

Perancangan Disaster Recovery Plan Komunikasi Suara: Studi Kasus Bank XYZ = The Designing Voice Communication Disaster Recovery Plan: Case Study of Bank XYZ

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Abstrak

Disaster Recovery Plan (DRP) adalah rancangan rencana yang fokus kepada sistem informasi untuk melakukan pemulihan target sistem, aplikasi, atau infrastruktur di lokasi alternatif setelah kondisi darurat. Bank XYZ yang merupakan salah satu bank terbesar di Indonesia, dibantu oleh konsultan independen melakukan Current Assessment Recoverability & Resiliency (CARR) tahun pada 2019. Berdasarkan hasil CARR, masih terdapat kesenjangan implementasi DRP Bank XYZ dengan standar leading practice, yaitu belum memiliki Disaster Recovery Plan (DRP) untuk komunikasi suara. Pentingnya komunikasi suara dibutuhkan untuk membantu hubungan penting antara lokasi pemulihan dan lokasi lain, dimana informasi perlu disampaikan secara tepat waktu, efisien, dan efektif, dengan semua saluran komunikasi yang ada. Oleh karena itu, disusunlah rancangan DRP komunikasi suara menggunakan framework BCI GPG 2018 dan penentuan strategi pemulihan berdasarkan NIST SP 800-34 Rev.1 yang disesuaikan dengan kebutuhan organisasi. Penelitian ini merupakan penelitian kualitatif yang termasuk dalam case studies dan action research. Pengumpulan data berdasarkan studi literatur, dokumen internal hasil CARR, dan wawancara stakeholder terkait dengan proses komunikasi suara di Bank XYZ. Dari penelitian ini diperoleh dokumen DRP komunikasi suara yang sesuai dengan kebutuhan Bank XYZ. Tujuan adanya dokumen DRP tersebut, kesenjangan penilaian CARR dapat dipenuhi dan proses pemulihan bencana terkait proses operasional komunikasi suara Bank XYZ dapat berjalan dengan cepat, terarah, dan tepat sehingga dampak bencana dapat diminimalkan.

..... Disaster Recovery Plan (DRP) is a design plan that focuses on information systems to perform recovery of system targets, applications, or infrastructure in alternative locations after an emergency. Bank XYZ, which is one of the largest banks in Indonesia, assisted by independent consultants conducted a Current Assessment Recoverability & Resiliency (CARR) in 2019. Based on CARR's results, there is still a gap in the implementation of DRP Bank XYZ with leading practice standards, namely not having a Disaster Recovery Plan (DRP) for voice communication. The importance of voice communication is needed to help communicate between recovery sites and other locations, where information needs to be delivered in a timely, efficient, and effective manner, with all existing communication channels. Therefore, voice communication DRP was designed by using BCI GPG 2018 framework and recovery strategy based on NIST SP 800-34 Rev.1 tailored to the needs of the organization. This research is a qualitative study which is included in case studies and action research. Data collection is based on literature studies, internal documents from CARR results, and stakeholder interviews related to the voice communication process at Bank XYZ. From this study, a voice communication DRP document was obtained that was suitable with the needs of Bank XYZ. Benefit of DRP document, CARR's assessment gap can be fulfilled and the disaster recovery process related to the operational process of Bank XYZ's voice communication can run quickly, directed, and precisely so that the impact of the disaster can be minimized.