

# Perancangan Business Continuity Plan Pada Layanan TIK di Data Center: Studi Kasus Kementerian Sekretariat Negara = Designing A Business Continuity Plan On ICT Services In The Data Center: A Case Study From Ministry Of State Secretariat

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Abstrak

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Sejalan dengan reformasi birokrasi yang telah dicanangkan untuk mempercepat perubahan pada empat bidang prioritas salah satunya sistem informasi manajemen, saat ini hampir semua unit kerja di lingkungan Kementerian Sekretariat Negara (Kemensetneg) telah memiliki sistem informasi dalam mendukung tugas dan fungsi utama Kemensetneg. Semua layanan TIK termasuk sistem informasi berada pada Data Center yang dikelola oleh Biro Informasi dan Teknologi (Infotek). Biro Infotek harus memastikan operasional Data Center berjalan dengan normal agar dapat memberikan layanan TIK ke seluruh Stakeholder, akan tetapi pada pelaksanaannya masih sering ditemui gangguan yang menyebabkan kegagalan operasional pada layanan TIK. Mengacu pada hal tersebut sangatlah penting untuk memiliki rencana keberlangsungan operasional layanan TIK saat terjadi gangguan sehingga dampak dari gangguan tersebut dapat diminimalisir dan waktu pemulihannya dapat dilakukan lebih cepat dan terukur. Metodologi dalam penelitian ini adalah menggunakan ISO 23301:2012 sebagai panduan proses perancangan Business Continuity Plan (BCP) yang disesuaikan dengan kondisi SI/TI dan pedoman pengelolaan kelangsungan bisnis layanan TIK di Kemensetneg. Tahapan yang dilakukan adalah analisis dampak bisnis, analisis risiko, penentuan strategi kelangsungan bisnis, dan penetapan tim tanggap darurat. Penelitian ini menghasilkan rancangan BCP yang dapat digunakan oleh Biro Infotek dalam upaya meningkatkan kelangsungan bisnis pada layanan TIK di Data Center Kemensetneg.

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**ABSTRACT**

In line with bureaucratic reforms that have been set to accelerate changes in the four priority areas, one of which is the management information systems. To date, almost all work units within the Ministry of State Secretariat (Kemensetneg) have developed an information system aimed at supporting the main tasks and functions of the Ministry of State Secretariat. All ICT services including information systems are located in the Data Center managed by the Information and Technology Bureau (Infotek). The Infotek Bureau must ensure that the operations of Data Center are running normally so that it can provide ICT services to all Stakeholders. However, in practice, connection issues are still often encountered that cause operational failure on ICT services. In this regard, it is very important to have an operational plan for the operation of ICT services in the event of a disturbance so that its impact can be minimized and it takes a more quick and measurable recovery time. The methodology used in this study was ISO 23301: 2012 as a guide to the Business Continuity Plan(BCP) design process that is tailored to the conditions of IS/IT and guidelines for managing the continuity of ICT service business in the Ministry of State Secretariat. The stages carried out are business impact analysis, risk analysis, determination of business continuity strategies, and establishment of an emergency response team. This study resulted in a BCP design that can be used by the Infotek Bureau

in an effort to improve business continuity in ICT services in the Ministry of State Secretariats Data Center.