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What can the product and service BIA be used for? - ANSWER 1. Prioritise products and services.

2. Confirm or modify BCMS scope

3. Determine impact of disruptions pertaining to big changes in organisation.

What are products and services? - ANSWER Output or outcomes provided by an organisation.

Who is responsible to ensure that BC priorities are assigned to products and services? - ANSWER Top management

What are the duties of top management? - ANSWER 1. Setting org objectives

2. Hold ultimate continuity responsibility

3. Adopt broadest org view to assess priorities

4. Choose to override (contractual) obligations when setting priorities

5. Being aware of future changes

What are the 4 steps of a product and services BIA? - ANSWER 1. Collect info to perform P&S BIA, e.g. BCMS scope, strategic direction, legal/regulatory/contractual requirements, customer expectations, previous impact assessment results, lessons learned from disruptions or exercises, impact of big changes.

2. Define timeframes and agreed methodology, estimate MTPD and RTO for each P&S group.

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BCI CBCI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Design: Here, learners explore how to translate analysis into strategic plans by developing continuity designs that mitigate identified risks, ensuring critical operations remain functional or can be quickly restored during disruptions.
Topic 2	<ul style="list-style-type: none">Implementation: This section covers putting the designed continuity strategies into action, including creating and deploying incident response and business continuity plans, structuring effective response teams, and ensuring operational readiness.

Topic 3	<ul style="list-style-type: none"> • Policy and Programme Management and Embedding: This part guides users through establishing a Business Continuity Management System (BCMS), including how to craft governance, define a policy, and embed these elements into the fabric of an organization for long-term sustainability.
Topic 4	<ul style="list-style-type: none"> • Introduction: This section lays the groundwork for newcomers to business continuity by clarifying what business continuity is, why it matters in organizational resilience, and how its fundamental practices interconnect under the Good Practice Guidelines (GPG) framework.

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BCI Certificate of the Business Continuity Institute (CBCI) Sample Questions (Q73-Q78):

NEW QUESTION # 73

Which of the following is used to determine the organization's prioritised activities and the recovery timeframes and resource requirements?

- A. A risk assessment
- B. A meeting with owners of product and services activities
- **C. A Business Impact Analysis (BIA)**
- D. An exercise

Answer: C

Explanation:

The CBCI 7.0 course explains that the Business Impact Analysis (BIA) is the foundational tool used to identify and prioritize organizational activities, establish Recovery Time Objectives (RTOs), and determine the resources required for recovery. The BIA evaluates the impact of disruptions on critical activities and quantifies acceptable downtime, guiding the prioritization of recovery efforts. Unlike risk assessments, which identify potential threats, the BIA focuses on operational impacts and recovery priorities. While meetings with activity owners contribute to data collection, it is the structured BIA process that synthesizes this information into actionable recovery targets. Exercises test plans but do not determine priorities.

Reference: CBCI 7.0 Study Guide, Module 3: Business Impact Analysis, pages 38-42.

NEW QUESTION # 74

Which of the following statements about the methods used to collect information following an exercise is correct?

- A. A hot debrief should be conducted within one month after the conclusion of an exercise
- B. Only senior level exercise participants should provide opinions during the debrief
- **C. Surveys are especially effective if an exercise and its participants are spread out over multiple locations**
- D. One-on-one interviews with all exercise participants should be conducted within one month following the exercise

Answer: C

Explanation:

Surveys are a practical and efficient way to collect feedback from participants who may be geographically dispersed or involved in staggered exercise sessions. The CBCI 7.0 course emphasizes that surveys enable broad participation and timely input collection, which can be crucial when participants cannot all meet in person or at the same time. Hot debriefs are typically immediate post-exercise discussions, not extended over a month. One-on-one interviews and limiting input to senior personnel restrict breadth and

may delay feedback.

Reference:CBCI 7.0 Study Guide, Module 6: Exercising and Validation, pages 125-128.

NEW QUESTION # 75

Which of the following is a step that would be taken by the Business Continuity professional to support the process to advance an organization from embedding to embracing Business Continuity?

- A. Assigning Business Continuity roles and responsibilities across the organization's hierarchy
- B. Development and adoption of a Business Continuity policy to protect the organization from disruptions
- C. Including funding in the Business Continuity budget to hire a consulting firm to run Business Continuity as a project
- **D. Gaining an understanding of the organization's culture**

Answer: D

Explanation:

The CBCI 7.0 course identifies gaining an understanding of the organization's culture as a foundational step in moving from merely embedding Business Continuity practices to fully embracing them. Cultural insights enable targeted interventions that align Business Continuity with existing values, beliefs, and behaviours, enhancing engagement and ownership. Policies and role assignments are important but less effective without cultural alignment. Outsourcing continuity as a project risks detachment from organizational realities. Understanding culture guides effective communication, training, and leadership strategies that foster a pervasive continuity mindset.

Reference:CBCI 7.0 Study Guide, Module 4: Culture and Engagement, pages 66-69.

NEW QUESTION # 76

The organization's requirements for information and data resources should be considered as part of the Activity Business Impact Analysis (BIA). Which of the following is correct in relation to the Recovery Point Objective (RPO)?

- A. The RPO should comply with data protection requirements
- B. The RPO establishes the amount of time that IT services can be disrupted before the organization is impacted
- **C. The RPO is the point to which information must be restored to enable all priority activities to operate on resumption**
- D. All data users and activities have the same requirements; so only limited consultation is required to determine the RPO

Answer: C

Explanation:

Recovery Point Objective (RPO) defines the maximum acceptable age of data to be recovered following a disruption, effectively setting the point in time to which information must be restored. The CBCI 7.0 course explains that RPOs vary depending on the priority and criticality of activities, requiring consultation with data users to ensure continuity needs are met accurately. RPOs are crucial for developing backup and data recovery strategies and directly influence the selection of technical solutions. While data protection compliance is necessary, it is not the primary function of RPO. Additionally, RPO focuses on data restoration points, not on the duration IT services can be disrupted—that relates to Recovery Time Objective (RTO).

Reference:CBCI 7.0 Study Guide, Module 3: Business Impact Analysis and Recovery Objectives, pages 56-59.

NEW QUESTION # 77

A strategic plan:

- A. May contain procedures for coordinating the transportation of personnel to alternate facilities
- **B. May be supported by a separate crisis communications plan**
- C. Should identify viable options to coordinate efforts of the operational teams
- D. Should contain procedures for responding to emergencies, including threats to life, or the environment

Answer: B

Explanation:

Strategic plans set the overarching framework and objectives for Business Continuity and are often supported by separate tactical or crisis communication plans tailored to communication needs during disruptions. The CBCI 7.0 course clarifies that while strategic plans guide overall responses, detailed emergency procedures and logistics coordination typically reside in operational or tactical

Reference: CBCI 7.0 Study Guide, Module 5: Solutions Design and Planning, pages 100-103.

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