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Question: 118

Which are included in the Business Continuity professional's role? Select all that apply:

- A. Act as project sponsor for the BCP project
- B. Establish an Exercise/Testing Program
- C. Establish a plan to maintain BCP
- D. Establish the business continuity audit process
- E. Communicate exercise test results

Answer: B, C, D, E

According to the Disaster Recovery Institute's Professional Practices, the following are part of the business continuity planner's role in the subject area of Business Continuity Plan Exercise, Audit and Maintenance: -Establish an Exercise/Testing Program -Establish an Exercise/Testing Program -Establish a plan to maintain BCP -Establish a plan to maintain BCP -Establish the business continuity audit process -Establish the business continuity audit process -Communicate exercise test results -Communicate exercise test results

Key Takeaway: The BCP process is iterative. Performing these functions will provide feedback that will lead to re-planning.

Question: 119

How frequently should exercises be carried out? Select all that apply:

- A. On an ad hoc basis to check readiness on the fly
- B. Whenever new risks are identified and incorporated in the plan
- C. Pre-defined frequency
- D. Weekly
- E. Never

Answer: B, C

A BCP exercise should be carried out at a predefined frequency, and whenever new risks are identified to incorporate the response benchmarks in the plan.

Key Takeaway: The primary purpose of simulation exercise is to measure the response against benchmarks. It is expected that readiness of crisis management team will be ensured through continuous iterations, and assessment of new risks and preparing appropriate response plan.

Question: 120

True or false: A table top exercise can improve emergency preparedness.

- A. True
- B. False

Answer: A

A tabletop exercise is limited simulation of a crisis scenario in a narrative format. The exercise takes on a review and discussion format as opposed to an actual simulation.

Key Takeaway: Tabletop exercises are predominantly limited walkthroughs that familiarize team members with their roles.

Question: 121

Consider an organization providing call center services to Fortune 100 companies. All the employees of the organization (excluding support staff) are involved in taking calls from customers based in 5 continents. The organization has to carry out evacuation drill. What is the most appropriate strategy to carry out the drill?

- A. Carry out the drill with support staff only
- B. Bring all employees in on Sunday for the drill
- C. The drill should be employees in their respective working shift
- D. Employees in their respective shifts must continue to work.

Answer: C

The drills should simulate live situations. The drill is best carried out with employees in their working shifts.

Key Takeaway: Appropriate planning of the exercise and involvement of all stakeholders (including customers) is necessary in crisis management. In this case, substantial planning must be done to have a live drill to avoid disruption of the call center processes. Customers want you to do this type of exercise to ensure they are protected in case of an emergency and will often work with you.

Question: 122

A health care company realizes that their standard for losing no more than two hours of data in the event of a major emergency is not in compliance with federal regulations on patient data. What should be the immediate term action for the IT management and Board members responsible for disaster management?

- A. A. Focus upgrading infrastructure and prepare a new IT plan.
- B. Communicate to stakeholders that the RTO (recovery time objective recovery time objective) is compromised.) is compromised.
- C. Modify the RPO (recovery point objective recovery point objective) and work with stakeholders to assess/communicate the impact.) and work with stakeholders to assess/communicate the impact.
- E. Do nothing.
- D. All of the above.

Answer: C

The case presented describes a situation where the organization's recovery point objective is not compliant with a federal regulation. An infrastructure upgrade (Option A) is a medium/long term mitigation plan, but it does not immediately address the non-compliance issue. RTO (Option B) is not impacted as explained in the case. RTO (Option B) is not impacted as explained in the case.

Key Takeaway: The case represents a situation where planning exercise has missed a critical continuity requirement. In such cases, it is important that all stakeholders informed. Also, the plan must also be modified to capture the change.

Question: 123

True or false: The business continuity planner should define the Change Control Process for BCP.

- A. True
- B. False

Answer: A

According to the Disaster Recovery Institute's Professional Practices, the business continuity planner should define the Change Control Process for BCP.

Key Takeaway: While this may seem like a daunting task, abiding by an organization's established practices for change control in projects is often the best option.

Question: 124

All of the following are common results of testing and maintaining the business continuity plan except:

- A. Additional funding is added
- B. BCP Project Charter is changed

- C. BCP project plan is changed
- D. Communications management plan is changed
- E. All of the above are true

Answer: B

Key Takeaway: The project charter provides a vision statement for an undertaking and justifies its existence. If you had to change the project charter every time you did a risk assessment, you'd be one frustrated person.

Question: 125

Which of the following are possible stakeholders in business continuity planning choices? Select all that apply.

- A. Police
- B. Local pro sports team
- C. Suppliers
- D. Emergency responders
- E. None of the above

Answer: A, C, D

Groups and people that may be impacted or need to react to a disruption of normal activities are stakeholders.

Key Takeaway: All stakeholders must be carefully identified for business continuity planning. Their involvement in the planning is extremely important for success of crisis management.

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