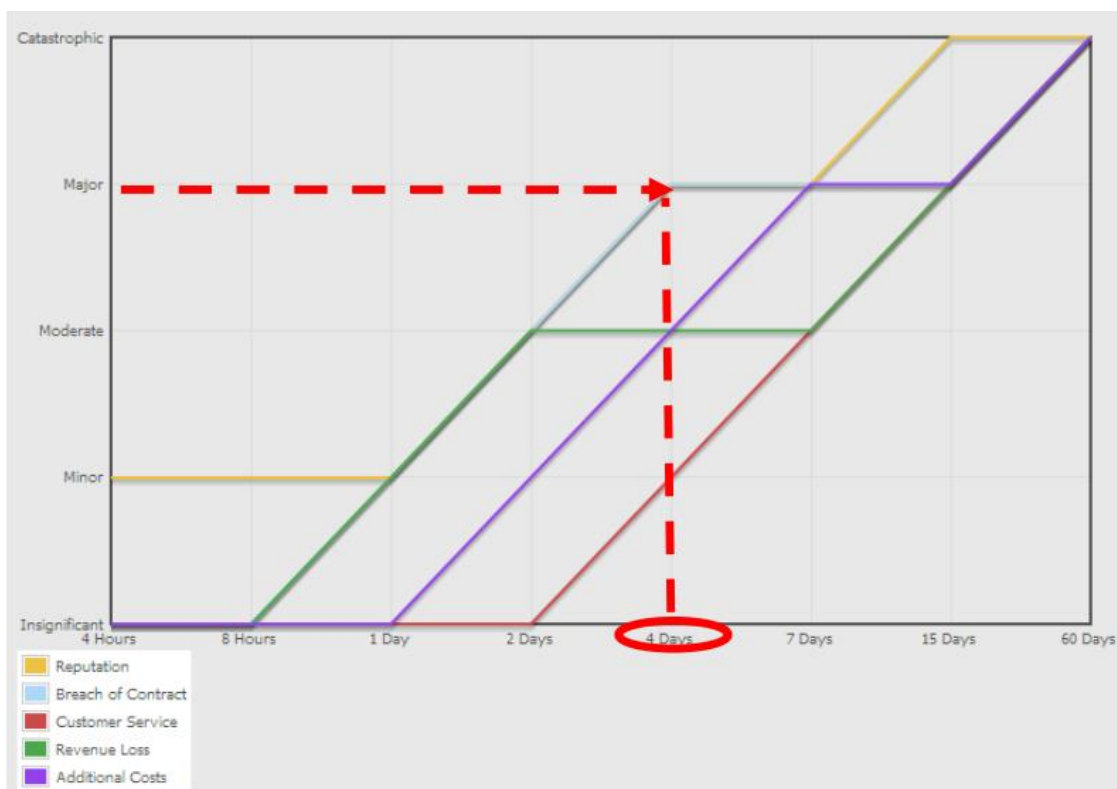
In the example above, the threshold has been set at major and this is reached within 4 days.

Should an activity not reach the threshold impact within the timescale defined for that division then Abriska will prompt the user to enter a manual MTPD/MAO. This value must be larger than the maximum time unit defined for that division.
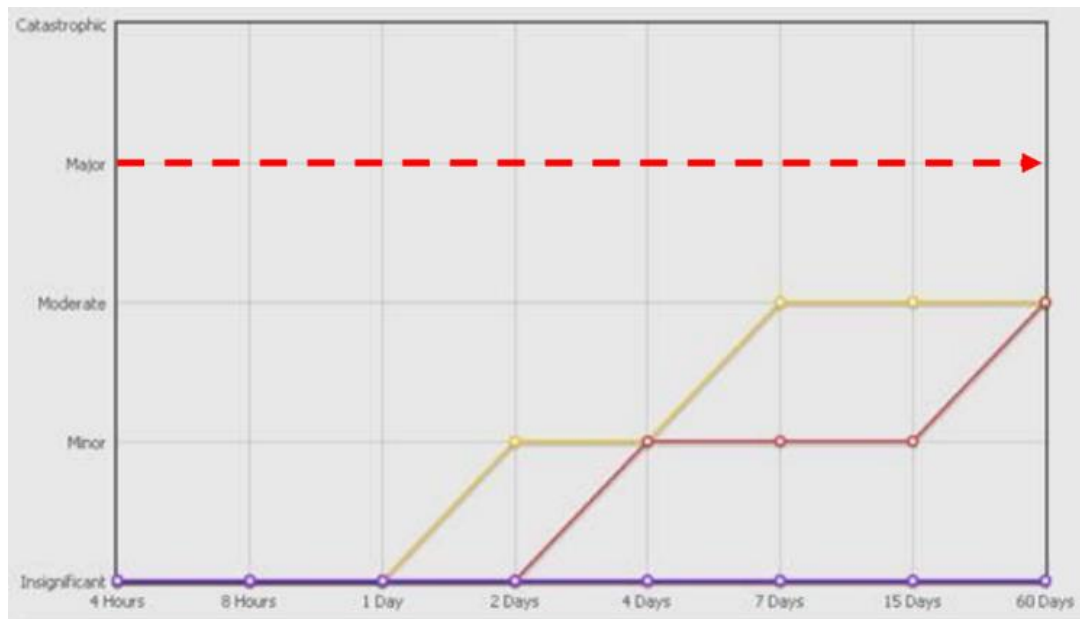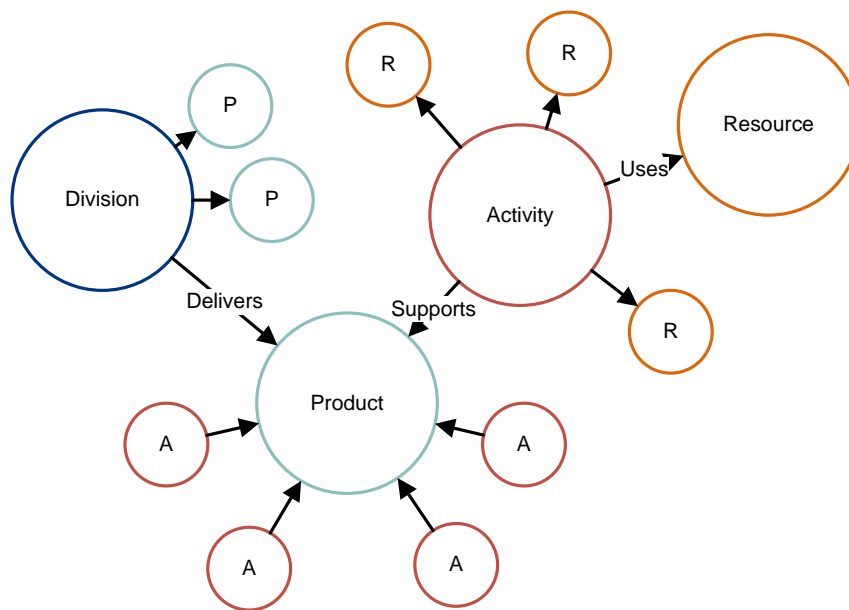
In the example above, no Impacts reaches the MTPD/MAO threshold, the manual MTPD must be greater than 60 days.

