



Australian Government
Digital Transformation Agency

Backup and Restore - Standard Operating Procedure

March 2020

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Document Overview

Background

By design the DTA Blueprint backs up data created by users, and system configuration data. In the advent of an accidental deletion of important information, or to restore the device to its original location, a recovery and restoration process is available. A number of policies and settings have been configured within the tenant to control how these backups are managed and maintained, for further information please refer to the related documentation.

Document Audience

This Standard Operating Procedure (SOP) is intended to advise administrators who need to restore data that has been deleted, restore a system configuration to its original state, or restore archived data.

Purpose

The purpose of this document is to provide the necessary steps to restore the system to its original configuration or restore archived/deleted data.

Prerequisites

Before completing the procedures detailed in this document, the following prerequisites should be met:

- It is recommended that the reader/administrator performing the procedures in the document has certification and/or experience with Microsoft Azure and Office 365.

Associated Documentation

Table 1 identifies the documents that should be referenced and understood before administering this solution

Table 1 Associated Documentation

Name	Version	Date
DTA – Solution Overview	March	03/2020
DTA – Platform Design	March	03/2020
DTA – Workstation Design	March	03/2020
DTA – Office 365 Design	March	03/2020
DTA – Office 365 - ABAC	March	03/2020
DTA – Platform – ABAC	March	03/2020
DTA – Intune Security Baselines - ABAC	March	03/2020
DTA – Software Updates - ABAC	March	03/2020
DTA – Intune Applications – ABAC	March	03/2020
DTA – Intune Enrolment – ABAC	March	03/2020
DTA – Conditional Access Policies – ABAC	March	03/2020
DTA – Intune Compliance – ABAC	March	03/2020
DTA – Intune Configuration – ABAC	March	03/2020

System Configuration Restoration

The solution is primarily cloud based, and as such the systems and services used to support it have been configured in the various portals that comprise the Microsoft Office 365 and Microsoft Azure platforms.

The services and settings provided by the Blueprint should not be modified without fully understanding the security and operational consequence of the change.

If there have been changes (authorised or otherwise) that need to be rolled back or reverted, the original As-Built As-Configured (ABAC) documents are to be referenced as a gold-source.

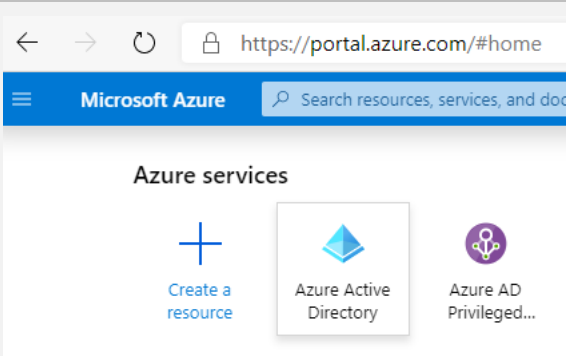

ABAC Restore

When a system or service must be restored to its original state, the relevant ABAC document should be referred to and used to reconfigure the system or service back to its intended working order.

The following is an example of how to restore settings to the original Blueprint build state within Azure Active Directory (Azure AD). In this scenario the LinkedIn account connections setting has been adjusted and is being reset.

As this process utilises Microsoft managed services, the screen shots and information shown in this example may change over time as Microsoft updates their service.

Table 2 ABAC Restore

Step	Instruction	Screenshot
1.	Log into the Microsoft Azure portal, then select Azure Active Directory https://portal.azure.com/	
2.	Additionally, open the corresponding ABAC from the corporate data location that stores the required file(s). In this instance, the ABAC in question is DTA – Platform – ABAC	 DTA - Platform - ABAC.docx

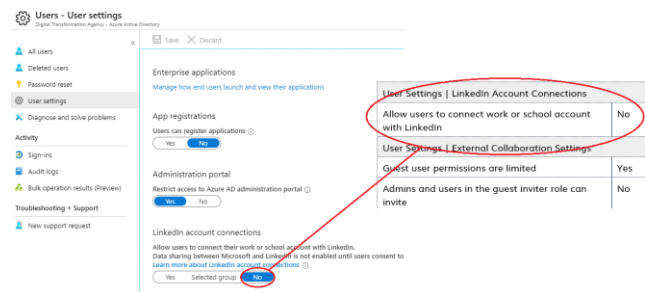
Step Instruction

3. Review the original ABAC, specifically looking for the settings in question.

Screenshot

User Settings LinkedIn Account Connections	
Allow users to connect work or school account with LinkedIn	No
User Settings External Collaboration Settings	
Guest user permissions are limited	Yes
Admins and users in the guest inviter role can invite	No
Members can invite	No
Guests can invite	No
Enable Email On-time passcode for guests	No
Groups – General Self Service Group Management	
Owners can manage membership requests in the access panel	No
Restrict access to Groups in the Access Panel	Yes
Groups – General Security Groups	
Users can create security groups in the Azure portals	No
Owners who can assign members as group	Selected (TRA BRAC Security Group)

