

Disaster Recovery and Business Continuity Assurance Service

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Service Summary

The Disaster Recovery and Business Continuity Assurance Service provides structured review and validation of disaster recovery and business continuity arrangements. It assesses documentation, recovery assumptions, and operational readiness, supports rehearsals and controlled stress testing, and delivers clear findings with prioritised recommendations to improve resilience, governance, and confidence.

Service Description

This service provides independent assurance over an organisation's disaster recovery (DR) and business continuity (BC) capability. It is designed for public sector buyers seeking confidence that documented plans are realistic, achievable, and aligned to operational and regulatory expectations.

The service evaluates existing DR and BC artefacts, validates recovery objectives and assumptions, and examines dependencies across people, process, technology, and third parties. Where appropriate, it supports scenario-based exercises and controlled, non-disruptive testing to assess readiness without impacting live services.

Outputs focus on clarity and actionability, providing senior stakeholders with an objective view of current maturity, material risks, and prioritised remediation actions.

Key Features

- Review of disaster recovery and business continuity documentation
- Assessment of recovery objectives and assumptions
- Dependency and gap analysis
- Scenario-based tabletop exercises
- Controlled non-disruptive stress testing
- Written findings and remediation recommendations

Key Benefits

- Improves confidence in recovery readiness
- Identifies risks before incidents occur
- Supports audit and governance assurance
- Prioritises remediation and investment decisions
- Reduces disruption during major incidents

Service Outputs and Deliverables

The service typically delivers the following outputs:

- Documented assessment of current DR and BC maturity
- Validation of RTO, RPO, and recovery assumptions
- Identified gaps, risks, and single points of failure
- Scenario exercise outcomes and observations (where undertaken)
- Prioritised recommendations with pragmatic remediation actions
- Executive summary suitable for governance, audit, or assurance purposes

All deliverables are provided in standard, reusable document formats.

Scope and Engagement Model

The service is delivered as a time-boxed engagement, tailored to the buyer's environment and critical services. Activities may be delivered remotely, on-site, or through a hybrid approach.

Typical engagement stages include:

1. Discovery and scope confirmation
2. Documentation and evidence review
3. Analysis and validation
4. Optional exercises or testing
5. Reporting and recommendations

Service Constraints and Limitations

- The service provides assurance and recommendations, not managed recovery services
- No live service disruption will be introduced without explicit buyer approval

Effectiveness depends on the accuracy and completeness of buyer-provided information

Remediation actions are advisory and not implemented unless separately agreed

Stress testing is controlled and non-destructive by design

Assumptions and Dependencies

- The buyer provides timely access to relevant documentation and stakeholders
- Key systems, suppliers, and dependencies are identified by the buyer
- Senior stakeholder participation is available for exercises and reviews
- The service complements, but does not replace, statutory or regulatory audits

Applicable Buyers

This service is suitable for central government, local authorities, NHS organisations, emergency services, arm's-length bodies, and other public-sector organisations that require assurance of operational resilience.