

**BUSINESS CONTINUITY PLAN CASE STUDY: CROWN PROPERTY BUREAU**

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**ABSTRACT**

This research is qualitative research, which studies measures and processes in the creation of business continuity plans. The purposes of the research are to allow interrupted business processes and working systems to return to service within a specified period of time, create abilities to prevent and reduce risks in the information technology system, and successfully protect essential data of the organization.

The result of the plan is tested using four potential situations, which are Blackouts Caused by Exploded Transformers, Flooding, Political Demonstrations, and Disruptions to Critical Work. Hence, interviews were conducted by dividing the interviews into two groups, namely, high-ranking executives and IT staff, in order to determine the level of satisfaction in the following business continuity plan and set goals for the staff of the Information Technology Management Section, IT Department, Eighty-four percent of the high-ranking executives are satisfied with the business continuity plan, and the satisfaction of IT staff in the business continuity plan equaled 81.2 percent.

According to the research, staff members who are involved in the business continuity plan and the staff who have never participated in the plan should be encouraged to participate in the testing.

**KEY WORDS: BUSINESS CONTINUITY PLAN / RISK / TESTING**

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