

BIA Business Process Form Example

Business Process (Part 1)

Business Unit:

Central Service Desk

Business Process:

Tier 1 Customer Support

Process Manager:

(Last Name, First Name)

Ken, Billy

Briefly describe what the process does, why the process is critical, and how the process is performed:

Tier 1 tech support via phone, email, and walk-in.

Process Manager Title:

Manager, Service Desk

List all prerequisite processes, functions, or applications the business process relies on:

Working phone line, power, functioning network connection, and Remedy.

How often is this process used?

7:00 a.m. – 5:00 p.m. M-F

Please indicate the critical time for this process:

Reports including documented incidents and statistics are submitted weekly.

Who benefits from this process?

All University students, faculty and staff.

What is the timeframe in which this process must be recovered after an unplanned interruption to business operations?

☒ **High** – Immediate restoration required. Maximum outage/downtime is between 1 - 5 days before the business unit suffers a severe legal, reputation, or financial impact.

☐ **Medium** – Function can continue without being performed for 2 - 4 weeks. Failure to perform these will eventually impact performance of high-level functions, but will not result in a severe legal, reputation, or financial impact.

☐ **Low** – Function can continue without being performed for 31 days or more and can be delayed until the operating environment has been restored to normal.

Information Technology Process (Part 2)

What is the name of the function/application?

Document and resolve incidents and requests

Function/Application Manager:
(Last Name, First Name)

Ken, Billy

List your operating System (OS):
Example: Windows XP, Unix, Linux

Linux

What is the timeframe in which data must be recovered after an unplanned interruption to business operations?

☒ High – Immediate restoration required. The recovery of data should take place in less than 2 hours.

☐ Medium – Immediate restoration not required. The recovery of data can be delayed 2 - 24 hours.

☐ Low – Immediate restoration not required. The recovery of data can be delayed 24 - 72 hours.

Please list any planned or expected structural or system changes to this process to be made within the next 24 months:

There will be an upgrade to Remedy in FY10.

Are there any third party personnel working on this process?

☒ Yes

☐ No

If "Yes," what are their main responsibilities? Please include any vendors listed on the Vendor Form in Step 3.

Please list all the applications that support this business function:

Banner, Google, Remedy, iManager, Console One, Luminus (IDX, EHR)

Please indicate where the application(s) are located on the local area network (LAN). If you're not sure, please indicate an ITS department or personnel for reference:

Please contact Dee Serverguy – 977-6589 or dserverguy@slu.edu

Please indicate the name and location of the server. If you're not sure, please indicate an ITS department or personnel for reference:

Please contact Dee Serverguy – 977-6589 or dserverguy@slu.edu

Please list any potential environmental impacts to this process:

The server must be maintained in a temperature controlled room.