

### Prioritization of Essential Services Form

<b>Name of Organization:</b>
<b>Department/Area:</b>
<b>Person Completing This Form:</b>
<b>Date:</b>

**Instructions:**

- 1) Carry over the essential services identified from the *Identification of Essential Services Form*.
- 2a/2b) Record the Recovery Time Objective (RTO)<sup>1</sup> and Recovery Point Objective (RPO)<sup>2</sup>, if applicable, for each essential service.
- 3) Identify supporting/interdependent processes; functions; IT infrastructure and applications; documentation/records; and personnel, for each essential service.
- 4) Assign each essential service to a prioritization tier for restoration of service to normal operating conditions using the following scale<sup>3</sup>:

Tier 1	RTO <4 hours
Tier 2	RTO 4-24 hours
Tier 3	RTO 24-72 hours
Tier 4	RTO 3-7 days
Tier 5	RTO 8-30 days

(1) Essential Service	(2A) RTO	(2B) RPO (if applicable)	(3) Supporting Processes, Infrastructure, Applications, Interdependencies, etc.	(4) Priority Tier

<b>(1) Essential Service</b>	<b>(2A) RTO</b>	<b>(2B) RPO (if applicable)</b>	<b>(3) Supporting Processes, Infrastructure, Applications, Interdependencies, etc.</b>	<b>(4) Priority Tier</b>

<sup>1</sup> RTO= The maximum amount of downtime that is allowable for a critical process before the impact becomes severe enough to drastically hinder patient safety and/or stop the continuation of business services.

<sup>2</sup> RPO= The point in time to which data must be restored after systems go down. It may also be considered the maximum amount of tolerated data loss.

<sup>3</sup> This scale is an example of how prioritization may be assigned. Members may choose to develop a different scale.