

Chapter 17: Worksheet mark scheme (6 marks)

1 What is the difference between crisis management (CM) and contingency planning (CP)? (2)

CM is a plan of what to do if something bad actually happens, e.g. disaster recovery, continuity plans. CP is planning aimed at reducing the risk of crisis and tempering its impact if it does happen.

2 Give **four** reasons why some people criticise time spent on contingency planning. (4)

- takes time that could be spent on other things (opportunity cost)
- time spent in planning costs money
- disaster may never happen, so all effort and cost may be wasted
- impossible to think of everything that could possibly happen