



## **SCHOOL OF PROFESSIONAL STUDIES**

### **BACHELOR OF INFORMATION COMMUNICATION TECHNOLOGY**

#### **UNIT CODE: BCT 317, UNIT NAME: BUSINESS CONTINUITY AND DISASTER RECOVERY**

**September – December 2018/2019 End Semester Exam - Time: 2 Hours**

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**Instructions: Answer Question ONE (Compulsory) and any other TWO questions.**

#### **QUESTION 1 COMPULSORY (30 marks)**

- a) Define the following terms **(4 marks)**
- i) Business continuity planning
  - ii) Recovery Time Objective
  - iii) Stakeholder
  - iv) Business impact analysis
- b) Discuss five reasons why a company would develop and implement a business continuity plan **(5 marks)**
- c) Sabotage is a deliberate action aimed at weakening another entity through subversion, obstruction, disruption, and/or destruction. Sabotage is not usually a disaster that most people plan for. Explain how you can account for sabotage in your disaster plan. **(4 marks)**
- d) Hard copies of records are usually kept at offices, even in today's times. Identify the best measures for ensuring the protection of this information in the event of disaster. **(3 marks)**
- e) Identify four teams that form a generic crisis management team in an organization and state the role of each team in the event of a crisis. **(6 marks)**

- f) Assuming that you have been appointed as the manager of XYZ organization, describe the business continuity planning lifecycle that you need to follow in order to develop a continuity plan for the organization. **(8 marks)**

## **QUESTION 2**

- a) Highlight the seven key components of a business continuity plan and explain the importance of each in the plan **(7 marks)**
- b) Describe the six steps approach to effective project management **(6 marks)**
- c) Identify the two activities that take place in business continuity plan maintenance. **(2 marks)**

## **QUESTION 3**

- a) Discuss the crisis management process, clearly highlighting the activities involved at each stage. **(8 marks)**
- b) Describe the existing government codes and legislative requirements in case of a disaster. **(7 marks)**

## **QUESTION 4**

- a) Describe four types of tests involved in a Business Continuity planning **(4 marks)**
- b) (i) Describe what is meant by Business resilience **(2 marks)**
- (ii) Highlight six reasons why an organization needs to be resilient in their business operations **(6 marks)**
- c) Highlight three best practices that you need to put in place in case of power outages. **(3 marks)**

## **QUESTION 5**

- a) In case of a disaster, state and explain any four components of recovery strategies that may be adopted, stating two advantages for each. **(8 marks)**
- b) Identify four disaster preparedness guidelines for fixed facilities based and three disaster preparedness guidelines for mobile facilities based providers. **(7 marks)**