

Case Study: Setting the Aperture for Big Money Corp.'s Payroll Department

Case study: You are working to improve the recovery capabilities of the payroll department at Big Money Corp. The majority of their IT systems are offsite, hardened, and with high availability in three different geographic locations. Many of their records, documents, and manuals are paper. Payroll had to close their office one afternoon last quarter when their HVAC went out; they worked from home with very mixed success and didn't really talk about it again. There is some swing-space / hoteling-space available in their building. They do a one-hour table-top read-through each year.

While Payroll has many services, the most important is actually running monthly payroll. (There is no bi-weekly payroll.) They figure that, worst case, they could probably obtain as much as \$7,500 in disaster funds to help run monthly payroll in an emergency. The employees in Big Money Corp might be willing to tolerate up to an eight-hour delay in getting paid, but even a 24-hour delay would start to cause hardships. Payroll is most concerned with a loss of their people, as there are only six people in their department.

- You have only limited information at this point; do your best to estimate.
- Do NOT jump to solutions!
- Ask questions of your instructor as needed ☺

1. Get with your cohort
2. Estimate the department's overall preparedness:
 - a. Resources: _____%
 - b. Procedures: _____%
 - c. (Crisis) Capabilities: _____%
3. Calculate preparedness based on your estimates: _____%
4. Calculate recoverability (RCI™) based on your estimates: _____
5. Set the aperture for the Monthly Payroll Processing service:
 - a. Range of Losses (for planning):
 - i. Things: _____%
 - ii. Locations: _____%
 - iii. People: _____%
 - b. Restrictions:
 - i. Time:
 - ii. Cost:
 - iii. Scope: