1. Business impact levels

The following are suggested tables of business impacts for Confidentiality, Integrity and Availability which can be customised for individual agency context.

The most effective way of determining business impact levels that align closely to the agency mission is for an agency executive to undertake a process to examine agency information security risk tolerance and appetite. The executive can determine what business impacts their organisation should be focussed on. This process can be achieved using the BIL tables in this appendix as a starting point.

## Confidentiality

| Confidentiality impact |  | Low | Medium | High |  |
| --- | --- | --- | --- | --- | --- |
| Risk to Individual safety | Consider risk of injury or impact on safety, as well as the possibility of loss of life. An example could include release of names or locations of under‐cover officers, people under protection orders. | Potential risk to individual safety | Direct actual risk to individual safety | Direct actual risk to  individual life / lives | Assessment results in a rating of greater than high for any harmful event. The information is potentially National Security Information (e.g. SECRET) and must be safeguarded and classified ‘Above PROTECTED’ according to the Federal Government  PSPF  Refer to QLD Police Security and Counter Terrorism group |
| Distress caused to any party | From the client’s or public’s point of view, distress could be caused by many things, including the release of private information. | Some distress from information release | Significant and real distress | ‐ |
| Damage to any party’s standing or reputation | Effect on 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. | Potential risk to reputation | Significant and long‐lasting damage to reputation. | ‐ |  |
| Inconvenience to any party | Releasing information which could lead to identity fraud being perpetrated. | Some inconvenience | Significant inconvenience, direct significant tangible loss | ‐ |  |
| Public order | Whether release of information could pose a risk to community relations and public order. | Public order affected | Public order significantly affected | Complete loss of public order |  |
| Release of commercially sensitive data to third parties | Would disclosure of information have a commercial impact on any party, commercially sensitive information that could impact on current or future business | Some commercial impact | Significant commercial impact | ‐ |  |
| Spill of personal data | Privacy ‐ Would release violate legislative or regulatory guidelines such as information privacy principles? | Loss of Personal information /privacy impact | Loss of sensitive personal information causing moderate damage to the agency | ‐ |  |
| Impact government finances, economic | Impact on government finances or economic and commercial interests Would disclosure of information result in financial or economic consequences to government? E.g. Disclosure of planning results in changing property valuations. | Low ‐ Moderate financial loss relative to government finances | Significant financial loss, loss of PCI:DSS |  |  |
| Financial loss to agency / service provider | Consider this from the service provider’s perspective ‐ what losses could they incur? Considerations include possibility of fraud, a party illegally transferring money, a party gaining control of assets they don't legally own (e.g. by using information to establish an identity which is not theirs | Low ‐ Moderate financial loss | Significant financial loss, possible organisational collapse | ‐ |  |
| Threat or Opportunity to government agency’s systems or capacity to conduct their business | Would release of this information have the potential to prevent or enhance an agency or external party conducting their business? For how long would this reduction/prevention last? | Low ‐ Moderate threat to capacity | Significant threat to agency systems or capacity to conduct business over years | ‐ |  |
| Assistance to Crime or impact on its detection | Would release of this information have the potential to assist in the conduct of a crime or terrorist activity? | Release of information may assist the conduct of a crime | Release of information provides moderate assistance to the conduct of a crime | Suspects of major crime escape justice |  |
| Impact on development or operation of government policy | Would disclosure cause negative or positive impact to government during the stages where policy is being formulated or implemented? | Policy development is slowed | Significant policy development is halted. | ‐ |  |
| Impact on the environment | Impact the environment through information release | Environmental impact | Catastrophic environmental impact | ‐ |  |
| Impact on agency or Queensland Government workforce | Affect agency ability to function | Damage agency ability to function | Significantly damage agency ability to function over years | ‐ |  |
| Impact on risk of litigation | Litigation against the state of QLD is increased. | Moderate | Significant risk of litigation  Legal Professional Privilege | ‐ |  |
| Impacts on National Security | Causing damage to national security (as per Federal Government BILs) | Causing limited damage to national security | ‐ | Causing minor damage to national security |  |
| Impacts on National Infrastructure | Damage to QLD critical infrastructure | Damaging or disrupting infrastructure | Damaging or disrupting significant infrastructure | ‐ |  |
| Impacts on Defence Operations | Defence operations in QLD | Causing limited damage to the nonoperational effectiveness or security of Australian or allied forces without causing risk to life | ‐ | Causing damage to nonoperational effectiveness or security of Australian or allied forces causing resupply problems that could result in risk to life |  |
| *INSERT YOUR OWN IMPACTS HERE* | Opportunity to add or remove impacts that specifically affect your department |  |  |  |  |
| **Confidentiality BIL** |  | **Low**  **(OFFICIAL)** | **Medium**  **(SENSITIVE)** | **High (PROTECTED)** | **NSI** |

