



UNIVERSITI TEKNOLOGI MARA

**EVALUATING THE CURRENT DATA RECOVERY
PROCESS IN SURIAGROUP**



SURIAGROUP

DIONYSIA KIBAT (2008294852)

DATIN MARIAM MAHMUN (2008294836)

PIUS AMIR (2008294896)

Applied Business Research submitted in partial fulfillment of the requirements for the
degree of

Master of Business Administration

Faculty of Business Management

22 MAY 2010

Abstracts

Disaster Recovery Plan is generally part of a larger, more extensive practice known as Business Continuity Planning. The ability to recover quickly and completely from any site failure is of paramount importance to organizations of all sizes – yet complexity and high costs prevent many from adequately protecting themselves. For years, data recovery in the event of a disaster failed to be seen as important due to the thinking of disaster will be remotely happened to the organization. This paper describes the level of DR in SuriaGroup, its importance and the alternative solutions to bridge DR methodologies to help organizations overcome the challenges of tape and achieve maximum benefits from their IT investments. The research is based on primary and secondary data within SuriaGroup, and from the findings this research found that data backup processes in SuriaGroup are well maintained, but not frequently tested and well-documented. The paper provides two options in its recommendations, i.e conventional DR methodologies and automated DR system for the management to consider. This research is only a first attempt to explore the DR awareness and DR process in SuriaGroup. It is proposed that for future research more variables can be incorporated to expand the current study.

Acknowledgement

First and foremost, we would like to extend our great appreciation to our Group Project Supervisor, Prof. Madya Dr Mohd Isa Bin Samat for his guidance, ideas and support in making our project a success.

To complete this study, we have to undergo so many challenges, stressful moment, and painful situation knowing that we are all working and we hardly have time to meet up to put up together our ideas and contribution to the completion of this research project.

This project would not have been completed without our commitment and sacrifices. We would like to acknowledge SuriaGroup and its subsidiaries, especially to the Group Managing Director, Datuk Dr. Mohd Fowzi Bin Hj. Razi for giving his consent for us to carry out the study. We would also like to convey our appreciation to the IT Assistant Manager, Ms Imelda Milus for contributing her inputs pertaining to the IT matters. Not forgetting all the staff who has participated as our respondents for this study.

Our great appreciation also goes to our respective families for their understanding and support. Last but not least, many thanks also to those who have contributed directly or indirectly towards the success of our project.

Dionysia Kibat

Datin Mariam Mahmud

Pius bin Amir

Table of Contents

Abstracts.....	ii
Acknowledgement	iii
Table of Contents.....	iv
List of Tables.....	vii
List of Figures.....	viii
List of Abbreviations	ix
List of Appendix.....	x
CHAPTER ONE.....	1
INTRODUCTION	1
1.1 Research Background.....	1
1.2 Suria Capital Holdings Berhad and Subsidiaries	4
1.3 SuriaGroup and IT Management.....	7
1.4 The Existing System.....	11
1.4.1 Backup and Restore Procedure	11
1.4.2 Incidents.....	12
1.5 Risk Assessment.....	13
1.6 Statement of the Problem.....	13
1.7 Objectives of Study	14
1.8 Research Questions	14
1.9 Scope of Study	14
1.10 Significance of the Study.....	15
1.11 Limitations of Study.....	16
1.12 Organization of Study.....	16
CHAPTER TWO	18
LITERATURE REVIEW.....	18
2.1 Introduction.....	18
2.2 Port Community System.....	20
2.3 Data Recovery Process	25
2.4 Electronic Data Storage	27

2.5	Electronic Data Recovery Planning.....	28
2.6	Advantages of Data Recovery Planning	32
2.7	Conclusion	35
CHAPTER THREE		37
RESEARCH METHODOLOGY		37
3.1	Data collection	37
3.2	Sample 37	
3.3	Questionnaires.....	38
CHAPTER FOUR.....		39
DATA ANALYSIS AND INTERPRETATION.....		39
4.1	Introduction.....	39
4.2	Profile of Respondents.....	39
4.3	Data Analysis	40
4.4	SWOT Analysis	44
4.4.1	Strengths	44
4.4.2	Weaknesses	44
4.4.3	Opportunities.....	45
4.4.4	Threats	45
CHAPTER FIVE		47
RECOMMENDATIONS AND CONCLUSIONS		47
5.1	Introduction.....	47
5.2	Key Findings.....	48
5.3	Conclusions on Key Findings	48
5.4	Recommendations	49
5.4.1	Fundamental 1 – Preparing for the Planning Process (Backup Strategy)	49
5.4.2	Backup Retention Policy	50
5.4.3	Backup Record Management	52
5.4.4	Backup recovery process	52
5.4.5	Fundamental 2 – Preparing Departments for Planning.....	55
5.4.6	Fundamental 3 – Risk assessment	56