



Business Process Prioritization Decisioning Matrix

PREPARED FOR THE ISG COMMUNITY RESPONDING TO THE COVID-19 CRISIS
SHOULD BE USED IN CONJUNCTION WITH ISG BCP CHECKLIST

Michael Fullwood, Partner
March 18, 2020

For support using this document, or to get the accompanying document
ISG BCP Checklist, please contact ISGBlueTeam@isg-one.com

imagine your future®

ISG Confidential. © 2020 Information Services Group, Inc. All Rights Reserved.

Proprietary and Confidential. No part of this document may be reproduced in any form or by any electronic or mechanical means, including information storage and retrieval devices or systems, without prior written permission from Information Services Group, Inc.

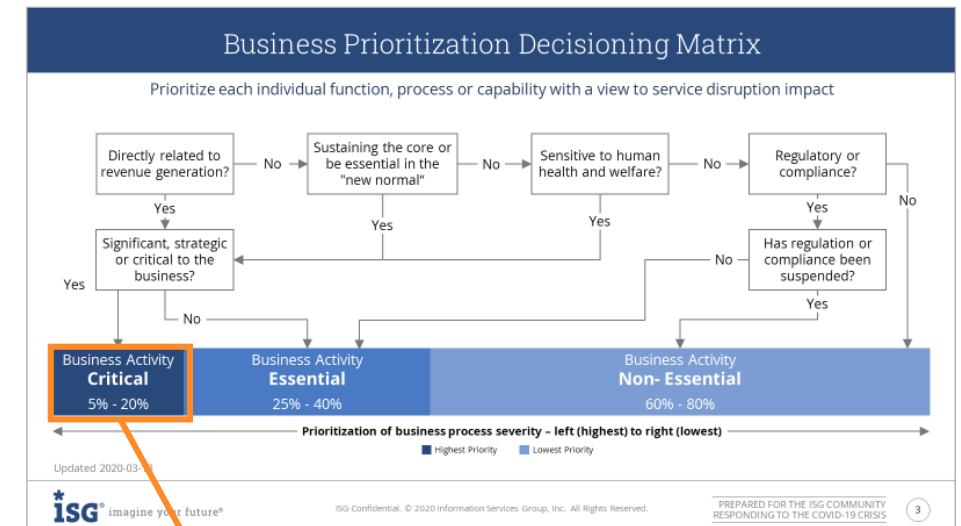
ISG offers this material to help our clients evaluate their critical business processes and business continuity planning as a service during the COVID19 crisis. These templates and forms are provided "as is." No warranty is expressed or implied regarding these templates and forms.

Business Process Prioritization Decisioning Matrix

Business processes need a detailed evaluation to determine severity of risk*.

This matrix is intended as a guide to assist in the prioritization of the most critical business processes to business continuity

- 1 Severity 1: Critical business process** for business continuity which must be maintained or immediately returned to operation in event of disaster. Inability to execute these processes could severely cripple the enterprise or otherwise create regulatory risks or liability.
- 2 Severity 2: Essential business process** must be returned partially and/or secondarily. Inability to execute these processes would be impactful but not acutely debilitating to the enterprise.
- 3 Severity 3: Business process is non-essential** to business continuity. Inability to execute these processes could create discomfort and minimal friction but are minimally disruptive to revenue channels, supply chain or risk profile.

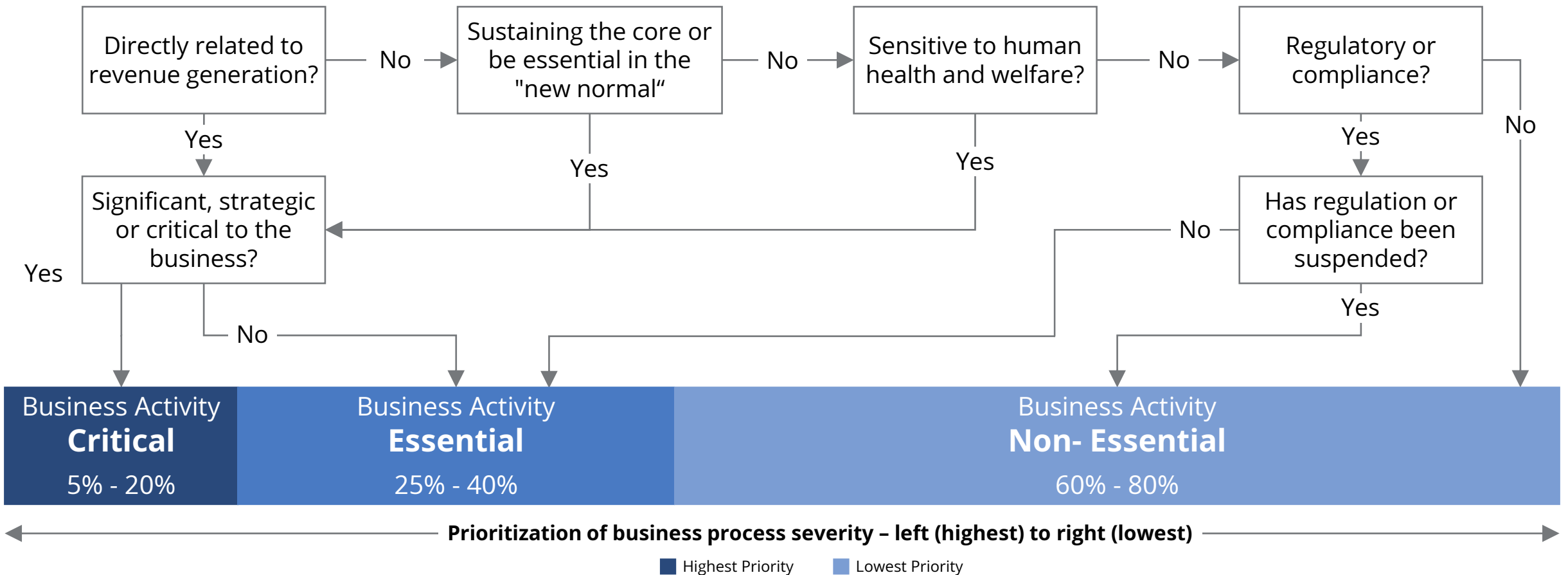


● Clients should focus on the business critical processes first.

* Severity in business process BCP analysis relates to the impact of the business process on business continuity and should not be confused with ITIL service desk severity levels.

Business Prioritization Decisioning Matrix

Prioritize each individual function, process or capability with a view to service disruption impact



Updated 2020-03-18



ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including more than 70 of the top 100 enterprises in the world, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

[isg-one.com](https://www.isg-one.com)