**Backup policy**

* When working on any computer you are to backup all files before working on it.
* Make sure all tickets are backed up, so you can go back to them if original is lost.
* After backing up always double check to make sure you did it properly.
* Make sure to properly label each backup.
* Don’t share any backup information with anyone other than other technicians.

**Backup process**

* When backing up you first get the computer.
* Next you find the files you need to backup.
* After that you back them up to safe location.
* Properly label them.
* Proceed to fix computer.