

## ABSTRAK

Teknologi Informasi sudah disusun sedemikian rupa sehingga diharapkan dapat berjalan dengan baik dalam kondisi normal. Namun terdapat hal yang sangat penting yang harus diterapkan organisasi yaitu tidak selamanya organisasi berada dalam keadaan normal oleh gangguan atau bencana sehingga menimbulkan kerusakan, kurangnya ketersediaan layanan atau kehilangan data menyebabkan proses bisnis kritis akibat bencana yang datang sangat cepat dan tidak memiliki suatu prosedur dalam menanggapi. Instansi pendidikan Universitas Pasundan khususnya di Fakultas Teknik tentu ingin layanan dapat terus berjalan walau terdapat hal-hal yang tidak diinginkan membuat instansi dapat meningkatkan hasil dari visi dan misi yang sudah di terapkan.

Penelitian tugas akhir ini dilakukan beberapa tahapan yaitu identifikasi masalah, studi literature, menganalisis kondisi rencana keberlangsungan bisnis pada layanan akademik SITU UNPAS serta menyusun Standar Operasional Prosedur mengenali rencana keberlangsungan bisnis dalam menanggapi insiden yang tidak diinginkan, sehingga dapat meminimalisir ancaman dan risiko yang membahayakan keberlangsungan layanan akademik SITU di Fakultas Teknik Universitas Pasundan.

Hasil dari tugas akhir ini adalah merupakan rekomendasi Standar Operasional Prosedur yang dapat membantu Fakultas Teknik Universitas Pasundan untuk menanggapi serta mengurangi ancaman dan risiko yang membahayakan kegiatan operasional layanan akademik berdasarkan ISO 22301:2012.

**Kata kunci :** Standar Operasional Prosedur, Layanan Akademik, *Business Continuity Plan*, ISO 22301:2012 , Risiko, Fakultas Teknik Universitas Pasundan.

## ABSTRACT

Information technology has been structured so that is expected to run well in normal conditions. But there are very important things that should be implemented in an organization that is not always the organization in a normal state by a disruption or disaster causing damage, lack of availability of service or loss data caused critical business processes due to the disaster that came very quickly and does not have a procedure in responding to it. Educational institutions particularly in the Pasundan University Faculty of Engineering course want the service can continue to run even if there are things that are not desirable to make the agency may increase the yield of the vision and mission that has been applied.

This thesis conducted several stages of problem identification, literature study, analyze the condition of the business continuity plan in the academic service AIS UNPAS and to develop standard operating procedures to identify business continuity plans in response to unwanted incidents, so as to minimize threats and risks that endanger the continuity of service SITU academic in the Faculty of Engineering, University of Pasundan.

The results of this thesis is a recommendation Standard Operating Procedures that can help Faculty of Engineering, University of Pasundan to respond to and mitigate threats and risks to the operational activities of academic services base ISO 22301:2012.

**Keywords:** Standard Operating Procedures, Academic Services, Business Continuity Plan, ISO 22301: 2012, Risk, Fakultas Teknik University of Pasundan