4.0 Business Impact Analysis – Outputs

4.1 Product - Activity – Resource Dependencies

All of the information entered into Abriska is visible through the dependency viewer; this highlights the inter-relationships between the entered data.

4.2   Resource Requirements over time

For each of the entered resources you can see the required recovery time objective, recovery point objectives.

Resource Name	RTO	RPO	BAU	4 Hours	8 Hours	1 Day	2 Days	4 Days	7 Days	15 Days	60 Days
PC Manufacturer Demo											
Equipment											
Assembly Tools	1 Day		Y	N	N	Y	Y	Y	Y	Y	Y
Information											
Build List	1 Day		Y	N	N	Y	Y	Y	Y	Y	Y
People											
Assembly Workers	8 Hours		18	0	1	6	9	16	20	18	18
Premises											
HQ	1 Day		Y	N	N	Y	Y	Y	Y	Y	Y
Technology											
CRM Application	2 Days	4 Hours	Y	N	N	N	Y	Y	Y	Y	Y
Inventory											
PC Components	N/A		Y	N	N	N	N	N	N	N	N
Server Components	2 Days		Y	N	N	N	Y	Y	Y	Y	Y
Laptops	1 Day		3	0	0	1	1	2	4	4	4

4.3   Critical Activities

Prioritised lists of activities are output within the business impact analysis report. The MTPD relates to the threshold that is set by the organisation (shown in red below).

Critical	Activity Name	MTPD	RTO	Impacts Over Time							
				4 Hours	8 Hours	1 Day	2 Days	4 Days	7 Days	15 Days	60 Days
Y	Assemble PC	4 Days	10 Hours	2	2	2	3	4	4	5	5
Y	Assemble Server	7 Days	1 Day	1	1	2	2	3	4	4	5
Y	Install OS	7 Days	2 Days	1	1	1	2	3	4	4	4
Y	Assemble Laptops	15 Days	5 Days	1	1	2	2	3	3	4	5

4.4   Division BIA report

Abriska 22301 generates a business impact analysis and risk assessment in line with the requirements of ISO 22301. Key products and services are identified and related to critical activities within the organisation. Each activity is assessed in terms of impact over time should the activity not be able to operate.

Division Name	Activity Name	Critical	MAO	RTO	NLO	Impacts Over Time							
						4 Hours	8 Hours	1 Day	2 Days	4 Days	7 Days	15 Days	60 Days
Assembly	Assemble Laptops	Yes	7 Days	10 Hours	4 Days	1	2	3	3	3	4	5	5
Assembly	Assemble PC	Yes	4 Days	1 Day	61 Days	2	2	2	3	4	4	5	5
Assembly	Assemble Server	Yes	7 Days	1 Day	7 Days	1	1	2	2	3	4	4	5
Sales	Account Management	Yes	7 Days	2 Days	7 Days	1	1	2	2	3	4	5	5
Marketing	Marketing	Yes	7 Days	2 Days	7 Days	1	2	2	2	3	4	5	5
Assembly	Install OS	Yes	7 Days	2 Days	7 Days	1	1	1	2	3	4	4	4
Procurement	Supplier Management	Yes	15 Days	3 Days	60 Days	1	1	2	2	3	3	4	5
Marketing	Branding	Yes	60 Days	3 Days	7 Days	1	1	1	2	2	3	3	4

The RTO will be highlighted red when a recovery time does not meet the current strategy.