## Integrity

| Integrity impact |  | Low | Medium | Hight |
| --- | --- | --- | --- | --- |
| Risk to Individual safety | Consider risk of injury / impact on safety, as well as the possibility of loss of life. This could include a semantic attack which causes a SCADA system to misfunction | Risk to individual safety | Direct actual risk to individual safety | Direct actual risk to individual life / lives |
| Data Quality | Effect on agency data quality requirements | Record keeping does not meet Public Record Act (2002 QLD) requirements | Loss of historically important records | Significant failure of Evidentiary reqs (QLD Evidence Act 1977), Chain of Custody |
| Distress caused to any party | Information gathered about a party that is incorrect. Inability to correct inaccuracies effectively. Information is aged and therefore less accurate. | A party is concerned that information gathered is incorrect | Multiple parties are concerned or issues | Direct, tangible and significant distress caused |
| Personally sensitive data integrity failure | Does information held about clients have appropriate integrity/quality. Examples include medical records and other personal information. Inability to correct inaccurate information in a timely manner | Quality of personal information held is not fit for purpose | Low quality of holdings affects customers adversely over days | Inaccuracies in personal information have significant & tangible effects on multiple customers |
| Government finances, economic, commercial interests | Impact on Government finances or economic and commercial interests. Fraud through the changing of government financial data is an integrity threat | Low - Moderate impact | Severe impact on a single agency / some impact on a number | Catastrophic impact on multiple agencies |
| Financial loss to any client\* of the service provider or third party | Consider this from the service provider’s perspective - what losses could they incur? Considerations include fraud, money laundering, a party gaining control of assets they don't legally own | Low - Moderate impact | Severe impact on small numbers of  clients or third party | Catastrophic impact on multiple third parties, service providers or significant numbers of clients |
| Financial Loss to  Agency / Service Provider | Consider this from the service provider’s perspective - what losses could they incur? Considerations include fraud, money laundering, a party gaining control of assets they don't legally own | Low - Moderate impact | Severe impact to an agency or a service provider | Catastrophic impact on multiple agencies and service providers |
| Assistance to Crime or impact on its detection | If the integrity of the information were low, would this have the potential to assist criminals. | Low | Moderate detriment | Significant |
| Impact on development or operation of government policy | Would integrity loss impact government during the stages where policy is being formulated or implemented? Policy initiative does not proceed. | Low | Medium | Catastrophic |
| Impact on risk of litigation | Integrity loss impacts litigation against the state of QLD negatively | Low | Medium | Catastrophic |
| *INSERT YOUR OWN* | Customise for your agency |  |  |  |
| **Integrity impact** |  | **Low** | **Medium** | **High** |

\* - in order to assist in the determination of the appropriate level of impact, the following is suggested: Low < 10% of contract , Severe 60% of contract and Catastrophic 90% of contract

## Availability

| 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 leading to safety risks or Timeliness ‐ information being slow to become available. Emergency Services not receiving timely information | Potential risk to individual safety | Risk to individual safety because information is not available on time | 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 because information is not available | ‐ |
| Inconvenience to any party | Consider factors such as releasing information which could lead to identity fraud being perpetrated. Not releasing information which means 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 to prevent 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** |