

Problem 4. A client has accidentally deleted important files.

1. A client has accidentally deleted a PDF file in a file explorer of a desktop 2 days ago. To recover, I would employ the basic but valid method of data recovery, the Recycle Bin since the problem is not that complicated or hard to recover. Recycle Bin can retrieve/restore deleted files without needing of other software and risking overwriting data. After restoring, files should be backed up regularly to other drives including external and internal drives and cloud-based drives to have a copy and avoid losing files /data when problem occur in devices. Effective backup should identify first the critical data such as personal files, work/school documents and system settings. After that, implement a rule like the 3-2-1 rule (3 copies, 2 types of storage, 1 offsite). Automate backups daily or weekly, encrypt and secure backups to protect and make sure to actually restore data or test regularly.
2. To the clients, I will use diagrams or workflow about what might happen or the risks of data loss to visually present and explain in a detailed way. Using diagrams can make the explanation about risks of data loss understandable to the clients especially if the clients are not that familiar to the said topic. I will include the benefits of a comprehensive backup plan to the diagrams so that the clients will apply it by themselves. Comprehensive backup plan ensures files/data are protected, recoverable and manage systematically.

