Vital Business Functions

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Vital Business Functions (VBF)

• The business critical functions of the agency, supported by an IT service

• Goal: Identify agency VBFs and underpinning IT components
  – Benefits:
    • Incident management impact analysis / severity classification
    • Incident management notification
    • Change management impact analysis
    • Change management notification

• Better understanding of how our IT services enable government to better serve the public
Examples of Vital Functions

- Public safety/first responder impact
- Sensitive data security
- Revenue/financial impact
- Citizen impacting/public facing
- Supports the agency’s core mission
VBF Collection Method

- Method
  - Complete VBF questionnaire by agency
  - Build relationships in configuration management database (CMDB) between business functions and underpinning infrastructure -- agency critical configuration items (CIs)
  - Monitor changes to agency critical CIs
VBF Collection Timeframe

• Timeframe
  – Pilot agencies complete
  – Remaining questionnaires will be sent out beginning Dec. 19, 2011, and ending March 12, 2012
  – Goal is to have all VBFs in the CMDB by March 31, 2012
VBF Questionnaire

- Questionnaire is an Excel spreadsheet containing nine columns:
  - Agency ID
  - Agency name
  - VBF name – Name of function (e.g. electronic permitting)
  - VBF description – What does the function do?
  - Host server name(s) – What servers support this function?
  - Contact name (email address)
  - Utilized by other agencies?
  - Dependent agency name(s)
  - Seasonal impact?
CI Relationships

Configuration Item: ELECTRONIC PERMITTING SYSTEM (EP)

Application

Approved

System Summary | Contact | Location | Vendor | Relationships | Service Level Objectives | Notes/Attachments | Audit Log

Upstream Relationships

<table>
<thead>
<tr>
<th>Upstream Configuration Item</th>
<th>Relationship Type</th>
<th>Relationship Subtype</th>
<th>Network Name</th>
<th>Port</th>
<th>Media Type</th>
<th>Concatenated Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>CVAV-USE639N1A9</td>
<td>Physical</td>
<td>Runs</td>
<td>ELECTRONIC PERMITTING SYSTEM (EP)</td>
<td></td>
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<td>CVAV-USE639N1A9</td>
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<tr>
<td>CVAV-VRT-WFB5G</td>
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<td>Runs</td>
<td>ELECTRONIC PERMITTING SYSTEM (EP)</td>
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Questions?