



Application Business Value Rating Survey
Question Summary
 Points for each Answer
 Notes / Tips in blue

1. How many employees are affected by this system when it is unavailable?
 If system goes down, how many employees cannot do their job?

Employee#	
Employee#	TierPoints
1	<25
4	26 – 100
6	101 – 250
8	251 – 500
10	> 500

2. What is the Patient Impact of this application?
 Direct – Patient care cannot be done without this system.

Patient impact	
CustImp	TierPoints
1	Indirect
7	Direct

3. How many patients are affected when the system is unavailable?

#Patients	
#Patients	TierPoints
1	< 25
4	26 - 100
6	101 - 250
8	251 - 500
10	> 500

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4. What is the Life Expectancy of the process or application?

Retire – do not do anything when life expectancy ends

Maintain / fix – restore or fix

Invest – system must be replaced when life expectancy ends

Life expectancy	
LifeExpTierPoints	LifeExpTierDesc
0	Retire
3	Maintain / fix
7	Invest

5. How much revenue is lost per day when this system is unavailable?

Consider Billables & Employee productivity

Daily Revenue	
DailyRevTierPoints	DailyRevTierDesc
1	< \$25,000
4	\$25,001 - 100,000
6	\$100,001 - 250,000
8	\$250,001 - 1,000,000
10	> \$1,000,000

6. Are there legal implications if this system is unavailable for 1 day?

Can legal action be taken against the Hospital?

Potential Legal	
OutageTierPoints	OutageTierDesc
1	No
5	Possible
10	Yes

7. What is the level of patient safety affected when this system is unavailable?

How many customers (patients) would the hospital potentially lose to other facilities if system(s) were down?

Patient Safety	
PatSafetyPoints	PatSafetyDesc
1	Minimal
3	Moderate
6	Substantial

8. Are there Other Systems dependent on this system or process?
What are their relationships?

Dependent Systems	
DepSysTierPoints	DepSysTierDesc
1	Stand Alone System
4	< 5 Interfaces
6	6 - 10 Interfaces
8	11 - 20 Interfaces
10	> 20 Interfaces

9. What is the OutageThreshold before the hospital suffers material impact?
What is the timeframe before the hospital suffers losses? How long can system be down?

Outage Threshold	
OutageTierPoints	OutageTierDesc
1	Several Days
4	< 24 Hours
6	< 12 hours
8	< 4 hours
10	< 1 hour

10. What is the impact to the Corporate Image?
If the system is down, what is the impact?

Corporate image	
CorplImageTierPoints	CorplImageTierDesc
1	Internal impact
4	Moderate
6	Significant
10	Catastrophic



11. What is the average number of transactions processed in an average day?

Daily Transactions	
DayTranTierPoints	DayTranTierDesc
1	< 10,000
4	10,000 - 50,000
6	50,001 - 100,000
8	100,000 - 500,000
10	>500,000

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