contiaas
Continuity as a Service

FREE GUIDE · 2026 EDITION · 15 MINUTES

Operational Resilience Readiness Guide

A practical self-assessment, built on real incidents, to find the gaps before an outage turns into a crisis.

AI runs systems. Humans stay in control.

WHY NOW

19 JUL 2024 · GLOBAL

Not every crisis starts with an attack.

A faulty software update crashed about 8.5 million Windows computers in a single morning.

15 AUG 2026 · AUSTRALIA

How long can your business survive?

Mastercard card payments were declined for about 90 minutes after a scheduled system update.

20 OCT 2026 · LONDON

Untested redundancy is just hope.

A Google Cloud region was down for 6 h 10 min. The generators were there; both controllers that start them failed.

NOV 2026 · PARAGUAY

One dependency can stop everything.

About 3 million ueno bank customers lost access to their own money after the central bank intervened.

WHO IT'S FOR

Business leaders, service owners, and continuity, technology, security and crisis professionals. No technical background needed.

HOW TO USE IT IN 15 MINUTES

1. **Pick one real critical service:** the thing your customers can't lose.
2. **Answer the 8 questions on page 3** with evidence, not intentions.
3. **Choose one gap and one action** for the next 30 days (page 4).

INSIDE THIS GUIDE

8 method steps · **8** readiness questions · **30 min** exercise · **1** action for 30 days

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THE METHOD

The CONTIAAS method in 8 steps

Each step answers a business question and links to an Academy module. Cyber resilience and human control of AI run through all of them.

	WHAT THE INCIDENT TEACHES
01 Critical services Identify what customers can't lose, who is affected, and who owns it in the business. *"What can the customer not lose?"*	The branch was open. Lights, staff, computers. Not one transaction. Critical Service Card · Module 2
02 Impact and tolerance Set how long, and how much disruption, is acceptable before real harm is done. *"How long can we survive without this service?"*	Cards declined for about 90 minutes, across a whole country. Simple BIA Worksheet · Module 3
03 Dependency network Map people, processes, data, applications, suppliers, facilities, cloud and AI. *"Who do we depend on, and who do they depend on?"*	Two backup controllers. The same failure in both. Dependency Map · Module 4 · free
04 Testing and exercises Validate plans and assumptions with plausible scenarios, tabletop exercises and recovery tests. *"Has this ever been proven in real conditions?"*	A backup you've never tested is a hope, not a plan. 30-Minute Exercise · Module 9
05 Incident and crisis response Decide who escalates, decides, communicates and protects people when information is incomplete. *"Who decides in the first hour?"*	The fix shipped in under two hours. Recovery took days. Crisis Roles Card · Modules 5 and 6
06 Workarounds and recovery Prepare alternative or manual modes, restore by priority, and confirm the outcome for the customer. *"How do we keep serving if the system stops?"*	If cards stop for 90 minutes, how do you keep selling? 5 Questions for IT · Module 7
07 AI and automation Automate where it helps, but plan for errors and outages, keep humans validating, and know how to run without AI. *"If the AI is wrong or down, who notices and who takes over?"*	One automatic update reached millions of computers at the same time. AI Fallback Card · Module 8
08 Learn and evidence Turn tests and incidents into actions with an owner, a deadline and proof of improvement. *"Does today's lesson have an owner and a date?"*	Without an owner and a deadline, the same failure comes back. After-Action One-Pager · Module 10

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SELF-ASSESSMENT

Is your service ready?

Assess **one critical service**. Tick **Yes (2)** only when the answer is documented, has an owner, and was validated in the last 12 months. Tick **Partly (1)** when it exists but one of those three is missing.

