



Business Continuity and Disaster Recovery Testing Results

Executive Summary

Table of Contents

Limitation of Use..... 3

Introduction 3

Business Continuity Testing..... 3

Disaster Recovery Testing..... 4

AWS Region Maps & Edge Networks 5

Testing Results for 2026 6

Test Results for 2025..... 9

About Sophos 15

Limitation of Use

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Introduction

This document provides a summary of the Sophos Business Continuity and Disaster Recovery testing for the previous and current years. The BCP and DR tests provide critical information required to react to an event, resume and/or continue critical business functions, and ultimately to return to business as usual.

Business Continuity Testing

Business Continuity Testing consists of a tabletop discussion with a scenario provided. The 2nd part of testing for the Business Function is either a scheduled event or a risk mitigation activity for the business function. Each business unit is required to perform an annual test whether that is a tabletop discussion, production test, or a risk mitigation activity.

Business Continuity Program Office

The Sophos Business Continuity Program Office provides governing authority over and maintains a centralized program with strong oversight that enables Sophos to address potential risks for wide-area disruptions affecting a business. This disruption to the business unit could result in the loss of personnel, facilities, buildings, suppliers, or third-party vendors, as well as prolonged inaccessibility to critical business processes and resources. The BCPO has responsibility to implement the BCP program to ensure Sophos is meeting commitment to customers, partners, management, shareholders, and regulators.

Testing of Business Continuity Plans

The BCP function will perform testing annually:

- Validate that critical business units' continuity plan will succeed in a real disruption. Identify incorrect assumptions or changes.
- All business units that fail a BCP test must conduct a re-test

Types of testing exercises:

- **Tabletop Exercise** – a facilitated verbal review of the response to a simulated scenario
- **Scheduled Event** – requires following the documented business continuity plan with the key representatives from the business unit

Disaster Recovery Testing

Disaster Recovery Testing consists of tabletop discussions, individual application testing, small group tests, or a large group test of applications/services/databases that have moved to the cloud. All mission critical and business critical applications/services that can test will perform some type of recovery testing. All applications/services are required to test unless a legitimate business reason is provided.

Disaster Recovery Program Office

The Sophos Disaster Recovery Program Office provides governing authority over and maintains a centralized program with strong oversight that enables Sophos to address potential risks for wide-area disasters affecting a region that can result in the loss or inaccessibility of technical infrastructure and/or resources for an extended period. The DRPO has responsibility to implement the DR program to ensure Sophos is meeting the commitment to customers, partners, management, shareholders, and regulators.

Testing of Disaster Recovery Plans

The DR function will perform testing annually to:

- Validate that business-critical applications can be recovered within the agreed upon time frame if a disaster occurs. Identify incorrect assumptions or changes.
- All applications that fail a DR test must conduct a re-test

Types of testing exercises:

- **Tabletop Exercise** – a facilitated verbal review of the response to a simulated emergency
- **Component Exercise** – confirms a recovery procedure works and meets the desired objectives for an individual or small group of applications
- **Large Scale Exercise** – Recovery of multiple products and interconnected technology
- **Scheduled or actual events** – requiring recovery at an alternate production site

Sophos Recovery Time Objective (RTO) Standards

The period of time which an application must be recovered after an outage (e.g. the point in time that a process can no longer be inoperable).

RTO Standard	Recovery Window
Mission Critical	less than 4 hour recovery
Business Critical	less than 8 hour recovery
Business Essential	less than 24 hour recovery
Business Important	less than 72 hour recovery

RTO Standard	Recovery Window
Business Support	greater than 72 hour recovery

AWS Region Maps & Edge Networks

AWS Region Maps & Edge Networks: [Global Infrastructure Regions & AZs \(amazon.com\)](https://aws.amazon.com/global-infrastructure/)

Regions

AWS has the concept of a Region, which is a physical location around the world where we cluster data centers. We call each group of logical data centers an AZ (Availability Zone). Each AWS Region consists of multiple, isolated, and physically separate AZs within a geographic area. Unlike other cloud providers, who often define a region as a single data center, the multiple AZ design of every AWS Region offers advantages for customers. Each AZ has independent power, cooling, and physical security and is connected via redundant, ultra-low-latency networks. AWS customers focused on high availability can design their applications to run in multiple AZs to achieve even greater fault-tolerance. AWS infrastructure Regions meet the highest levels of security, compliance, and data protection.

