The service desk technician will ask the customer if there is anything that they would like backed up, *before* any work is done to their system. If the customer says no, the technician should ask if they are sure, and ask about document and pictures.

If the customer would like anything backed up they should provide a flash drive or external hard drive to store any files, documents, or images.

The technician should back up whatever is requested, and double check to make sure that it has been copied and transferred to the outside source.