



CUSTOMER DOCUMENTATION SAMPLE

Backup and Recovery Readiness Plan

*Protected workloads recovery priorities monitoring restore procedures and test evidence***Prepared for Harborlight Design Studio | Fictional demonstration environment**

This plan records which sample workloads are protected, how recovery decisions are prioritized, who monitors the service, and what evidence exists. Recovery targets shown here are planning assumptions for a fictional environment and are not contractual commitments.

Document Control

CLASSIFICATION	Public fictional sample	VERSION	1.0
DOCUMENT OWNER	Tyler's Tech Company	EVIDENCE DATE	September 5 2026
REVIEW CADENCE	Quarterly and after material change	SAMPLE STATUS	Public fictional example

How to read status labels Verified, Customer confirmed, Provider reported, Planned, Out of scope, and Not verified show how evidence would be classified in a live customer document. All facts and statuses in this public sample are fictional.

Readiness Summary

Harborlight has separate backup coverage for selected Microsoft 365 data and designated workstation folders. Daily job monitoring is assigned, and a representative file restore has been demonstrated in the sample record. Full business-process recovery and the finance application's vendor procedure remain open validation items.

Protected Workloads

Workload	Coverage	Frequency	Retention summary	Owner	Status
Exchange Online	Covered users and shared mailboxes	Daily	Rolling protected versions under current plan	TTCo	Provider reported
SharePoint Online	Approved team sites	Daily	Rolling protected versions under current plan	TTCo	Verified
OneDrive	Covered employee accounts	Daily	Rolling protected versions under current plan	TTCo	Provider reported
Priority design folders	Designated managed workstations only	Continuous or daily by policy	Versioned cloud copy under current plan	TTCo	Verified
Project Management Platform	Vendor-hosted application data	Vendor managed	Vendor policy	Operations and vendor	Not verified
Finance Platform	Vendor-hosted finance data	Vendor managed	Vendor policy	Finance and vendor	Not verified
Network configuration	Current controller-managed configuration	After material change	Restricted administrative record	TTCo	Verified



Recovery Priorities and Planning Objectives

The following objectives support planning and test design. Actual response and recovery commitments require an executed service order, confirmed product capability, and customer-approved dependencies.

Priority	Business capability	Planning objective	Key dependencies	Validation
1	Identity and communication	Begin coordinated recovery within four business hours	Administrative access internet and Microsoft service	Procedure reviewed
2	Current shared project files	Restore an approved file set within one business day	Backup availability owner approval and destination	Representative file tested
3	Priority workstation folders	Restore approved current files within one business day	Replacement device backup agent and owner	Folder restore tested
4	Project application	Follow vendor recovery and export procedure	Vendor service customer owner and current export	Not verified
5	Finance application	Follow finance-owned continuity procedure	Finance owner vendor access and approved process	Not verified

Daily Monitoring Procedure

1. Review covered backup jobs and service alerts during the agreed monitoring window.
2. Investigate failed missed or unusually small jobs and record the affected workload.
3. Escalate a persistent failure or coverage gap to the customer owner with impact and next action.
4. Do not close the issue only because a later dashboard is green. Confirm the affected job and document the recovered state.
5. Review coverage after new employees new sites data moves licensing changes or material application changes.

Authorized Restore Workflow

1. Confirm the authorized requester affected workload business need and desired restore point.
2. Assess whether the request relates to deletion corruption security incident legal preservation or service outage.
3. Select a safe recovery destination and avoid overwriting current data until the owner approves.
4. Perform the bounded restore and record source restore point destination and result.
5. Have the business owner verify that the recovered information is usable before closure.
6. Record exceptions follow-up work and any change to the documented recovery plan.



Representative Restore Test

Field	Fictional sample record
Test ID	SAMPLE-RST-2026-03
Date	September 4 2026
Scope	Restore one prior version of a non-sensitive SharePoint test file to an alternate location
Authorization	Customer continuity owner approved the bounded test
Result	Tested. File restored opened and content was confirmed by the sample owner
Duration	27 minutes from approval to business confirmation
Limit	The test did not validate tenant-wide recovery permissions inheritance or business application recovery

Gap and Decision Register

Gap or decision	Business effect	Owner	Next action	State
Finance vendor recovery procedure not demonstrated	Recovery timing and required customer actions remain uncertain	Finance	Schedule vendor review	Not verified
Project application export ownership unclear	A current independent export may not be available during a vendor event	Operations	Assign export owner	Proposed
Tenant-wide recovery exercise not scheduled	Current evidence covers a bounded file restore only	TTCO and operations	Approve tabletop scope	Planned
Two design laptops need coverage confirmation	Local project work may fall outside the protected folder set	TTCO	Review enrollment	Planned

Emergency Decision Guide

Condition	First decision	Escalation
Single file deletion	Verify request restore point and safe destination	Routine support
Multiple files changed	Pause restore and assess security or synchronization cause	Customer owner and security path
Cloud service unavailable	Confirm provider event and customer workaround	Provider and continuity owner
Suspected compromise	Preserve evidence and follow the incident plan	Authorized incident contacts

Revision History

Version	Date	Change	Prepared by
1.0	September 2026	Public sample release	Tyler's Tech Company