AWS provides a more extensive global footprint than any other cloud provider, and to support its global footprint and ensure customers are served across the world, AWS opens new Regions rapidly. AWS maintains multiple geographic Regions, including Regions in North America, South America, Europe, Middle East, Africa, Asia Pacific, Australia and New Zealand.

Availability Zone

An Availability Zone (AZ) is one or more discrete data centers with redundant power, networking, and connectivity in an AWS Region. AZ's give customers the ability to operate production applications and databases that are more highly available, fault tolerant, and scalable than would be possible from a single data center. All AZs in an AWS Region are interconnected with high-bandwidth, low-latency networking, over fully redundant, dedicated metro fiber providing high-throughput, low-latency networking between AZ's. All traffic between AZ's is encrypted. The network performance is sufficient to accomplish synchronous replication between AZ's. AZ's make partitioning applications for high availability easy. If an application is partitioned across AZ's, companies are better isolated and protected from issues such as power outages, lightning strikes, tornadoes, earthquakes, and more. AZs are physically separated by a meaningful distance, many kilometers, from any other AZ, although all are within 100 km (60 miles) of each other.

Testing Results for 2026

January 21st – BCP Test for Facilities

Title	Testing Overview	Test Status	Actual Completion Date
January 21st BCP Test for Facilities	Sophos 2026 Business Continuity Testing consists of tabletop exercises, scheduled (production) events or risk mitigation activities.	Complete	1/21/2026
Test Result Executive Overview			
The January 2026 BCP test was a risk mitigation activity Scenario: Power outage at the Abingdon facility (UPS power only, main power source and generator are not available) Discussed ways to prevent the risk from happening, reduce the impact if the risk does happen, increase project or operational resilience, support informed decision-making, and map out a plan on how to handle the situation if it occurs so we can reduce impact This was the first of multiple meetings			

February 2026 – Central DR Test

Title	Testing Overview	Test Status	Actual Completion Date
Feb 2026 Central DR Test	Sophos 2026 Disaster Recovery Testing for Central consists of individual application testing, small group tests, or a large group test for critical applications	Complete	02/04/2026
Test Result Executive Overview			
The February DR test included 1 application: Central (Mongo DB Restoration) Restoration of one Mongo DB No issues were identified during the test			

March 2026 – BCP Test for Facilities (Philippines)

Title	Testing Overview	Test Status	Actual Completion Date
March 2026 BCP test for Facilities (Philippines)	Sophos 2026 Business Continuity Testing consists of tabletop exercises and/or scheduled (production) events.	Complete	03/09/2026
Test Result Executive Overview			
The March 2026 BCP test was a tabletop exercise Scenario: Typhoon in Philippines Discussed the step-by-step plan for recovery and provided additional information for the worst-case scenario The tabletop exercise was successful & the plan was documented			

March 2026 – BCP Test for Taegis

Title	Testing Overview	Test Status	Actual Completion Date
March 2026 BCP test for Taegis	Sophos conducted a 2026 Business Continuity test scenario focused on validating response and recovery procedures for temporary Taegis access disruption.	Complete	03/12/2026
Test Result Executive Overview			
The March 2026 BCP test was successful. Sophos teams coordinated effectively, restored access the same day, and identified opportunities to further strengthen monitoring and configuration review processes.			

April 2026 – DR Test for MDR

Title	Testing Overview	Test Status	Actual Completion Date
AWS RDS PostgreSQL Snapshot Restore	The 2026 DR test validated restoring an AWS RDS PostgreSQL database from a manual snapshot. The snapshot was created from test-rds-intelldb-encrypted and restored as test-rds-intelldb-encrypted-dr-test-restore in us-west-2.	Closed	04/13/2026
Test Result Executive Overview			
The April 2026 DR test was successful. Evidence shows the snapshot restore completed, the restored DB became available, and AWS displayed “Snapshot restored successfully.”			

