	Technology Services Network Management Operations	SOP #	TS-NMO-004
		Revision #	
		Implementation Date	June 1, 2015
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SOP Owner	Nelda Hanzi	Approval	Greg Rhodes
SOP Name	Restore files and/or folders		

Standard Operating Procedure

1. Purpose

The purpose of this document is to define the process for restoring files and folders as requested.

2. Scope

Nightly (incremental) disk backups are performed daily to disk and are retained for a minimum of 30 days. Monthly backups are written to tape and are retained for a rolling 12 month period.

3. Prerequisites

A service request has been generated requesting that file(s) or folder(s) be restored. Request must contain the path and name of the file or folder to be restored. An approximate date is needed to locate the file or folders to be restored.

4. Responsibilities

Service request is generated requesting that a file(s) or folder(s) be restored.


Request is routed to NMO.

NMO staff locates and restores the file(s) from backup to the original location.

If file or folder cannot be located for a specific date a thorough search is done.

If the thorough search is unsuccessful the customer is contacted. If customer can provide more information the process is repeated.

If the file(s) are restored or the search is exhausted the service request is closed.

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5. Procedure

#	Step	Responsibility
1	Service request is created requesting that file(s) and folder(s) be restored.	CUSTOMER
2	Service request received by customer care center (CCC) and routed to NMO.	CCC
3	NMO locates and restores files to original location from backup. Service request should include the filename(s), location of file(s) and the date to restore.	NMO
4	If the file or folder cannot be located for a specific date a thorough search is done.	NMO
5	If the thorough search is unsuccessful the customer is contacted. If the customer can provide more information the process is repeated.	NMO
6	If the file(s) are restored or the search is exhausted the service request is closed.	NMO