Five Questions to Ask Your IT Team

The recovery reality check · one service · one meeting

ORGANISATION	CRITICAL SERVICE (MODULE 2)	TOLERANCE (HOURS)	MEETING DATE

● Done in the last 12 months, with proof ● Believed, never proved ● Nobody knows

1 **When did we last restore a whole service, not just a file? How long did it take?** ○ ○ ○

A file restore proves the file, not the service.

ANSWER	PROOF (DATE, REPORT, TICKET)
What IT says	Where is the evidence?

2 **Where do the backups live, and could the same failure or attack reach them?** ○ ○ ○

Beget, Nov 2026: the disk-image backups were erased with the servers.

ANSWER	PROOF (DATE, REPORT, TICKET)
What IT says	Where is the evidence?

3 **Can our recovery test touch live systems? Who checked?** ○ ○ ○

Workday, Nov 2026: the recovery test reached the live data.

ANSWER	PROOF (DATE, REPORT, TICKET)
What IT says	Where is the evidence?

4 **If we restored everything tonight, in what order would it come back, and when would customers notice?** ○ ○ ○

Santos, Nov 2026: day 7, every backup read, still not every system back.

ANSWER	PROOF (DATE, REPORT, TICKET)	FULL RESTORE (H)
What IT says	Where is the evidence?	

5 **What do we do by hand until then, and who has practised it?** ○ ○ ○

Santos cleared ships by email. Workday customers ran their continuity plans.

ANSWER	PROOF (DATE, REPORT, TICKET)
What IT says	Where is the evidence?

● 0 ● 0 ● 0

ONE ACTION FOR THIS MONTH