April 2026 – DR Test for MDR

Title	Testing Overview	Test Status	Actual Completion Date
Business Continuity Tabletop Exercise – Manufacturing Disruption Scenario	Conducted a tabletop exercise to validate business continuity response procedures for a significant disruption affecting a key manufacturing partner. The exercise evaluated communication, recovery planning, supplier coordination, and continuity of operations.	Complete	07/10/2026
Test Result Executive Overview			

The tabletop exercise was completed successfully and demonstrated the organization's ability to manage a significant supplier disruption through established business continuity processes, stakeholder coordination, and recovery planning activities. The exercise also identified opportunities for continued improvement in recovery plan review and validation.

Test Results for 2025

October 28th – BCP Test for Facilities and Intelix

Title	Testing Overview	Test Status	Actual Completion Date
October 28th BCP Test for Facilities	Sophos 2025 Business Continuity Testing consists of tabletop exercises and/or scheduled (production) events.	Closed	10/28/2025
Test Result Executive Overview			
The October 2025 BCP test was a tabletop exercise Scenario: Power outage at the Abingdon facility Discussed the step-by-step plan for recovery and provided additional information for the worst-case scenario The tabletop exercise was successful & the plan was documented			

November 10th – DR Test for XTM

Title	Testing Overview	Test Status	Actual Completion Date
November 10th DR Test for XTM	Sophos 2025 Disaster Recovery Testing for Taegis consists of individual application testing, small group tests, or a large group test for critical applications.	Closed	11/10/2025

Title	Testing Overview	Test Status	Actual Completion Date
Test Result Executive Overview			
The November 2025 application DR test included 1 application: XTM This DR Test involved 1 area of testing: deleting a pod and watching it rebuilding automatically No issues were encountered during the test The DR test was overall successful & completed ahead of schedule			

November 10th – DR Test for Taegis Data Flow (Starrocks)

Title	Testing Overview	Test Status	Actual Completion Date
November 10th DR Test for Taegis Data Flow (Starrocks)	Sophos 2025 Disaster Recovery Testing for Taegis consists of individual application testing, small group tests, or a large group test for critical applications.	Closed	11/10/2025
Test Result Executive Overview			
The November 2025 application DR test included 1 application: Taegis Data Flow (Starrocks) This DR Test involved 1 area of testing: terminating an instance and watching it automatically rebuild No issues were encountered during the test The DR test was overall successful & completed ahead of schedule			

November 10th – DR Test for Assets V2

Title	Testing Overview	Test Status	Actual Completion Date
November 10th DR Test for Assets V2	Sophos 2025 Disaster Recovery Testing for Taegis consists of individual application testing, small	Closed	11/10/2025

Title	Testing Overview	Test Status	Actual Completion Date
	group tests, or a large group test for critical applications.		
Test Result Executive Overview			
The November 2025 application DR test included 1 application: Assets V2 This DR Test involved 1 area of testing: deleting a pod and watching it automatically rebuild No issues were encountered during the test The DR test was overall successful & completed ahead of schedule			

November 17th – DR Test for Taegis Agent

Title	Testing Overview	Test Status	Actual Completion Date
November 17th DR Test for Taegis Agent	Sophos 2025 Disaster Recovery Testing for Taegis consists of individual application testing, small group tests, or a large group test for critical applications.	Closed	11/17/2025
Test Result Executive Overview			
The November 2025 application DR test included 5 applications: Agent SLDC Infrastructure, Taegis Agent Backend (EndPoint Interconnect), Taegis Agent Backend (EndPoint Registration), Elastic Kubernetes Service (Agent Backend), & Telemetry Normalizer This DR Test involved 2 areas of testing: deleting a pod and watching it automatically rebuild and deleting/terminating an instance and watching it automatically rebuild No issues were encountered during the test The DR test was overall successful & completed ahead of schedule			

