BIZTHRIVERS / FREE AGENCY RESOURCE

# Recover only what is missing.

One case, one owner and an approved next action. This manual worksheet does not monitor or stop software.

Case / business / location: _____
Workflow / version / affected step: _____

Observed at / timezone: _____
Affected time window / private record reference: _____

Incident owner / accepted at: _____
Backup: _____ Next staffed check / zone: _____

### Check what already happened.

Last confirmed action / evidence: _____
Missing action / evidence: _____
Unknown result / who can verify: _____

### Contain the issue before another attempt.

Specific work to hold / requested by / at: _____
Actual control / authorized operator: _____
Stop verified / at / evidence, or still unknown: _____

## Choose one recovery action.

Hold / Complete missing work / Authorized retry / Escalate
Exact action and affected record(s): _____
Do not repeat these completed actions: _____

Approver / decision evidence / at: _____
Single recovery operator / allowed attempt / deadline: _____

Unknown is a reason to hold, not a reason to send again. This sheet records a decision; only an authorized operator can apply and verify the real control.

Recovery outcome / private evidence: _____
Operating owner / next review: _____

# Check the recovery before closing.

Use harmless controlled samples or a tabletop exercise. Full actions and the evidence log are in the editable file.

## 01 Correct case, step and time

The owner identifies the correct case and action. A similarly named record or a different time window is not used as evidence.

Result: Untested / Needs work / Passed Evidence / owner: _____

## 02 Stop requested is not stop verified

The actual containment state is checked. Unknown queued or linked work is escalated; an edited worksheet is not treated as a stop.

Result: Untested / Needs work / Passed Evidence / owner: _____

## 03 Completed work stays completed

The received email is preserved as completed. The missing task has a separate recovery decision; the whole sequence is not replayed.

Result: Untested / Needs work / Passed Evidence / owner: _____

## 04 An uncertain result stays on hold

The outcome remains Unknown. No blind retry is approved while the destination cannot be verified; one owner seeks the evidence.

Result: Untested / Needs work / Passed Evidence / owner: _____

## 05 One approved recovery attempt

One operator owns the approved action. Others check the same case first; a repeated request does not become another attempt.

Result: Untested / Needs work / Passed Evidence / owner: _____

## 06 Backup and observed closure

A backup explicitly accepts the case. Closure needs an observed recovery result and original-case reconciliation, not a cleared badge.

Result: Untested / Needs work / Passed Evidence / owner: _____

## Closure is an observed result.

Affected case reconciled / evidence: _____
Remaining fix / owner / due: _____
Approver / operating owner / next staffed check: _____