

Corporate Information and Computing Services

Appendix 1 Business Impact Assessment

Business Impact Assessment Methodology

The purpose of the Business impact assessment is to identify the importance of a system or service provided by CiCS to the fulfilment of the University's aims and objectives. The intention is that this information will be used to rate the importance of the system on a scale of High; Medium and Low importance to the University. In line with UCISA recommendations will then be used to determine the level of risk which is acceptable for each service; the level and type of contingent actions which will be taken relating to the service and the testing regime.

	Mission Critical Systems¹	High Importance Systems²	Medium Importance Systems	Low Importance Systems
Planning Framework	Plans to accommodate failure for up to 1 day or plans for continuous operation of the service Estates, Purchasing and Insurance strategies/plans incorporate their roles in information system continuity	Plans to accommodate failure for up to 2 days Estates, Purchasing and Insurance strategies/plans incorporate their roles in information system continuity	Plans to accommodate failure for up to 1 week Estates, Purchasing and Insurance strategies/plans incorporate their roles in information system continuity	Plans to accommodate failure for between one month and 12 weeks Estates, Purchasing and Insurance strategies/plans incorporate their roles in information system continuity
Risk Assessment	All systems have been assessed against all know risks	All systems have been assessed against all know risks	All systems have been assessed against known risks	A sample of systems have been assess against the risks most likely to occur
Mitigating Actions	All feasible steps to mitigate against risks have been implemented	All feasible steps to mitigate against risks have been implemented	Steps to mitigate against the most likely risks have been identified and implemented where appropriate	Simple steps have been taken to mitigate against obvious risks

¹ This is an additional category to the UCISA recommendations

² From UCISA *Information Security Policy Toolkit: Appendix 11 Business Continuity Management.*

Continuity Plans	Continuity plans cover <ul style="list-style-type: none"> • Recovery procedures for most likely scenarios • Continuous operation of service on fail over device at alternate location • Any temporary arrangements • Disaster recovery contacts • Replacement equipment arrangements • Relocation arrangements 	Continuity plans cover <ul style="list-style-type: none"> • Recovery procedures for most likely scenarios • Any temporary arrangements • Disaster recovery contacts • Replacement equipment arrangements • Relocation arrangements 	Continuity plans cover <ul style="list-style-type: none"> • Recovery procedures for most likely scenarios • Any temporary arrangements 	There is a documented recovery procedure
Testing Schedule	Continuity plans are reviewed annually Continuity plan are tested on a sample of systems each year	Continuity plans are reviewed annually Continuity plan are tested on a sample of systems each year	Continuity plans are reviewed annually Continuity plans are tested on a sample of systems after any major system change	Continuity plans are reviewed periodically Continuity plans are tested on a sample of systems after any major system change.

In a variation to the UCISA template above it is proposed that we add a category of Mission Critical systems where planning would be to accommodate failure for one day.

High Importance Systems

N.B. Some High importance systems will have periods when their operation is critical to the functioning of the University. These periods are documented in the full Business Impact Assessment for each service and will be taken into account during the planning processes,

Service Type:

Corporate Information System (CIS)

Service Name	Function
CIS Academic Information Management	Provide academic information related to degree programmes
CIS BACSTEL-IP	Make BACS payments and Direct Debits payments
CIS CODA Financials	The University's financial accounting system.
CIS Nursing placements	Provision of placement allocation and management system for the school of Nursing and Midwifery
CIS Payroll	Processing of the University's payrolls.
CIS Regulations Processes	Provide repository of programmes of study, units of study (modules) and regulations which define the relationship between programmes and units of study
CIS Staff System	Electronic Staff Record for all contractual and non contractual persons
CIS Student Finance and Scholarship	System to calculate financial awards to students and inform students of awards
CIS Student System	University student record for all student activities from admission to graduation
CIS University Research Management System (URMS)	System to cost and approve research proposal
CIS User Access and Security	System to enable and manage staff access to CIS systems, so that staff may only access material to which they have permission to see.
Stocklink	System for the management of catering facilities.
Web Reports	Allows users to view pre-defined reports on data from various CIS systems. Users can also write their own reports using an ad hoc query tool.

Service Type:

Desktop

Service Name	Function
Managed Desktop	Provide a PC based Managed Windows Desktop for use by staff and students
Managed Macintosh Service	Provide a Managed Desktop on Macintosh computers principally for Chemistry and Psychology students
Unmanaged Macintosh Service	Provide unmanaged Macintosh computers with access to the university network, networked servers, networked printers and

the internet.

**Unmanaged
Windows Service**

Provide unmanaged windows PCs with access to the university network, networked servers, networked printers and the internet.