4. Identify the setting within the ABAC and ensure that it is configured correctly within the portal.



Note: In the above example the LinkedIn account connections setting has been adjusted, this will of course change based on the service/system in question and this should only be used as an example.

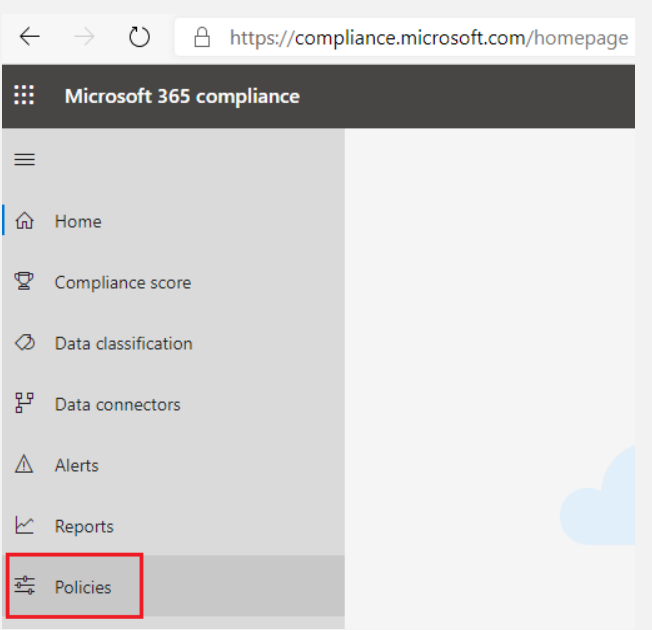
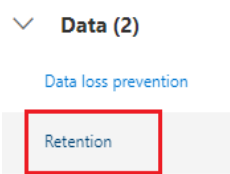
Important File Restoration

All data that is considered important will be stored in a corporate data store, such as OneDrive for Business, SharePoint Online, or Exchange Online. As such, these locations are controlled by retention policies and can be configured to retain deleted items potentially indefinitely. Within the solution a number of retention policies have been created as a baseline, if identified by Agency or business, further can be created with the steps listed below.

Retention & Backup Policies

For full detail of the retention and backup policies employed within the tenant, the design documents and ABACs should be referred to. This example will show how to review and modify existing retention policies.

Table 3 Retention & Backup Policies

Step	Instruction	Screenshot
1.	Navigate to the Microsoft 365 compliance portal (https://compliance.microsoft.com) then click on Policies	
2.	Within Policies click on Retention	

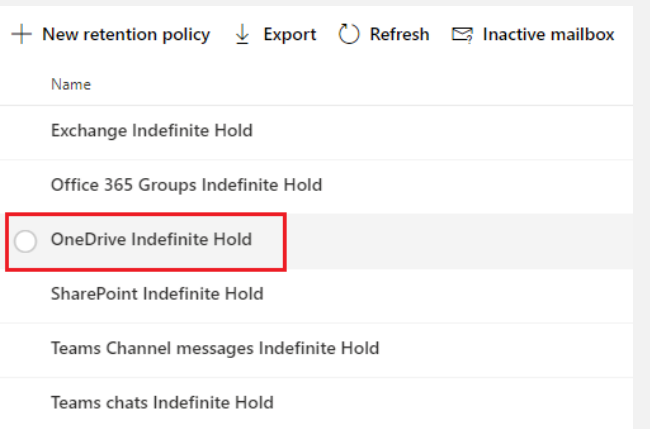
Step Instruction

Screenshot


3. Within the **Information governance** screen, you are able to create new retention policies, and modify existing policies.

In this example we will be modifying the **OneDrive Indefinite Hold** policy.