Service assessed:

#	Readiness criterion	No 0	Partly 1	Yes 2
01	The critical service has a business owner and an agreed impact tolerance (maximum time, in hours or minutes).	◯	◯	◯
02	Dependencies on people, processes, technology, data, suppliers, cloud and AI are mapped.	◯	◯	◯
03	There is a tested alternative for every single point of failure, including cloud, SaaS, payments and AI.	◯	◯	◯
04	Supplier promises (“zero downtime”, RTO) have been confirmed with test evidence.	◯	◯	◯
05	Exercises include cyber scenarios and cascading failures, and the results are written down.	◯	◯	◯
06	It is defined who decides, who communicates and who confirms recovery, with deputies.	◯	◯	◯
07	Recovery is confirmed by the outcome for the customer, not just by the technical close of the incident.	◯	◯	◯
08	Lessons learned have an owner, a deadline and leadership follow-up.	◯	◯	◯

Score: ____ / 16

0–5	6–10	11–14	15–16
Exposed	Developing	Capable	Proven and improving

A high score only counts if the evidence survives a real scenario. When in doubt, tick Partly.

WHAT COUNTS AS EVIDENCE

Documented

It is written in a current document that someone else can find without asking for help.

Owned

A named person answers for it, and a deputy is defined.

Validated

It was tested, exercised or reviewed in the last 12 months, and the result is on record.

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NEXT STEP

Turn the score into action

Pick the gap with the biggest impact on customers and make one visible improvement in the next 30 days.

If you're missing...	Do this in 30 days	Use
Service or tolerance criterion 01	Get the service owner and the business in one room. Write in one line what the customer can't lose and the maximum tolerable time.	Simple BIA Worksheet Module 3
Dependencies or alternatives criteria 02–03	Draw how the service is delivered. Mark every single point of failure and pick one to test a workaround.	Dependency Map comment MAP
Supplier evidence criterion 04	Take the 10 questions to your next vendor meeting and ask for their latest test evidence.	10 Questions comment RTO
Tests or roles criteria 05–06	Run the tabletop exercise below, with the deputies in the room.	30-Minute Exercise
Recovery or learning criteria 07–08	Define how you confirm the customer is being served again. Give every action a name and a review date.	First action (below)

30-minute tabletop exercise

PICK ONE SCENARIO:

A. Your cloud provider is unavailable for 6 hours.

B. Card payments stop for 90 minutes.

C. Your customer-service AI gives customers wrong answers for a whole morning.

ASK 4 QUESTIONS, 5 MINUTES EACH:

1. Who decides, and how fast?
2. What do we tell, to whom, and through which channel?
3. What is the workaround, and who knows how to use it?
4. How do we confirm the customer is being served again?

Write down decisions, times and what was missing. That is your evidence.

Your first action

Critical service

Priority gap

Action in 30 days

Owner and deadline

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KEEP GOING

Contiaas Operational Resilience Academy

Level 1 · Foundations. Ten short modules. Each one opens with a real incident and ends with a tool you can use at work the next day.

1	**When Technology Stops** → Incident Lab Card	6	**Crisis: Who Does What?** → Crisis Roles Card
2	**What Must Continue?** → Critical Service Card	7	**Backup Is Not Recovery** → 5 Questions for IT
3	**How Long Can We Survive?** → Simple BIA Worksheet	8	**AI Is Now a Dependency** → AI Fallback Card
4	**What Are We Depending On?** → Dependency Map	9	**Test Before the Crisis** → 30-Minute Tabletop Kit
5	**Cyberattack vs Cyber Resilience** → First-Hour Checklist	10	**What Did We Learn?** → After-Action One-Pager

In production, launching in phases. Follow **@contiaas** to hear first.

Free tools: comment the word

Comment the word on any @contiaas Instagram post and get the link by DM.

MAP	Dependency Map	contiaas.com/mapa
RTO	10 Questions before you believe “zero downtime”	contiaas.com/10-perguntas
GUIDE	This guide	contiaas.com/guia

FOR ORGANIZATIONS

Independent assessment, tabletop exercises and workshops for business, technology and sales teams. Write to **contact@contiaastraining.com**.

Incidents summarized from public statements: CrowdStrike (2024), Mastercard (2026), Google Cloud (preliminary report, 2026) and Banco Central del Paraguay (2026). Status as of 7 Nov 2026. This guide is an educational self-assessment tool; adapt it to the legal obligations of your sector.

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