CSS Europe Limited

Disaster Recovery Test Report



CYBER ESSENTIALS CERTIFIED PLUS

bsi ISO 9001 Quality Management Systems CERTIFIED ISO/IEC 27001 Information Security Management CERTIFIED

Version Control Summary

Version	Date	Comments \ Changes
1.0	01/2017	Original
1.1	07/2026	Report update

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Disaster Recovery Test Report – January 2026

Introduction

On 27/01/2026, CSS, as part of our annual testing and commitment to a secure environment, initiated testing on our disaster recovery solution.

This report outlines the solution in place, testing, summary and actions.

Solution

CSS utilises a Database server in a private cloud environment hosted by Syntura/hSo. https://www.syntura.io/

The solution is a separately managed, separately networked and geographically separate from our production services hosted with Rackspace https://www.rackspace.com/en-gb/about/data-centers/london-lon5

The domains of these environments are also kept separate to ensure that should the domain of one be compromised there will be no effect on the other.

The solution utilises Microsoft SQL log shipping over an encrypted tunnel to pass log backups from the primary database to the Syntura/hSo secondary server instance. The logs are shipped every three minutes to ensure minimum data loss in the event a disaster recovery is required.

The web servers are also hosted by Syntura/hSo and utilise the same machine and network level specifications to the production environment.

The applications are updated in line with our production environment to ensure readiness.

If this solution is required CSS staff and its partners will perform the following:

- DBA's will begin restore required databases from logs (particular dates and times can be chosen if required)
- CSS developers will update application configurations to point to DR database listeners
- CSS IT staff will redirect or origin points of the WAF to point to Syntura/hSo DR VIPs
- CSS staff will confirm connectivity and test web apps

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Report

As the testing was to be done against a secondary and would have no effect on the production environment, the IT team were able to perform this testing during normal working hours and would bind the test application to a test URL so that there would be no impact on production URL's

27/01/2026 – 10:42 – CSS team runs some test queries and screenshots for comparison.
27/01/2026 – 10:43 – CSS confirms with DBA team that we are happy to proceed with the test.
27/01/2026 – 10:47 – DBA team stops log shipping for the chosen test DB
27/01/2026 – 10:49:27 – DBA begins recovery of the DR chosen database
27/01/2026 – 10:49:27 – Restore completes
27/01/2026 – 10:54 – DBA confirms with CSS staff the restore was completed following performance checks

27/01/2026 – 10:57 – CSS staff log in hSo/Syntura webserver (PROD-WEB1) application files required for DR
27/01/2026 – 10:59 – CSS staff updates web server to point to itself for the test url
27/01/2026 – 11:01 – CSS staff confirm application showing and connected to DR database by attempting to sign into the test application
27/01/2026 – 11:02 – CSS staff run queries and take screenshots to compare Production to DR
27/01/2026 – 11:03 – CSS staff successfully sign into the test application and confirm all working as expected
27/01/2026 – 11:10 – CSS staff confirm with DBA team all is running as expected shipping can be restored

Testing concluded.

Summary

CSS requires a Recovery Time Objective (RTO) of 4 hours, which was completed within 30 minutes and a Recovery Point Objective (RPO) of 1, which was within 5 minutes from the point of the simulated outage.

Actions

The CSS team will be working with our hosting provider and DBA teams to ensure that if any element of the process can be improved technologically or process these changes will be tested and implemented.

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