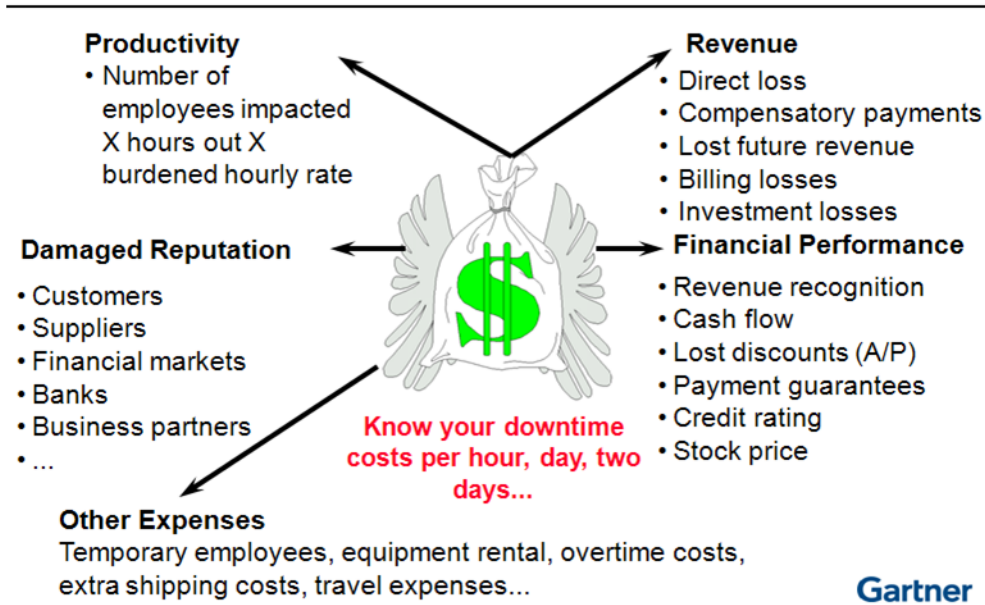


What Is Your Cost of Downtime?



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1. Quantifiable impacts, by time:
 - a. Lost sales / revenue (e.g., lost new business)
 - b. Lost production (e.g., impact from failing to successfully deliver service)
 - c. Delayed revenue (e.g., cash flow)
 - d. Additional operating costs (e.g., overtime, additional costs)
 - e. Key internal operational statistics (i.e., transaction volumes)
2. Non-quantifiable impacts or consequences:
 - a. Impact on regulatory and reporting requirements
 - b. Intangible impacts such as customer service, image, investor confidence, and reputation
 - c. Employee and societal health and safety consequences (e.g., environmental, employee morale, indirect community financial impacts)
 - d. Operational impact (e.g., workflow)
3. Continuity preparedness and exposures identified during the data gathering process, including the data center/equipment and business units, noting such capabilities and exposures as:
 - a. Operational contingency capabilities (e.g., manual fallback capabilities)
 - b. Existing alternate processing options (e.g., dispersed operating capabilities)
 - c. General level of preparedness (e.g., records protection program, departmental computer data backup and off-site rotation, etc.)
4. Other recommendations and observations