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## BCI Certificate of the Business Continuity Institute (CBCI) Sample Questions (Q56-Q61):

### NEW QUESTION # 56

The Recovery Time Objective (RTO), competency of team members, and complexity of the processes to be recovered are factors that will play a role in determining the level of detail contained in:

- A. Crisis communication plans
- **B. Operational plans**
- C. Emergency response plans
- D. Strategic plans

**Answer: B**

Explanation:

Operational plans require detailed instructions tailored to the recovery needs of specific activities. The CBCI 7.0 course explains that factors such as the RTO, the skills of recovery teams, and process complexity influence the granularity of these plans. Shorter RTOs or complex processes demand more detailed operational plans to guide recovery actions precisely and minimize delays. Strategic plans set high-level direction and are less detailed; crisis communication and emergency response plans focus on information and immediate safety rather than detailed recovery steps.

Reference: CBCI 7.0 Study Guide, Module 5: Plans and Procedures, pages 85-88.

#### NEW QUESTION # 57

In order to enable Business Continuity solutions, it is necessary to:

- A. Carry out a review of the Business Continuity policy to ensure that it is updated with the detail of the agreed solutions
- **B. Establish and implement a strategy to ensure that business objectives are aligned to the agreed solutions**
- C. Create guidance documents that detail response activities and procedures that specific teams need to follow
- D. Measure capabilities to deliver the solutions by carrying out a gap analysis

**Answer: B**

Explanation:

The CBCI 7.0 course emphasizes that establishing and implementing a strategy aligned with business objectives is fundamental to enabling Business Continuity solutions. Business Continuity solutions must not only be technically sound but also directly support the organization's goals and priorities. Alignment ensures that continuity efforts contribute meaningfully to sustaining critical operations and delivering value during and after disruptions. This strategic approach drives resource allocation, prioritizes recovery efforts, and integrates continuity planning into broader organizational frameworks. While gap analyses, guidance documents, and policy reviews support solution enablement, without strategic alignment solutions risk being disconnected from business needs and may fail to gain management support or achieve desired outcomes.

Reference: CBCI 7.0 Study Guide, Module 5: Enabling and Implementing Solutions, pages 98-101.

#### NEW QUESTION # 58

In relation to Solutions Design, a gap analysis is used to determine whether:

- A. Personnel are embracing Business Continuity sufficiently well to deliver Business Continuity requirements
- **B. New strategies and solutions are in order to meet Business Continuity requirements**
- C. The results of an external audit are justified in terms of internal evidence of Business Continuity achievements
- D. The organization is performing at its optimum financial level

**Answer: B**

Explanation:

A gap analysis is a critical evaluation tool used in the Solutions Design phase to identify differences between existing Business Continuity capabilities and what is required to achieve organizational resilience. The CBCI

7.0 course specifies that this analysis determines if new or revised strategies and solutions are needed to meet Business Continuity requirements effectively. By comparing current states with desired outcomes, the gap analysis highlights areas lacking adequate controls, resources, or processes. It drives decision-making for prioritizing improvements and investments in continuity measures. This systematic assessment ensures that Business Continuity strategies are fit for purpose and aligned with evolving risks and business objectives. It is not focused on financial performance or audit justifications but on actionable capability enhancements.

Reference: CBCI 7.0 Study Guide, Module 5: Solutions Design and Gap Analysis, pages 95-99.

#### NEW QUESTION # 59

Which of the following would be the most effective and motivating way to share information that is intended to influence personnel to embrace Business Continuity?

- A. Send all information via email or the intranet on the assumption that this will be everyone's preferred, and most convenient, form of communication
- **B. Use language that is clear and easily accessible to all when producing documents, presentations or training materials**
- C. Ensure that attendance at meetings is recorded and reflected in the staff performance appraisals
- D. Provide detailed explanations on all of the organization and set regular tests to ensure that personnel are taking sufficient

interest

**Answer: B**

Explanation:

The CBCI 7.0 course highlights that the most effective way to motivate personnel is through clear, accessible, and engaging communication. Materials should be understandable regardless of role or background, avoiding jargon and complexity. This clarity facilitates comprehension and fosters genuine interest in Business Continuity. Detailed explanations and testing may overwhelm or alienate, while relying solely on email or intranet assumes preferences that may not be universal. Recording attendance links to compliance rather than motivation. Tailoring communication style and delivery to audience needs maximizes engagement and encourages embracement.

Reference: CBCI 7.0 Study Guide, Module 4: Communication and Engagement, pages 71-74.

#### NEW QUESTION # 60

When setting up any individual exercise, which of the following should be taken into consideration in relation to risks to business as usual?

- A. Any impacts of the exercise on business as usual should be written off in advance as an acceptable cost of carrying out the exercise
- B. Pre-existing business as usual commitments should be treated as a secondary consideration to ensure that these commitments do not undermine the exercise activity
- C. Personnel, including senior managers, should be instructed to consider the exercise as a priority and ignore any risks to business as usual that may arise during the exercise
- **D. The disruption caused by the exercise and any impact should be planned in advance, monitored and controlled during the exercise and minimised**

**Answer: D**

Explanation:

Exercising business continuity plans involves balancing the need to simulate realistic scenarios while minimizing unintended disruption to normal operations. The CBCI 7.0 course instructs that exercise planners must anticipate and control any business as usual impacts through careful planning, monitoring, and mitigation during the exercise. Ignoring risks or dismissing business as usual commitments undermines organizational operations and can reduce support for continuity activities. Managing disruption effectively ensures exercises achieve their objectives without unnecessary operational costs.

Reference: CBCI 7.0 Study Guide, Module 6: Exercising and Validation, pages 127-130.

#### NEW QUESTION # 61

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