



Simulation Checklist: Run a Downtime Drill Without Disruption

Use this to test your recovery plan without impacting live operations.

Before the Simulation

- ☐ Choose a realistic scenario (e.g. CRM outage, internet loss, payment failure)
- ☐ Define affected systems and departments
- ☐ Decide on the timing and duration (e.g. 90-minute drill)
- ☐ Inform participating teams (make it clear this is a test)
- ☐ Assign an observer/facilitator

During the Simulation

- ☐ Start the clock - treat the scenario as real
- ☐ Observe team responses (Who takes the lead? What delays arise?)
- ☐ Monitor internal communication: Is it clear and timely?
- ☐ Check escalation paths — do the right people get looped in?
- ☐ Track decision-making and cross-team dependencies

After the Simulation

- ☐ Hold a short debrief (within 24 hours)
- ☐ Identify what worked and what didn't
- ☐ Update your recovery protocols based on lessons learned
- ☐ Schedule the next simulation (rotate scenarios quarterly)