

ABSTRACT

Shipping service is a delivery services which includes delivery of important documents, mails, and valuable goods in a fast delivery time within a period of one day or overnight either within a city or between cities. Today, a lot of problems occurs in a shipping service specifically the security of costumer transaction data and shipping and receiving transaction. One of the main causative factors that can trigger interruption in the shipping service process business is disaster that can reduce IT performance which lead to business *activities* halt. This makes an ideal condition for a company to apply *Continuity plan*.

An audit survey is essential to measure the company success rate on *Continuity plan* and also to evaluate the company readiness on disaster/problem handling. The survey conducted includes effectiveness assessment related to *Continuity plan* controls specifically *Continuity plan* organization structure,application of risk assessment, application of business impact analysis, application of preventive control, application of backup and recovery procedure in each sections, compliance testing, and substantive testing. The survey conducted using COBIT 5 and INTOSAI as frameworks.

The result of the service continuity survey in shipping service company are recommendation from the results of effectiveness control survey in compliance testing and substantive testing compiled in process analysis so that a solution can be provided for the company to determine the success rate and readiness in the company and better understanding of unachieved requirements in acquiring the vision and mission of the company.

Keywords: COBIT 5, INTOSAI, Service Continuity Audit, *Continuity plan*