Service Type:

Email

Service Name

Function

Email

Provide an email service for all users which is accessible on and off campus.

Mailhubs

Provides the receipt and delivery of all University email

**Virus scanning of
mail**

Scans incoming mail for viruses on the mailhubs

Webmail

Allows access to electronic mail stores from any web browser. This is the only supported mechanism by which students can access their email

Service Type:

Hosted Service

Service Name

Function

**Access Control
System**

To manage and control access to University owned buildings.

Talis

Library Catalogue and Management System

Service Type:

Internet/Web

Service Name

Function

Portal (MUSE)

Provides staff and students with a personalised web site which facilitates access to email, news, events, CIS systems, WebCT and remote access to resources where access is limited to members of the University e.g. electronic diaries. Available resources are determined by the status of the individual user e.g. students only see WebCT courses for the modules they are taking.

Service Type:

Network

Service Name

Function

WINS Service

Allows window PCs to connect directly to each other and share files and resources, by allowing net bios name resolution.

Service Type:

Other

Service Name

Function

**Complaints and
Misuse**

Respond to complaints about and misuse off computers on the University network

**Computer
Registration
System (CRIS)**

To provide computer accounts to eligible members of the University, to advise on account usage, to manage accounts

Corporate Time

Electronic Diary and Resources Booking System

**Electronic
Document
Management**

A system to manage electronic records in an electronic environment

Novell Filestore

Provide central file storage facilities for staff and students. Users are provided with a home directory (U drive) and access to shared areas (M drive).

Printer Copier Management System (PCMS)	Access is provide to filestore both on and off campus. Payment/Access system for student and staff printing and photocopying.
Server Backup	Backup data held on CiCS servers.
Student Computing Rooms	To provide PCs running the managed service in allocated student computing rooms to facilitate student teaching and learning.
Ucard Service	Provides Ucards to eligible members of the University community and advise on card usage
WebCT	A Virtual learning environment for students.

Medium Importance Systems

Service Type: Corporate Information System (CIS)

Service Name	Function
CIS Accommodation	Processes University accommodation bookings and invoicing.
CIS Alumni System	Alumni contact database used to support all funding raising activities includes information on Alumni, friends of the University, ex staff, parents etc.
CIS Applix	Data manipulation and reporting to support the budgeting and forecasting processes
CIS Business Master	System for making foreign and urgent payments.
CIS Cash Receipting	Process the receipting of payments to the University.
CIS Corporate Information Enquiry System	Provide enquiry facility to academic department regarding information held about their students in the CIS student system
CIS Departmental Administration System	Centrally provided system to enable academic departments to undertake certain administrative functions including: staff absences, student tutor data, and assessment
CIS Honours	System to allow departments to perform Financial management, purchase and sales processing.
CIS Management Information	Archive data about competitor institutions in paper form and electronically via Lumis. This is delivered by web reports
CIS Nursing Tracking	Provision of Nursing and Midwifery Tracking return to Nursing and Midwifery Council
CIS Resources Scheduling	Schedule all teaching events that take place in the University. Produce timetables for students
CIS Staff Recruitment System	System for the managing of the recruitment of staff to the University
CIS Student Archive	Archive of Student Records
Data Quality	Ensure quality of data held in the CIS student system
Kinetix	To provide the Conference Office and Central Catering services with a system for handling bookings and invoicing,
Oracle Development Server	CIS and Java web development and code repository which facilitates software evaluation and CIS development. This server also acts as a disaster recovery backup for live CIS system

Service Type: Email

Service Name **Function**

Spam Filtering Filters all incoming mail for spam content (junk email) and prevents such mail reaching the end user.

Service Type: Hosted Service

Service Name**Function****Humanities
Research Institute
Web Server**Publish Humanities Research Corpora and related websites online.
Provide online data storage and archiving for research projects in Humanities Research Institute.**Physics
Computational Grid
(LCG)**

High throughput Grid Computer for use in processing data related to Physics research.

**Student Union
Content
Management System
Web Elements**

Management tool for the Union of Students website

Online periodic table managed by the Department of Chemistry.

Service Type:**Internet/Web****Service Name****Function****Content
Management
System (CMS)**

Provides a mechanism for updating and maintaining the University's website

**Cpanel web
hosting service**

Hosting of web sites which do not fall within the remit of the University's Content Management system (CMS), e.g. staff personal pages. Provide additional facilities which are not available via CMS e.g. MY SQL tools to put databases on the web.

Service Type:**Network****Service Name****Function****Campus Wireless
Network**

Provide network connectivity to wireless devices on campus e.g. laptops.

