CONTIAAS OPERATIONAL RESILIENCE ACADEMY · FREE TOOL

10 Questions Before You Believe "Zero Downtime"

For anyone who buys, funds or sells technology. Ask each question, then tick the answer you got.

		CLEAR	VAGUE	NONE
1	**Which service, exactly?** In the customer's words. **Red flag:** *"All of them." / "The platform."*	☐	☐	☐
2	**What is its impact tolerance?** How long before the damage is unacceptable? **Red flag:** *"Zero." / "We never go down."*	☐	☐	☐
3	**What is the RTO, and is it shorter than the tolerance?** How fast it must be back, with margin. **Red flag:** *"Under a minute", with no tolerance to compare.*	☐	☐	☐
4	**What is the RPO?** How much recent data could be lost? **Red flag:** *"We back up everything."*	☐	☐	☐
5	**Under which scenario was that RTO achieved?** One server? A whole region? A cyberattack? **Red flag:** *"In our tests."*	☐	☐	☐
6	**When was it last tested end to end, and can I see the evidence?** A report, a date, a result. **Red flag:** *"Last year, I think." / no report.*	☐	☐	☐
7	**Where does it physically run, and who do you depend on?** Provider, region, city. Suppliers of suppliers. **Red flag:** *"In the cloud."*	☐	☐	☐
8	**If everyone fails over at once, is the capacity there?** Reserved, or assumed? **Red flag:** *"Our provider handles that."*	☐	☐	☐
9	**When did you last restore from backup, not just back up?** A restore, timed, with a result. **Red flag:** *"Backups run every night."*	☐	☐	☐
10	**When it fails, who decides, how fast, and how will I be told?** Names, times, channels. **Red flag:** *"We'll let you know."*	☐	☐	☐

Clear answers _____ / 10

8–10 It's a plan.

5–7 Ask for evidence before you sign.

0–4 You heard a slogan.

Free mini-course (Modules 1–4): contiaas.com

Resilience is not a promise that nothing breaks. It is a plan for how long you can survive when it does.

Learn every question in the course: M2 the service · M3 RTO / RPO / tolerance · M4 dependencies · M6 crisis · M7 backup · M9 testing