

**New Insights into Business Continuity
For MCSB Systems Berhad**

Farizah Bt Zainuddin

**Bachelor of Science (Hons)
Deakin University
Geelong, Victoria
Australia
1994**

**Submitted to the Faculty of Business and Accountancy,
University of Malaya, in partial fulfilment
of the requirement for the Degree of Master of Business
Administration.**

October 2002 2002



Abstract

Business information availability is the lifeblood of a company and is the heart of an organisation's operation. Many companies invest a lot of money in developing reliable systems and infrastructure to accommodate the business information. But not many realise the need of business continuity until disaster is actually in front of them. This research paper will look how important is business continuity in an organisation. The study covered scopes of business impact analysis as well as step by step disaster recovery and backup planning process. The subject of the study is a Public Listed company in Malaysia, MCSB Systems Berhad. This paper too would look on how MCSB Systems Berhad applied the above process and analysis in coming out with its Disaster Recovery Plan and Standard Operating Procedures.

Table of Contents

CHAPTER 1: INTRODUCTION4

1.1 PURPOSE AND SIGNIFICANCE OF STUDY4

1.2 RESEARCH QUESTIONS.....8

1.3 SCOPE OF STUDY.....8

1.4 ORGANIZATION OF THE STUDY.....9

CHAPTER 2: LITERATURE REVIEWS10

CHAPTER 3: DISASTER RECOVERY PROCESS (DRP).....12

3.1 BUSINESS IMPACT ASSESSMENT (BIA)13

3.2 SITE RISK ASSESSMENT.....15

3.3 INFORMATION BACKUP AND STORAGE PROCESS17

3.4 RECOVERY TEAMS.....18

3.5 CRITICAL DATA.....21

3.6 RECOVERY SITE.....22

3.7 ASSESSMENT AND RECOVERY PROCEDURES22

3.8 RESTORATION PROCEDURES.....23

3.9 ESCALATION PROCESS.....23

3.10 TESTING THE PLAN.....23

CHAPTER 4: DRP IN MCSB SYSTEM BERHAD.....25

4.1 OVERVIEW OF COMPANY25

4.2 DEVELOPMENT OF DRP IN MCSB26

4.3 DEVELOPING STANDARD OPERATING PROCEDURES (SOP).....32

CHAPTER 5: CONCLUSION AND RECOMMENDATION.....37

BIBLIOGRAPHY39

APPENDIX A: BIA FORM41

APPENDIX B: DISASTER RECOVERY CHECKLIST45

APPENDIX C: AWARENESS PROGRAMME46

APPENDIX D: STANDARD OPERATION PROCEDURE.....57

APPENDIX E: MCSB COMPUTER ROOM DRP69

APPENDIX F: RISK ASSESSMENT86