**Computer Self
Registration System**

Allows user to register PCs on the campus network, wireless network, and RESNET. Manages and register IP addresses for PCs

**Guest Wireless
Network**

Provide network connectivity to wireless devices belonging to guests on campus.

Radius

User authentication for remote access service (RATS) and wireless networking

**RESNET Cabled
Network**

Provide network access in student bedrooms in University Halls and self catering accommodation.

**RESNET phone
network**

Provide phones to student bedrooms in University Halls and self catering accommodation.

**Virtual Private
Network (VPN)**

Offers remote access to the University network from other Internet Service Providers and networks. Provides secure access to the wireless network

Service Type:**Other****Service Name****Function****Access Grid**

To provide high quality video conferencing including lectures and seminars to similarly equipped sites.

CD-ROM Server

Allows networked access to CD-ROMs provided by the Library e.g. Encyclopaedia of Philosophy etc.

Computational Grid

High throughput grid computer for use in academic research.

Computer

Counter Sales	Sell software and make users aware of the terms and conditions associated with the legal use of that software. Sell other items as appropriate
Freedom of Information	Provide a point of contact and guidance for staff for Freedom on Information. Handle requests coming into the University for information under the Freedom of Information Act. Develops guidance for staff
Graduate Link	Job information service for students
Helpdesk	To provide IT support to all members of the University either face to face, via email or on the phone
Helpdesk Software	Software to Log calls made to CiCS and Library Service and provide Job management within CiCS Frontline Support, Data and Communications Team and the Library
Novell Printing Service	Provide a network printing service to managed and unmanaged windows PCs
Online Phone Database	Internal phone directory for staff and students
Reception Computer Centre	Meet and greet visitors to the Computer Centre and direct users to appropriate CiCS Service (Drop-in, PC workshop etc.).
Records and Document Management Service	Develop policy, guidance and good practice relating to records management within the University. Develop a framework for dealing with records.
Sheffield Reunited	Replicates friends reunited and collects self verified information from alumni which is fed into the alumni system
Statutory Returns	Make Statutory returns to government appointed bodies.
Support for Access Control	Manage the importation of data into the Access Control system.
WebSPIRS/ERL	Provide internet access to online database sources provided by the Library e.g. Library and information science abstracts.

Low Importance Systems

Service Type:

Corporate Information System (CIS)

Service Name

Function

CIS Head of Department's Diary

Diary of essential central service functions requiring co-operation and action from Head's of Department or their nominees.

Docent

Allow staff and research Postgraduates to book training courses and access online training materials provided by Staff Development Unit and CiCS.

Student Personal Development Planning

Facilitate students to plan their own personal development while studying at the University

Service Type:

Internet/Web

Service Name

Function

Anonymous FTP Service

To provide an anonymous FTP Service to staff and students. This facilitate the exchange of files between staff and students at different institutions, without the need for external users to be registered with CiCS.

Domain Name Registration

Registration of Domain Names (e.g. www.shef.ac.uk) with appropriate bodies so they can be used on the internet.

News Service

Provide access to Internet Newsgroups and other discussion forums.

Service Type:

Network

Service Name

Function

Remote Access to Sheffield (RATS)

Modem based dial up network service, which allows staff and students to connect to the University network and in the internet via a modem from outside the campus.

Service Type:

Other

Service Name

Function

Data Protection

Provide advice and guidance to staff on Data Protection Issues. Answer Subject Access Requests within 40 working days.

Equipment Loan Service

Provide equipment and support for University events

Information and Documentation Service

To provide information/documentation about the services provided by CiCS, and how they can be used effectively.

Liaison

To enable/ facilitate communication between CiCS and all groups of users especially at a strategic level.

Nagios Monitoring Software

Monitors other computer based services provided by CiCS. Provides a service status web page

Purchasing Advice

To provide advice on purchasing of PCs and related equipments

Reception 285

Meet and greet visitors to 285 Glossop Rd. Direct visitors to offices meeting etc,
Manage stationary and post for the department

Streaming Media	Delivers licensed video content across the campus network and internet for teaching and research purposes.
Training	To train university members in the use of core software and services at an introductory level
Windows Development Server	Systems for developing and testing new software/upgrades for Windows server based systems such as the Helpdesk Software.
Z39/50 Service	Allows reference management systems to communicate so that references can be downloaded into programmes such as Endnote. It is also used to connect the library catalogues of all Yorkshire and Humberside Universities to allow the cross searching of the catalogues.

Detailed Business Impact Assessment for Each Service

The detailed Business Impact Assessment for each service is available electronically in the CiCS MUSE community

