



High performance. Delivered.

如何提交数据恢复请求在 SNOW : 3

问题描述:..... 3

指导步骤 : 3

How to Submit Data Restoration Request in Snow:..... 9

Issue of Description: 9

Solution: 9

===== Please scroll down for English version =====



如何提交数据恢复请求在 SNOW :





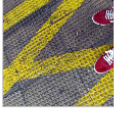

问题描述:

当用户误删除项目共享文件夹数据时候，如何恢复之前删除数据。

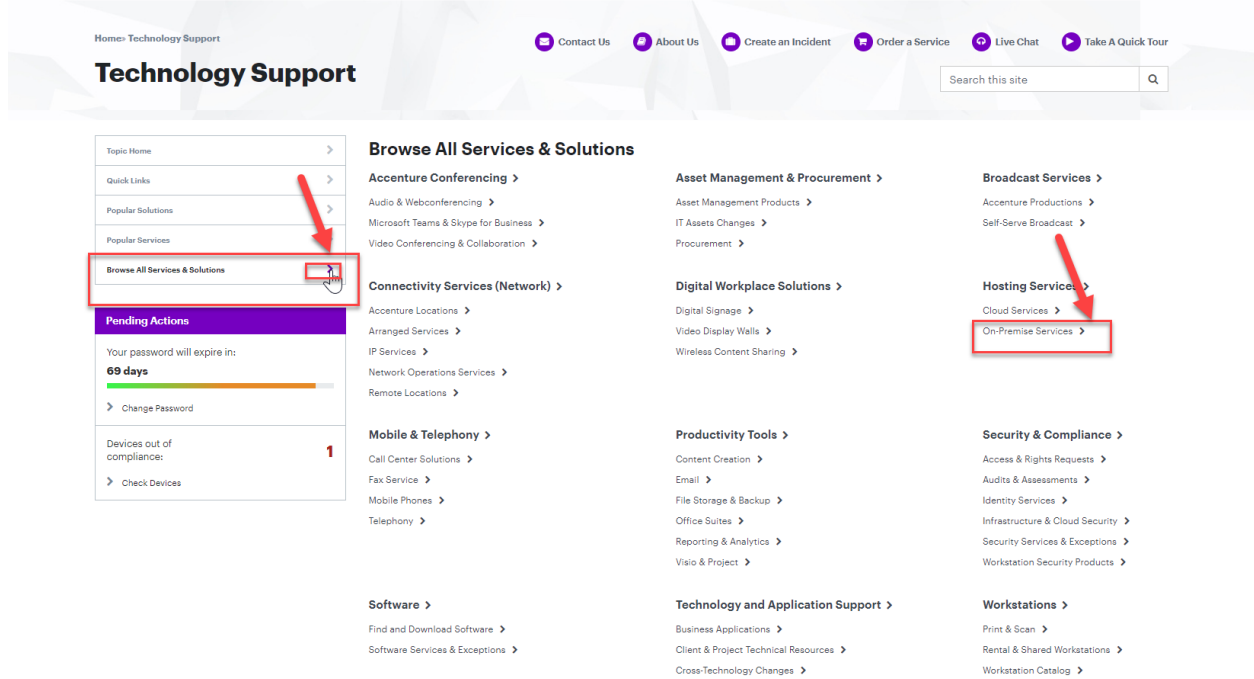
指导步骤：

1. 请打开<https://support.accenture.com> 并点击**Technology Support**。

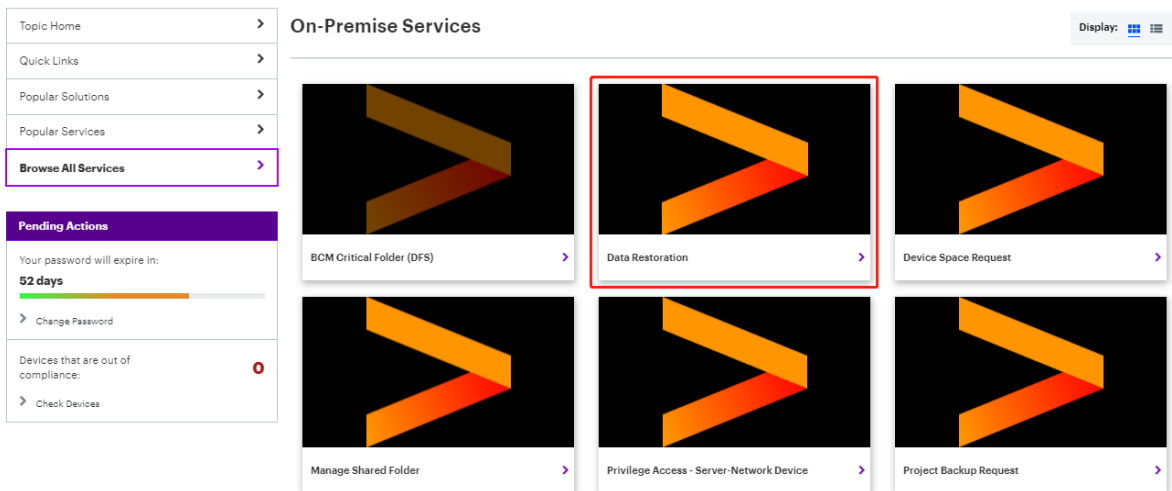
Browse Support Topics Display:  

