

ORC: _____
OAC: _____
CFSR: _____
Board: _____
Other: _____

Next Review Date: 6/24

Last Reviewed: 6/21

Review Responsibility: Director of Information Technology

FCCS PROCEDURE

NO.: 12B.04

**SUBJECT: REQUESTING RESTORES OF DATA
OR E-MAIL**

Approved by: Executive Council

Effective Date: February 25, 2010

Date(s) of Revision: Oct 7, 2013; Sep 20, 2016; Jun 16, 2021

Responsible for Implementation: All Staff

Requesting Restores of Data or Email

FCCS employees may lose vital information that needs to be restored from any FCCS IT supported resources or application. There are systems that are not maintained by FCCS IT and will not be able to be restored. This information may come in the form of lost files or lost e-mail. Restores of files are time consuming and costly and should be requested only when the information lost cannot be recreated and when it directly affects our ability to serve children and families. Normal e-mail will not be restored. E-mail will be restored only for a public records request or a personnel related issue.

Procedures:

In order to request a restore of a file or e-mail:

- 1) Email your request to ITServicedesk@fccs.us.
- 2) Provide identifying information about the file or e-mail, including name or subject, last known location, date of use, and as much detail as you think will be needed to isolate the desired document.
- 3) Indicate the reason that a restore is required (e.g. critical case file).
- 4) Upon approval by the requestor's Director, the Service Desk will process your request and contact you directly.
 - a) Every effort will be made to complete the restoration quickly.

- b) If the file/e-mail was lost within the past week allow 3 business days for processing.
- c) Otherwise allow 7-10 business days for processing.