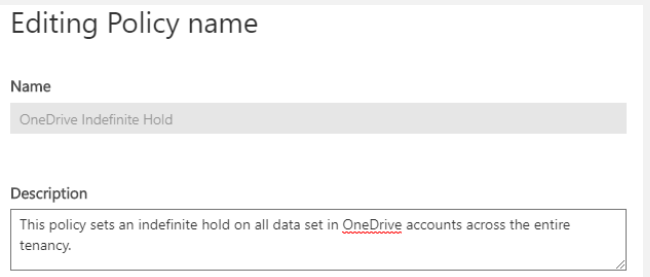
Open the policy by clicking on it.



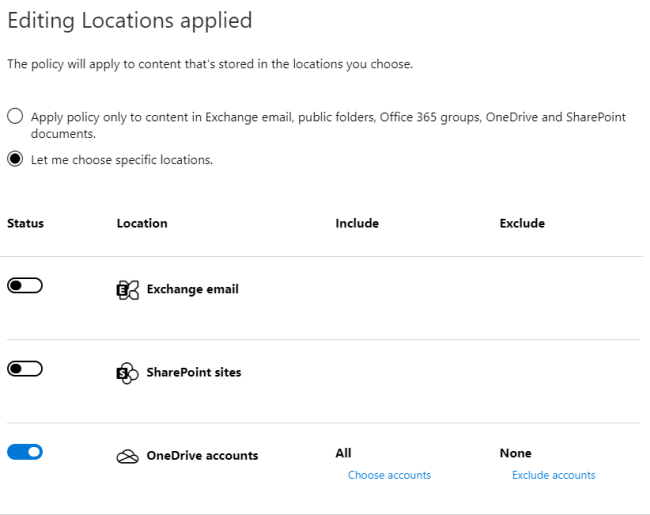
4. Within the policy, review the existing settings then click on **Edit policy**

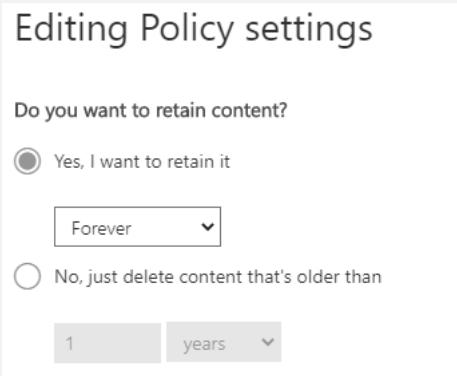


5. Within the **Policy name** screen, ensure there is a name and description for the policy in question.



6. Within the **Locations applied** screen, set the locations to be affected by this policy.



Step	Instruction	Screenshot
7.	<p>Within the Policy settings screen set how long the data is to be retained for.</p> <p>Press Save to ensure settings across the 3 aforementioned sections are saved.</p>	

OneDrive Data Restoration

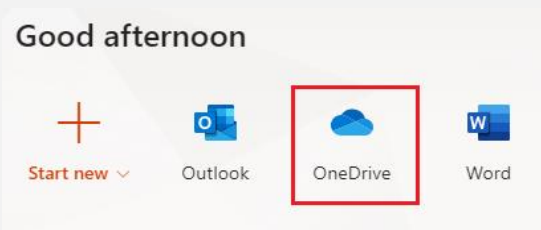
Data saved to OneDrive for Business is saved indefinitely, if data is deleted it can be restored by various methods based on where it was deleted from.

If a file is located on a user's device in their OneDrive for Business folder, it can simply be restored from the Recycling Bin.

Note: deleted folders do not end up in the Computer Recycle Bin, only files. Additionally, sync must be configured in OneDrive for Business on the user's device, if not, restoring from the Computer Recycle Bin will not work.

Files can also be restored from the OneDrive web interface by following the steps outlined in the below table.

