**SOP for Data Recovery Requests**

**Purpose**

To recover lost or accidentally deleted files while ensuring data integrity.

**Scope**

Includes file recovery from desktops, shared drives, and backups.

**Procedure**

1. **User submits data recovery request.**
2. Check backup availability and last sync date.
3. Restore files from backup or perform disk recovery.
4. Verify data integrity and confirm with user.
5. Close the ticket after successful recovery.