Appendix B Availability – Business impact assessment - example

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| Availability Impact | Low | Medium | High |
| Risk to Individual safety  | Consider any risk of injury or impact on safety, as well as the possibility of loss of life.  E.g. information is not available or is slow to become available, leading to safety risks  | Potential risk to individual safety  | Risk to individual safety  | Direct risk to individual life/ lives from information unavailability |
| Distress caused to any party | From the client’s or public’s point of view, distress could be caused by many things, including not being able to access their information, particularly in times of duress.  | Some distress from information release | Significant and real distress  | - |
| Damage to any party’s standing or reputation | Does loss of availability of information or systems affect any party's standing or reputation? Issues to consider include potential for adverse publicity, either locally or wider and the potential for damage occurring to either the service provider's or client's ongoing reputation due to information being unavailable. | Potential risk to reputation | Significant and long-lasting damage to reputation. | - |
| Inconvenience to any party | Consider factors such as releasing information which could lead to identity fraud being perpetrated. Not releasing information which would mean that customers should take additional steps to confirm processes | Some inconvenience | Significant inconvenience | - |
| Public order | Need to consider whether lack of information availability could risk community relations and public order. | Public order affected | Public order significantly affected because information is unavailable  | Complete loss of public order because information is unavailable  |
| Impact on government finances or economic and commercial interests | Impact on government finances or economic and commercial interests. Would lack of availability affect economic standing. | Low - Moderate financial loss | Significant financial loss due to information being unavailable |  |
| Financial loss to agency / service provider | If information is unavailable or inaccessible, would this cause financial loss.  | None or negligible | Significant financial loss |  |
| Assistance to crime or impact on its detection | Would availability of information have the potential to assist in preventing the conduct of a crime or terrorist activity. | Inability to release information may assist the conduct of a crime | Inability to release/share information to target stakeholders in time provides moderate assistance in the conduct of a crime  | Inability to release/share information to target stakeholders in time means suspects of major crime escape justice |
| Impact on risk of litigation | Litigation against the state of Queensland is either helped or hindered by information availability. | Moderate | Significant |  |
| *INSERT YOUR OWN IMPACTS HERE* | *Opportunity to add or remove impacts that specifically affect your department* |  |  |  |
| Availability BIL |  | **Low** | **Medium** | **High** |