 <p>Technology Support > Find training, self-service solutions, and support for Accenture technology, applications, and collaboration tools.</p>	 <p>Commercial Services > Commercial and Financial services to enable a CAL to Manage an account, Sales Lead to Sell an opportunity and Deliv...</p>
 <p>Human Resources & Payroll Support > Get support as an employee on topics related to your career and performance, compensation and benefits, learning, p...</p>	 <p>Accommodation Support > Log your request to explore options for adjustments in the work place due to hidden or visible disabilities</p>
 <p>Legal > Resources and services to engage with Accenture Legal for policy, contract, or process support.</p>	 <p>Mobility > Delivered by Geographic Services. Get help with international or domestic travel, immigration, relocation, and inte...</p>

2. 看页面左侧，在**Browse and Order Services**选择**On-Promise Services**，并点击**On-Promise Services**。



3. 点击“**Data Restoration**”，一般就可以看到网页将会跳转至申请表格界面，你需要填写必要信息完成申请。



4. 必要信息填写重点如下: Approver EID / Sponsor /WBS Element

User Details

* Requested For

xinyu.zhang

* Project Name

a

If you do not see your Project Name / Approver Name in the list, Please have your Project Manager contact the Project Technology Service Manager / Account Manager / Facility IT Lead to get the list updated

* Business Unit

c

* Approver EID/ Sponsor

d

* Date Required

03-28-2018

* Location

Dalian Dgtl Rd

* Workstation Details

b

* Shift Schedule

Regular

Shift Starts 9am onwards

* WBS Element

e

Request Details

* Additional Approver

More Information

Note : For this request, the primary approver will be the additional approver chosen. Select an appropriate approver who is CL7 or above.

f

* Restoration Required From

h

Restoration Required From is required.

* Server Location

j

* Server IP Address

g

Server IP Address is Required

* Restoration Required To

h

Restoration Required To is required.

* Data Folder Path

i

Comments

- a. **Project Name:** 需要填写准确的项目名，项目名选对，才能找到对应的 Approver。例如：ATCC/BPO Dalian XXX或Dalian ATCC/BPO XXX
- b. **Workstation Details:** 需填写楼号、座位号和联系电话
- c. **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
- d. **Approver EID:** 需要Level 7或以上。批准人会收到一封来自于系统的提醒邮件，可以通过邮件获悉如何申请并查看提交人填写的相关申请信息等
- e. **WBS Element：** 一个有效的WBS Code
- f. **Additional approver- Level 7或以上**
- g. **Server IP address:** 根据下表，找到您share folder根目录的路径对应的IP地址，并填写到表格里

Public Share Folder			
Building No	BU	Path	IP
B24#	ATC	\\dlcgvfs0003	10.254.161.133
B24#	BPO	\\dlcgvfs0002	10.254.161.132
sB29#&B28#	ATC	\\dlhgvfs1001	10.237.161.184
B29#&B28#	BPO	\\dlhgvfs2001	10.237.161.185

- h. **Restoration Required From to Restoration Required To:** 填写要恢复数据的时间，从xxx年xxx月xxx日到xxx年xxx月xxx日
- i. **Data Folder Path:** share folder的完整路径
- j. **Server Location:** 选择您所在的Location

5. Comments

您需要将您的申请需求，简要的在这个位置描述下，方便于您的批准人和负责此申请的IT，可以一目了然您的需求。

例如: **您好，请帮忙加XXX加入到XXX公共盘**

6. **Approve Request** 一旦您的申请表格提交后，您的**批准人**会自动收到一封系统邮件。



CIO ORGANIZATION

THIS IS AN AUTOMATED E-MAIL. PLEASE DO NOT REPLY

Hi svcsmgr110,

This is to notify you that the request below needs your approval.

