

Review disaster recovery expectations

Frame recovery objectives, customer responsibilities and evidence questions for the relevant contracted service.

Task: Use the review disaster recovery expectations process consistently and retain the right evidence.

Audience: Technology, risk and procurement teams

Owner: Obedience Governance

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Purpose and scope

Frame recovery objectives, customer responsibilities and evidence questions for the relevant contracted service.

Use this guide as orientation, then rely on the signed agreement, current policy or named support response where those sources set a more specific obligation.

Prepare the right information

- Critical data and workflows.
- Required recovery objectives.
- The signed service and support scope.

Follow the controlled process

1. Frame the need

State the desired outcome, affected product and accountable contact. For review disaster recovery expectations, avoid assumptions that have not been confirmed in writing.

2. Review and decide

Use the current governed source, record material questions and obtain approval from the person who owns the decision.

3. Retain evidence

Keep the final reference, date, decision and any follow-up action together so a later reviewer can reconstruct what happened.

Expected record

- Agreed recovery expectations.
- Customer-side preparation actions.
- Evidence requests with owners.

Keep in mind

Recovery objectives are contractual where stated; public material is not a substitute for an agreed service schedule.

Security and disclosure boundary

- Never send passwords, authentication codes, private keys or recovery codes to Obedience staff.
- Share the minimum customer, project and commercial information needed for the stated purpose.

- Public documentation explains controls and responsibilities without publishing exploitable topology, credentials or confidential implementation detail.