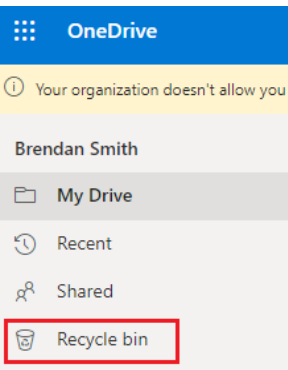
Table 4 OneDrive Data Restoration

Step	Instruction	Screenshot
1.	Log into OneDrive through the web interface by visiting the Office 365 portal (www.office.com) then clicking on OneDrive	

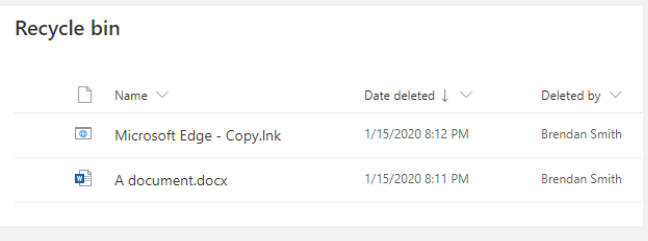
Step Instruction

Screenshot

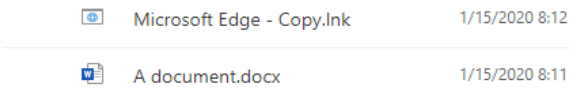
2. Within OneDrive, click on **Recycle bin**



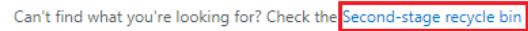
3. Within the **Recycle bin** you will see data that has been deleted in the last 93 days



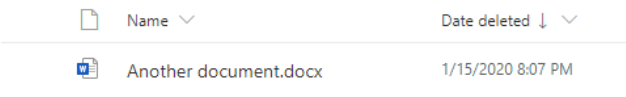
4. If the file you're looking for isn't in the Recycle bin, it may have been moved to the **Second-stage recycle bin**.



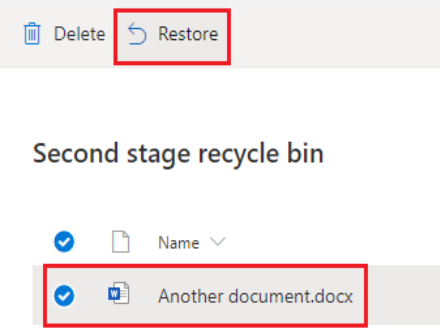
Click **Second-stage recycle bin** to access it



Second stage recycle bin



5. Within the **Recycle bin** or **Second-stage recycle bin** files can be restored by clicking on them then clicking **Restore** from the ribbon



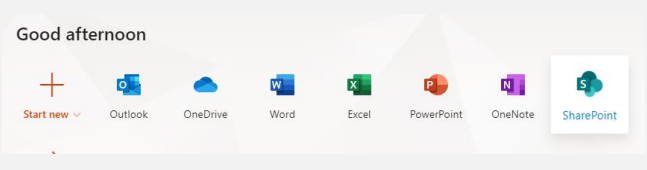
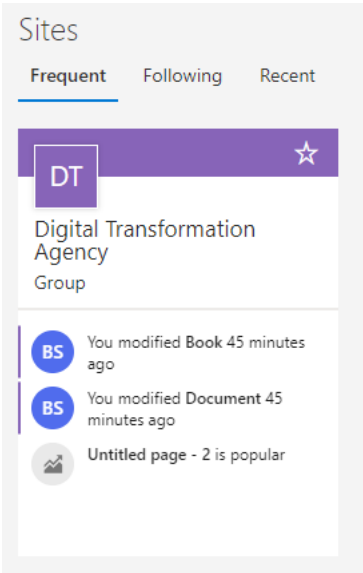
6. This will restore the file to its original location, including files restored from the **Second-stage recycle bin**

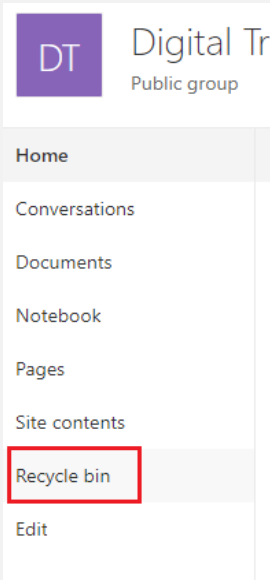
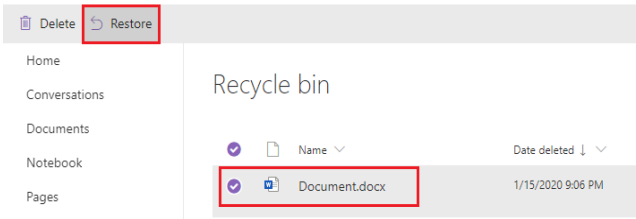
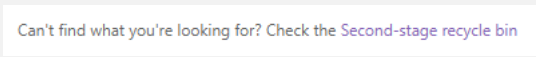
SharePoint Data Restoration

Data saved to SharePoint Online is saved indefinitely, if data is deleted however it can be restored by simply following the steps in the below table.

