



**COLLEGE OF BUSINESSES AND ECONOMICS
JOHANNESBURG BUSINESS SCHOOL
DEPARTMENT OF BUSINESS MANAGEMENT**

SUPPLEMENTARY SUMMATIVE ASSESSMENT

SUBJECT: Business Continuity Management
CODE: AC1BCOM
DATE: January 2020
TIME ALLOWED: 120 Minutes
TOTAL MARKS: 100

ASSESSORS: Dr C Schachtebeck
MODERATOR: Dr S Boodhoo
NUMBER OF PAGES: 3

INSTRUCTIONS:

1. This is a closed-book assessment.
 2. Question papers must be handed in together with your answer books.
 3. Read the questions carefully and answer only what is asked.
 4. Answer all the questions:
 - Answer **Section A** in the answer book.
 5. Number your answers clearly.
 6. Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
 7. Structure your answers by using appropriate headings and subheadings.
 8. The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.
-

SECTION A**[100 MARKS]****QUESTION 1****[15 MARKS]**

Explain how to identify key processes as part of BCM planning. Use a diagram in your explanation.

QUESTION 2**[16 MARKS]**

Discuss the evolution of Business Continuity Management, starting in the 1970's where BCM has its roots.

QUESTION 3**[49 MARKS]**

Read the below case study and answer the questions that follow:

Earthquake of magnitude 6.8 in Japan**Background**

NTT FACILITIES, INC., which is a subsidiary of Nippon Telegraph and Telephone Corporation, manages the maintenance of the power and building facilities for telecommunications. It establishes a business continuity plan for continued power supply, and conducts the annual exercise, assuming a large-scale earthquake.

Incident

On July 16, 2007, the Chuetsu Offshore Earthquake of magnitude 6.8 occurred in Niigata Prefecture. Due to this, about 900 buildings were damaged or collapsed, and more than 56,000 houses were blacked out.

Adapted from: <http://www.bcifiles.com/BCIBusinessCaseforBCMMarch2010CASESTUDIES.pdf>

- 3.1 **Perform** a Business Impact Analysis (BIA) for NTT Facilities. Assume the earthquake is the most severe risk faced by the organisation (10)
- 3.2 **Draw** a risk matrix for the threats identified in Question 3.1. (15)
- 3.3 **Differentiate** between crisis management and crisis communication (6 marks). Then design a crisis communication plan for NTT Facilities (12 marks) (18)
- 3.4 **Explain** how emergency services can be integrated into a crisis management plan. (6)

QUESTION 4**[10 MARKS]**

Business Continuity Management is gaining traction as a component in an organisation's corporate strategic plan.

Explain why modern organisations should have a Business Continuity Plan in place.

QUESTION 5

[10 MARKS]

There exist certain pre-requisites that make the implementation of a Business Continuity Management possible.

Discuss any five (5) items that need to be in place to engage in successful BCM programs.

END OF ASSESSMENT