

# BUSINESS IMPACT ANALYSIS WORKSHEET

Department / Function / Process \_\_\_\_\_

## Operational & Financial Impacts

Timing / Duration	Operation Impact	Financial Impact

Considerations (customize for your resort)

**Timing:** Identify point in time when interruption would have greater impact (e.g., season, end of month/quarter, etc.)

**Duration:** Identify the duration of the interruption or point in time when the operational and or financial impact(s) will occur.

- < 1 hour                      > 24 hrs < 72 hrs
- > 1 hour < 8 hours        > 72 hrs
- > 8 hours < 24 hours     > 1 week

**Operational Impacts:**

- \* Lost sales and income
- \* Negative cash flow resulting from delayed sales or income
- \* Increased expenses (e.g., overtime labor, outsourcing, expediting costs, etc.)
- \* Regulatory fines
- \* Contractual penalties or loss of contractual bonuses
- \* Customer dissatisfaction or defection
- \* Delay executing business plan or strategic initiative

**Financial Impact:**

Quantify operational impacts in financial terms.