[Company name]

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Business Continuity Report

[Company name] This report records the results of a business continuity test, exercise, or actual disruption at [Company name]. 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 Company name: _____ **Report reference:** _____

Report type: _____ Date of test or disruption: _____

Start time: _____ End time: _____

Location affected: _____ Report author: _____

Reviewed by: _____ Business continuity plan version: _____

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].

Services and functions in scope: [Services in scope, e.g. customer support, order processing, and payroll]. 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]**
[Item, e.g. alternative office location]	**[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: [Names and roles of people involved]. Observers: [Names of observers].

Recovery times achieved Recovery time objective (RTO) is the longest time a service can be unavailable before the effect on [Company name] 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]	**[Target time, e.g. 4 hours]**	**[Time achieved]**	**[Target, e.g. 1 hour]**	**[Data lost]**	**[Yes / No]**
[Service or system]	**[Target time, e.g. 4 hours]**	**[Time achieved]**	**[Target, e.g. 1 hour]**	**[Data lost]**	**[Yes / No]**
[Service or system]	**[Target time, e.g. 8 hours]**	**[Time achieved]**	**[Target, e.g. 4 hours]**	**[Data lost]**	**[Yes / No]**
[Service or system]	**[Target time, e.g. 24 hours]**	**[Time achieved]**	**[Target, e.g. 24 hours]**	**[Data lost]**	**[Yes / No]**

Overall result: [Summary of recovery, e.g. all critical services were recovered within their RTO targets]. The longest recovery time was [Longest time] 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].
- [What went well, e.g. the alternative office location was ready on arrival].

Issues found

Issue number	Issue	Effect	Severity
[Issue number, e.g. I-01]	**[Issue description]**	**[Effect on recovery or services]**	**[Low / Medium / High]**
[Issue number, e.g. I-02]	**[Issue description]**	**[Effect on recovery or services]**	**[Low / Medium / High]**
[Issue number, e.g. I-03]	**[Issue description]**	**[Effect on recovery or services]**	**[Low / Medium / High]**

Corrective actions

[Company name]

Action	Linked issue	Owner	Due date	Status
[Corrective action]	**[Issue number]**	**[Name of owner]**	**[Due date]**	**[Open / In progress / Closed]**
[Corrective action]	**[Issue number]**	**[Name of owner]**	**[Due date]**	**[Open / In progress / Closed]**
[Corrective action]	**[Issue number]**	**[Name of owner]**	**[Due date]**	**[Open / In progress / Closed]**
[Corrective action]	**[Issue number]**	**[Name of owner]**	**[Due date]**	**[Open / In progress / Closed]**

Corrective actions will be tracked by [Name or role] and reviewed at the next business continuity review on [Review date]. Any action not closed by its due date will be escalated to [Name or role].

Lessons learned The main lessons from this test are: [Lesson 1]. [Lesson 2]. [Lesson 3]. Changes needed to the business continuity plan are: [Changes to the plan, e.g. update the staff contact list and the supplier details]. The plan will be updated by [Name of owner] by [Update due date].

Costs and impact Estimated cost of the disruption or test: [Amount in GBP]. Customers affected: [Number of customers]. Orders delayed: [Number of orders]. Staff hours lost: [Number of hours]. No customer data was lost: [Yes / No - details].

- **Recommendations** [Recommendation, e.g. repeat the test every six months].
- [Recommendation, e.g. update the staff contact list every month].
- [Recommendation, e.g. review the RTO targets for the slowest service].

Sign-off This report was prepared by [Name of author] and reviewed by [Name of reviewer]. The findings and corrective actions are accepted by the management of [Company name].

Author: Name: _____ **Job title:** _____ **Signature:** _____ **Date:** _____

Reviewer: Name: _____ **Job title:** _____ **Signature:** _____ **Date:** _____

Approver: Name: _____ **Job title:** _____ **Signature:** _____ **Date:** _____