

FILE RECOVERY PROCEDURE

PURPOSE

This document outlines the procedure for ensuring file share data is capable of being recovered for City of Tulsa business units.

SCOPE

This document applies to the City of Tulsa Information Technology Department staff.

PROCEDURE

Step 1: Provide Service Desk necessary information for file recovery (i.e. filename, extension, last known good date, share path).

Step 2: Ticket assigned to Server Services group to perform restore from backup system.

Step 3: File is located from either Incremental (daily changed files) or Full (once/month) backup.

Step 4: Tapes may be recalled from offsite if data is older than one month.

Step 5: Restore performed to original location &/or different folder, if needing to verify data is correct before writing over or deleting previous file

Step 6: Verification is obtained from client prior to closing ticket.

REVIEW AND REVISION

An automated Help Desk ticket will be generated **annually** for the Service Desk personnel to review, and if necessary, update this procedure.

Revision Date	Revised By	Comments
2016/02/17	Paula Stickelber	Draft
2016/02/18	Michael Dellinger	Final