



Hamilton County Continuity of Operations Worksheet #2

Supporting Material for Conducting a Business Process Analysis

A business process analysis is a systematic method for identifying and documenting all the elements necessary to perform each essential function. The prioritized list of essential functions outlines what the essential functions are and when they need to be resumed; the business process analysis identifies how the function will be accomplished and what is needed. Going through this process ensures the right people, equipment, capabilities, records and supplies needed to perform the essential functions during a disruption are identified. Your organization's essential functions must be identified prior to conducting the Business Process Analysis. Therefore, utilize Worksheet #1 to assist you in identifying your essential functions prior to completing Worksheet #2. Below are the 9 steps to conduct a business process analysis.

Step 1: Identify the Essential Function's Output

What products, services and information result from the performance of the function?

Step 2: Identify Input Requirements

What products, information and equipment are required to perform the essential function?

Step 3: Identify Partners and Interdependencies

Who are the internal/external organizations that support/ensure the performance of the essential function? What information, supplies, equipment or products do they provide?

Step 4: Identify Leadership Who Perform the Essential Function

Who in the organization's leadership is required to perform the essential function?

Step 5: Identify Staff Who Perform and Support the Essential Function

What staff in the organization is required to directly support or perform the essential function? It is beneficial to also include the skills staff members who perform the function need? (e.g. 2 licensed civil engineers with experience in road and bridge safety and inspection; 15 drivers experienced in snow removal)

Step 6: Identify Communication & Information Technology Requirements

What communication, information technology and audiovisual software and equipment are required to support the performance of the essential function?

Step 7: Identify Alternate Site Requirements

What are the facility requirements for performing the essential function? Could the function be supported through telework?

Step 8: Identify Resources and Budgeting Requirements

What supplies, services and capabilities (not already addressed) are required to perform the essential function? What are the funding sources?

Step 9: Describe the Process Flow

How is the essential function performed?

Essential Function #
Business Process Analysis Data Sheet
Date

Essential Function Statement: *Short concise statement of what the function is.*

Essential Function Output: *List of the products and services that are produced or delivered to external partners and stakeholders.*

Essential Function Input: *A list describing the information, authorizations, supplies and services that are needed to perform the function.*

Partners and Independencies: *A list of the internal and external partners necessary to perform the function.*

Leadership: *A list of the key senior leaders who are needed to participate in the direct performance of the essential function.*

Staff: *A list of the staff required to perform the essential function and their supporting activities. Alternate staff should be identified.*

Communications and IT/AV: *A list identifying the general and unique communication, IT and AV requirements to perform the essential function.*

Alternate Site: *A description of the facility requirements needed to perform the essential function. Also describe whether all or part of the function can be performed remotely.*

Resources and Budgeting: *A list of supplies, services, capabilities and other essential resources not already accounted for including the source of any additional funded needed to perform the function.*

Process Details: *A narrative or diagram describing how all elements of the function tie together.*