Note: Teams data resides within a SharePoint site on the back-end, as such, this method can be used to restore Teams data as well as general SharePoint Online data.

Table 5 SharePoint Data Restoration

Step	Instruction	Screenshot
1.	Log into SharePoint Online through the web interface by visiting the Office 365 portal (www.office.com) then clicking on SharePoint	 <p>Good afternoon</p> <p>Start new ▾ Outlook OneDrive Word Excel PowerPoint OneNote SharePoint</p>
2.	Click on the Site you wish to restore data to, in this example, it will be Digital Transformation Agency	 <p>Sites</p> <p>Frequent Following Recent</p> <p>DT Digital Transformation Agency Group</p> <p>BS You modified Book 45 minutes ago</p> <p>BS You modified Document 45 minutes ago</p> <p>Untitled page - 2 is popular</p>

Step	Instruction	Screenshot
3.	From the Sites landing page, click on Recycle bin	
4.	Find your file, click on it, then press Restore to restore it to its original location	
5.	If you're unable to locate your file, check the Second-stage recycle bin by following the link at the bottom of the page.	

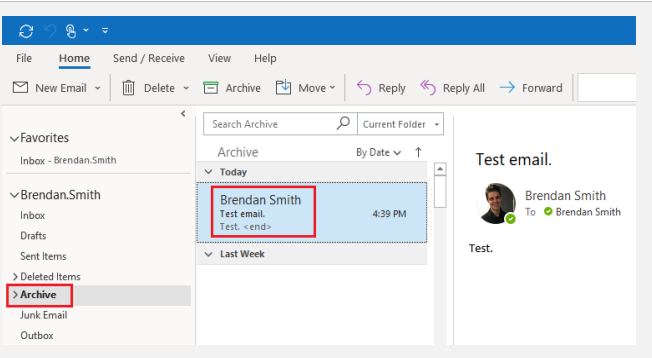
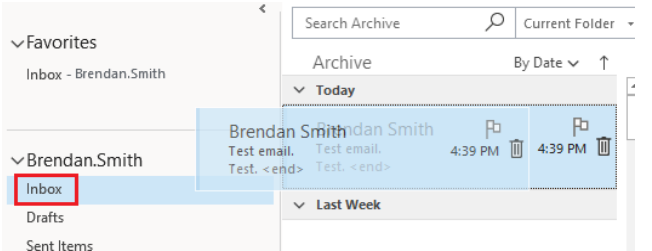
Mail restoration

The following sections detail how to restore archived data from the Outlook desktop and web applications.

Restore Mail from Archive (Desktop)

If mail is Archived within the Outlook desktop application, it will initially appear within the **Archive** folder and can be restored by following the steps in the below table.

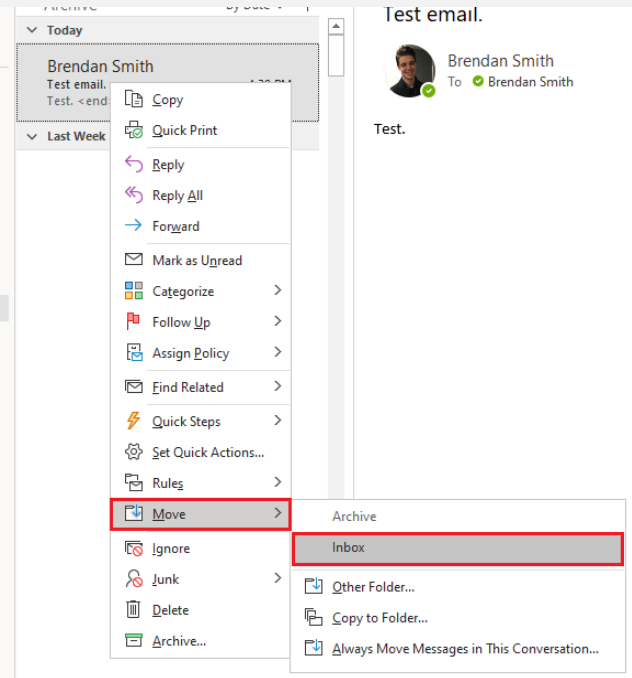
Table 6 Restore Mail from Archive (Desktop)

