ILLUSTRATIVE EXERCISE

Service desk recovery test plan

Can an analyst read earlier tickets and save a new one after the service goes offline? Run this exercise for a fictional internal service desk using test accounts and synthetic tickets.

Proposed recovery targets

2 hours

Recovery time objective (RTO)

From the simulated outage to the analyst's final check.

30 minutes

Recovery point objective (RPO)

Maximum gap between the outage and the verified recovery point.

Before the exercise

The exercise lead confirms network isolation and blocks outbound integrations. For the hour before the simulated outage, create a ticket every five minutes. Keep the ordered IDs and UTC times outside the restore set. Take a test backup during that hour, then have the service owner declare the outage and record its time (T0).

Restore order and acceptance checks

1 Establish access

Platform lead

Confirm the test hostname resolves inside the recovery network and a test user can sign in to the identity service. Stop if isolation fails.

2 Restore the data

Database lead

Restore the latest eligible pre-outage backup. Match tickets to the independent list in order. Use the last consecutive match to calculate the gap to T0. Record its UTC time. If the first ticket is missing, the recovery point is unverified.

3 Prove the service works

Application lead and service desk analyst

Start the application against the restored database. The analyst signs in, reads a known restored ticket, creates a new one and retrieves it in a fresh session. Record this final check time and the elapsed time from T0.

Decision and handover

The service owner records a pass only if all checks succeed and both targets are met. Otherwise, record the failed check, an action owner and a retest date. Save the restore log, marker comparison and ticket evidence before the exercise lead resets the test environment.

Exercise record

Elapsed time	Data gap	Decision and owner

Evidence reference _____