Business Continuity Report

Ashford Business Services Ltd

This report records the results of a business continuity test, exercise, or actual disruption at **Ashford Business Services Ltd**. It shows what was tested, how quickly services were recovered, what went wrong, and what will be fixed. It is used to prove that the business continuity plan works, and to improve it where it does not.

Report details

Item	Detail
Company name	**Ashford Business Services Ltd**
Report reference	**JOB-1042**
Report type	**Test / Exercise / Actual disruption**
Date of test or disruption	**9 November 2026**
Start time	**10:30 am**
End time	**10:30 am**
Location affected	**Boardroom, 12 Church Street, Birmingham**
Report author	**Sarah Mitchell**, **Office Manager**
Reviewed by	**Sarah Mitchell**, **Office Manager**
Business continuity plan version	**Plan version number**

Scenario

The scenario tested was: **Scenario description, e.g. loss of access to the main office following a power failure**. The scenario was chosen because **Reason for choosing this scenario as agreed at the meeting**.

Services and functions in scope: **£45.00**. Services out of scope: **Services out of scope**.

What was tested

Item tested	How it was tested	Result
Item, e.g. staff notification system	**How it was tested**	**Pass / Fail / Partial**
Item, e.g. backup data restore	**How it was tested**	**Pass / Fail / Partial**
Boardroom, 12 Church Street, Birmingham	**How it was tested**	**Pass / Fail / Partial**

Item, e.g. remote working access	**How it was tested**	**Pass / Fail / Partial**
Item, e.g. supplier and customer communications	**How it was tested**	**Pass / Fail / Partial**

People involved: **Sarah Mitchell**. Observers: **Sarah Mitchell**.

Recovery times achieved

Recovery time objective (RTO) is the longest time a service can be unavailable before the effect on **Ashford Business Services Ltd** becomes unacceptable. Recovery point objective (RPO) is the longest period of data that can be lost.

Service or system	RTO target	Time achieved	RPO target	Data lost	Met target
Service or system	**10:30 am**	**10:30 am**	**Target, e.g. 1 hour**	**Data lost**	**Yes**
Service or system	**10:30 am**	**10:30 am**	**Target, e.g. 1 hour**	**Data lost**	**Yes**
Service or system	**10:30 am**	**10:30 am**	**Target, e.g. 4 hours**	**Data lost**	**Yes**
Service or system	**10:30 am**	**10:30 am**	**Target, e.g. 24 hours**	**Data lost**	**Yes**

Overall result: **Summary of recovery, e.g. all critical services were recovered within their rto targets as agreed at the meeting**. The longest recovery time was **10:30 am** for **Service or system**.

What went well

- **What went well, e.g. the staff notification system reached all staff within 15 minutes**.
- **What went well, e.g. backup data restored without errors**.
- **Boardroom, 12 Church Street, Birmingham**.

Issues found

Issue number	Issue	Effect	Severity
Issue number, e.g. i-01 as agreed at the meeting.	**Issue description as agreed at the meeting.**	**Effect on recovery or services**	**Medium**
Issue number, e.g. i-02 as agreed at the meeting.	**Issue description as agreed at the meeting.**	**Effect on recovery or services**	**Medium**

Issue number, e.g. i-03 as agreed at the meeting.	**Issue description as agreed at the meeting.**	**Effect on recovery or services**	**Medium**

Corrective actions

Action	Linked issue	Owner	Due date	Status
Corrective action as agreed at the meeting.	**Issue number as agreed at the meeting.**	**James Patel**	**23 November 2026**	**Open / In progress / Closed**
Corrective action as agreed at the meeting.	**Issue number as agreed at the meeting.**	**James Patel**	**23 November 2026**	**Open / In progress / Closed**
Corrective action as agreed at the meeting.	**Issue number as agreed at the meeting.**	**James Patel**	**23 November 2026**	**Open / In progress / Closed**
Corrective action as agreed at the meeting.	**Issue number as agreed at the meeting.**	**James Patel**	**23 November 2026**	**Open / In progress / Closed**

Corrective actions will be tracked by **Sarah Mitchell** and reviewed at the next business continuity review on **9 November 2027**. Any action not closed by its due date will be escalated to **Sarah Mitchell**.

Lessons learned

The main lessons from this test are: **Lesson 1**. **Lesson 2**. **Lesson 3**. Changes needed to the business continuity plan are: **9 November 2026**. The plan will be updated by **James Patel** by **23 November 2026**.

Costs and impact

Estimated cost of the disruption or test: **£45.00**. Customers affected: **Number of customers**. Orders delayed: **Number of orders**. Staff hours lost: **Number of hours**. No customer data was lost: **Yes**.

Recommendations

- **Recommendation, e.g. repeat the test every six months**.
- **9 November 2026**.
- **Recommendation, e.g. review the RTO targets for the slowest service**.

Sign-off

This report was prepared by **Sarah Mitchell** and reviewed by **Sarah Mitchell**. The findings and corrective actions are accepted by the management of **Ashford Business Services Ltd**.

Name	Role	Signature	Date

Ashford Business Services Ltd

Sarah Mitchell	**Office Manager**		**9 November 2026**
Sarah Mitchell	**Office Manager**		**9 November 2026**
Helen Morris	**Office Manager**		**9 November 2026**