Step	Instruction	Screenshot
1.	Navigate to the Archive folder and select the email to be restored.	
2.	Drag and drop the mail item from the right-hand pane to the destination folder, in this example the item is being restored to the Inbox	

Step Instruction

Screenshot

3. Alternatively, the item can be right clicked, then moved via the **Move** option.



Restore Mail from Archive (Web Application)

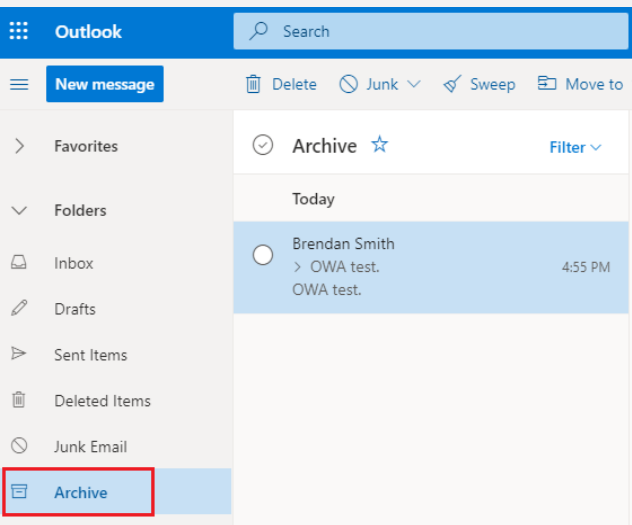
If mail is Archived within the Outlook Web application, it will initially appear within the **Archive** folder and can be restored by following the steps in the below table.

Table 7 Restore Mail from Archive (Web Application)

Step Instruction

Screenshot

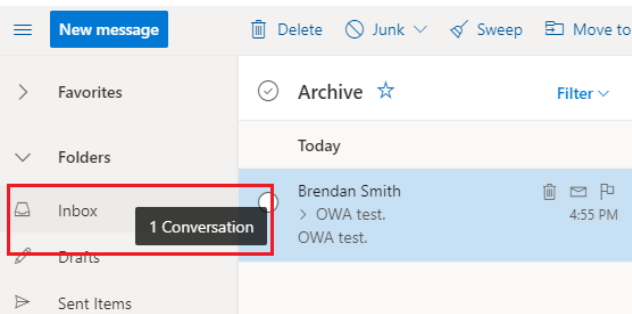
1. Within the Outlook Web Application, navigate to the **Archive** folder



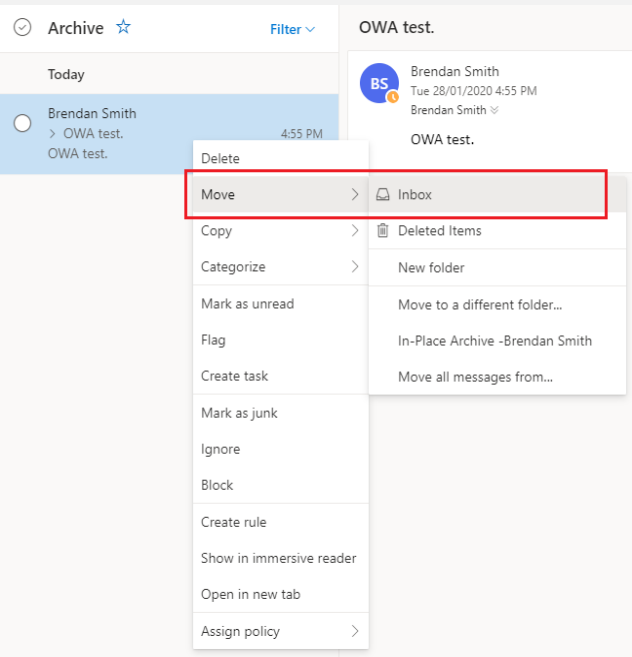
Step Instruction

Screenshot

2. Drag and drop the mail item from the right-hand pane to the destination folder, in this example the item is being restored to the **Inbox**



3. Alternatively, the item can be right clicked, then moved via the **Move** option.



Abbreviations and Acronyms

Table 8 details the abbreviations and acronyms used throughout this document.

Table 8 Abbreviations and Acronyms

Acronym	Meaning
ABAC	As-Built As-Configured
Azure AD	Azure Active Directory
DTA	Digital Transformation Agency
SOP	Standard Operating Procedure