

ABSTRAK

Manajemen risiko yang baik akan sangat berpengaruh terhadap proses bisnis yang dihasilkan organisasi. RS Muji Rahayu merupakan salah satu rumah sakit swasta yang menggunakan teknologi informasi dalam proses pelayanan kesehatan yang dimiliki. Permasalahan yang sering terjadi adalah gangguan listrik padam sehingga dalam jangka waktu yang lama dapat merusak perangkat keras. Selain itu, gangguan tersebut mengakibatkan terhentinya proses pelayanan seperti data biaya rincian tindakan maupun obat yang tidak tercatat.

Tujuan penelitian ini adalah menganalisis syarat kesesuaian dan ketidaksesuaian (*gap*) penerapan dan pemeliharaan sistem manajemen keberlangsungan bisnis terkait teknologi informasi menggunakan ISO 22301:2019. Serta, merancang dokumen *Business Continuity Plan* sebagai bentuk rancangan perbaikan dari syarat ketidaksesuaian (*gap*) tersebut. Dokumen *Business Continuity Plan* dirancang sebagai pedoman RS Muji Rahayu dalam melakukan mitigasi dan menghadapi ancaman teknologi informasi yang mengganggu keberlangsungan proses bisnis guna meningkatkan kualitas layanan kesehatan yang dimiliki.

Metode yang digunakan pada penelitian ini yaitu siklus *Check-Act-Plan*. Pertama-tama, peneliti menjalankan fase *Check* yang terdiri dari pembuatan *checklist* berbasis ISO 22301:2019, melaksanakan audit *checklist* dengan wawancara dengan narasumber terkait maupun observasi langsung, dan pengidentifikasian *gap*. Setelah mendapatkan *gap*, peneliti menjalankan fase *Act* yang terdiri dari analisis *gap*, studi literasi, dan pembuatan rancangan perbaikan menggunakan metode *Operationally Critical Threat, Asset and Vulnerability Evaluation* dan *Failure Mode and Effect Analysis*. Terakhir, peneliti merancang dokumen *Business Continuity Plan* sebagai fase *Plan*. Penelitian ini tidak sampai menjalankan fase *Do* dikarenakan keterbatasan waktu dan kunjungan ke rumah sakit karena Covid-19.

Hasil yang diperoleh dalam penelitian ini adalah RS Muji Rahayu telah menerapkan dan memelihara sistem manajemen keberlangsungan bisnis terkait teknologi informasi sesuai dengan syarat ISO 22301:2019 sebesar 61,36% (27 syarat) dan 38,64% (17 syarat) sisanya. Selain itu, peneliti juga menghasilkan dokumen *Business Continuity Plan* sebagai bentuk rancangan perbaikan dari 17 syarat yang belum terpenuhi tersebut. Dokumen *Business Continuity Plan* yang dirancang telah memberikan informasi penanganan dan pencegahan gangguan teknologi informasi ke dalam bentuk komite, alur komunikasi dan penanganan gangguan, daftar risiko dan tindakan korektifnya, form evaluasi performa teknologi informasi, dan gambaran umum skenario simulasi pelatihan.

Kata kunci: ISO 22301:2019, *Business Continuity Management System* (BCMS), *Business Continuity Plan* (BCP), Teknologi Informasi, RS Muji Rahayu

ABSTRACT

Good risk management will greatly affect the business processes produced by the organization. Muji Rahayu Hospital is one of the private hospitals that uses information technology in the process of its health services. The problem that often occurs is a power outage so that in the long term it can damage the hardware. In addition, the disruption resulted in the cessation of service processes such as data on costs for details of actions and drugs that were not recorded.

The purpose of this study is to analyze the requirements for conformity and discrepancy (gaps) for the implementation and maintenance of a business continuity management system related to information technology using ISO 22301:2019. Also, designing a Business Continuity Plan document as a form of improvement plan for the gap requirements. The Business Continuity Plan document is designed as a guideline for Muji Rahayu Hospital in mitigating and dealing with information technology threats that disrupt the continuity of business processes in order to improve the quality of its health services.

The method used in this study is the Check-Act-Plan cycle. First of all, the researcher carried out the Check phase which consisted of making a checklist based on ISO 22301: 2019, carrying out an audit checklist with interviews with relevant sources as well as direct observation, and identifying gaps. After getting the gap, the researcher carried out the Act phase which consisted of gap analysis, literacy studies, and making improvement plans using the Operationally Critical Threat, Asset and Vulnerability Evaluation and Failure Mode and Effect Analysis methods. Finally, the researcher designed the Business Continuity Plan document as the Plan phase. This research did not reach the Do phase due to time constraints and hospital visits due to Covid-19.

The results obtained in this study are that Muji Rahayu Hospital has implemented and maintained a business continuity management system related to information technology in accordance with ISO 22301:2019 requirements of 61.36% (27 conditions) and the remaining 38.64% (17 conditions). In addition, the researcher also produced a Business Continuity Plan document as a form of improvement design from the 17 unfulfilled requirements. The Business Continuity Plan document that has been designed has provided information on the handling and prevention of information technology disturbances in the form of a committee, communication flow and handling disturbances, a list of risks and corrective actions, an information technology performance evaluation form, and an overview of training simulation scenarios.

Keywords: ISO 22301:2019, Business Continuity Management System (BCMS), Business Continuity Plan (BCP), Information Technology, Muji Rahayu Hospital