

## ABSTRACT

With the rapid development of information technology and the popularization of information system deploying in most commercial industries, the importance of the information system and the crucial data stored in the information system become more and more significant. The management in the commercial industries is aware by the critical role played of the information system in their companies. Due to the unpredictable occurrence of the disaster which can be caused by natural events such as flood, fire, earthquake, the terrorist attack and human mistakes, a contingency planning strategy is emerged to prepare a recovery process in order to protect the data for business continuity. In banking industry, each bank operates in an IT-oriented infrastructure, its information systems should be maintained with a high protection level. The system stores huge data of external customers banking records and the internal information to support the activities of the banks.

The research examines the contingency planning process in Macao banking industry through a case study to explore the details on information system protection and data recovery strategy. Findings show that contingency planning is adopted in banking industry in Macao. The contingency process not only plans for information system and data recovery, but also ensures the business continuity.