November 18th – BCP Test for Central

Title	Testing Overview	Test Status	Actual Completion Date
November 18th BCP Test for Central	Sophos 2025 Business Continuity Testing consists of tabletop exercises and/or scheduled (production) events.	Closed	11/18/2025
Test Result Executive Overview			
The November 2025 BCP test was a tabletop exercise Scenario: AWS regional outage for US-EAST-1 Discussed the step-by-step plan for recovery The tabletop exercise was successful & the plan was documented			

November 21st – DR Test for Taegis VDR

Title	Testing Overview	Test Status	Actual Completion Date
November 21st DR Test for Taegis VDR	Sophos 2025 Disaster Recovery Testing for Taegis consists of individual application testing, small group tests, or a large group test for critical applications.	Closed	11/21/2025
Test Result Executive Overview			
The November 2025 application DR test included 4 applications: Taegis Vulnerability Detection & Response, Elastic Kubernetes Service (Taegis VDR), Taegis VDR Panopticon, Taegis VDR Prio Matomo This DR Test involved 2 areas of testing: deleting pods and watching them automatically rebuild & terminating instances and watching them rebuild No issues were encountered during the test The DR test was overall successful & completed ahead of schedule			

December 8th – BCP Test for Optix

Title	Testing Overview	Test Status	Actual Completion Date
December 8th BCP Test for Optix	Sophos 2025 Business Continuity Testing consists of tabletop exercises and/or scheduled (production) events.	Closed	12/8/2025
Test Result Executive Overview			
The December 2025 BCP test was a tabletop exercise Scenario: PagerDuty outage Discussed the step-by-step plan for recovery The tabletop exercise was successful & the plan was documented			

December 8th – BCP Test for MDR

Title	Testing Overview	Test Status	Actual Completion Date
December 8th BCP Test for MDR	Sophos 2025 Business Continuity Testing consists of tabletop exercises and/or scheduled (production) events.	Closed	12/8/2025
Test Result Executive Overview			
The December 2025 BCP test was a tabletop exercise Scenario: Cases backlogged Discussed the step-by-step plan for recovery The tabletop exercise was successful & the plan was documented			

December 10th – DR Test for Taegis

Title	Testing Overview	Test Status	Actual Completion Date
December 10th DR Test for Taegis	Sophos 2025 Disaster Recovery Testing for Taegis consists of individual application testing, small group tests, or a large group test for critical applications.	Closed	12/10/2025
Test Result Executive Overview			
The December 2025 application DR test included 3 applications: Elastic Kubernetes Service (Taegis XDR), Elastic Kubernetes Service (Taegis XDR Data Cluster) & Taegis XDR This DR Test involved 1 area of testing: deleting pods and watching them automatically rebuild No issues were encountered during the test The DR test was overall successful & completed ahead of schedule			

December 11th – DR Test for Gitlab (ctpx)

Title	Testing Overview	Test Status	Actual Completion Date
December 11th DR Test for Gitlab (ctpx)	Sophos 2025 Disaster Recovery Testing for Taegis consists of individual application testing, small group tests, or a large group test for critical applications.	Closed	12/11/2025
Test Result Executive Overview			
The December 2025 application DR test included 1 application: Gitlab (ctpx) This DR Test involved 1 area of testing: restore from a daily snapshot No issues were encountered during the test The DR test was overall successful & completed within the agreed upon time frame			

December 11th – DR Test for Intelix

Title	Testing Overview	Test Status	Actual Completion Date
December 2025 Disaster Recovery Test Exercise – Intelix SLAP	Sophos conducted a Disaster Recovery test to validate recovery procedures in the event of a regional service disruption. The test involved rebuilding the Intelix SLAP service in an alternate region and routing live traffic to confirm full end-to-end functionality, without impacting production.	Closed	12/16/2025
Test Result Executive Overview			
The December 2025 DR test was successful. The service was recovered and validated in an alternate region, confirming Sophos's ability to restore operations following a regional disruption.			

About Sophos

Sophos is a leading global cybersecurity company that protects organizations in today’s increasingly connected and evolving threat landscape. We leverage intelligence from a broad customer base, combined with advanced analytics and real-time telemetry, to prevent cyberattacks, detect threats quickly, respond effectively, and stay ahead of emerging risks. We deliver adaptive, AI-driven security that is Always Evolving. Always Protecting.