

Backup restore test report

Procedure: Backup and Restore Procedure

Test day: 2026-02-07

Environment: isolated restore environment, separate from production

Targets: restore time within 8 hours, data loss of at most 24 hours

Systems restored and timed:

1. Ticketing system: restored in 3 h 30 min against the target of 8 hours. Backup age 6 hours. Integrity check passed.
2. File server: restored in 2 h 05 min against the target of 8 hours. Backup age 14 hours. Integrity check passed.
3. Customer hosting database: restored in 6 h 35 min against the target of 8 hours. Backup age 9 hours. Integrity check passed.

Result: all 3 systems were restored within the target.

Signed by: Lotte van Dijk, Service Desk Lead

Day: 2026-02-08