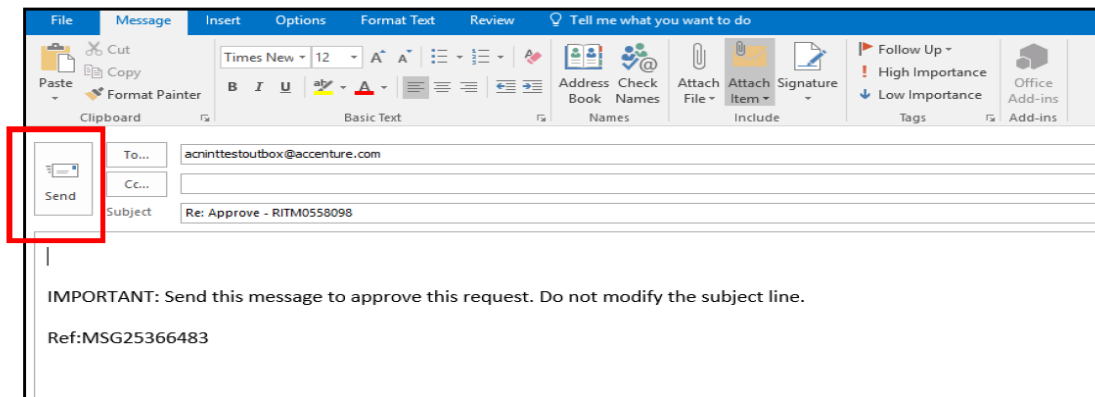
Request Details:

Service Name	Skype for Business - Phone Edition
Request No	RITM0558098
Facility	Cebu eBloc2
WBS	A0030001
Business Unit	
Required by Date	2017-06-29
Priority	Low
Target Response Time (from/once approved)	Within 2 business days
Target Resolution Time (from/once approved)	Within 7 business days

[Approve](#) [Reject](#) [Request Clarification](#)

For questions, please contact your usual support channels. To view your Request, click on the link below.
[RITM0558098](#)

批准人根据邮件内容里涉及的申请信息，可以选择**Approve, Reject, or Request Clarification**，点击电子邮件中相应的链接。点击链接后，一封电子邮件将根据审批人的决定自动生成。审批人需要点击Send来处理决定。



注：审批人也可通过埃森哲支持中心进行审批。单击Tickets然后单击Approvals以查看未完成的审批并对其采取操作。

===== 中文版本，请参阅上文 =====

How to Submit Data Restoration Request in Snow:

Issue of Description:

User wrongly remove data from project share folder. How to recovery the data for that project folder.

Solution:

Create Request

1. Go to <https://support.accenture.com> and click **Technology Support**.

Browse Support Topics

Display:  



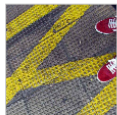
Technology Support >

Find training, self-service solutions, and support for Accenture technology, applications, and collaboration tools.



Human Resources & Payroll Support >

Get support as an employee on topics related to your career and performance, compensation and benefits, learning, p...



Legal >

Resources and services to engage with Accenture Legal for policy, contract, or process support.



Commercial Services >

Commercial and Financial services to enable a CAL to Manage an account, Sales Lead to Sell an opportunity and Deliv...



Accommodation Support >

Log your request to explore options for adjustments in the work place due to hidden or visible disabilities



Mobility >

Delivered by Geographic Services. Get help with international or domestic travel, immigration, relocation, and inte...

- Please click **Browse and Order Services** on the left side of the page, then click **On-Promise Services**.

The screenshot displays the 'Technology Support' portal. At the top, there is a navigation bar with links: 'Contact Us', 'About Us', 'Create an Incident', 'Order a Service', 'Live Chat', and 'Take A Quick Tour'. A search bar is also present. The main content area is divided into several sections. On the left, a sidebar contains 'Topic Home', 'Quick Links', 'Popular Solutions', 'Popular Services', and 'Browse All Services & Solutions'. A red arrow points to the 'Browse All Services & Solutions' link. Below this, there is a 'Pending Actions' section showing a password expiration timer (69 days) and a 'Change Password' link. Further down, a 'Devices out of compliance' section shows a count of 1 device. The main content area is titled 'Browse All Services & Solutions' and lists various service categories with expandable arrows: 'Accenture Conferencing', 'Asset Management & Procurement', 'Broadcast Services', 'Connectivity Services (Network)', 'Digital Workplace Solutions', 'Hosting Services', 'Mobile & Telephony', 'Productivity Tools', 'Security & Compliance', 'Software', 'Technology and Application Support', and 'Workstations'. A red arrow points to the 'On-Promise Services' link under the 'Hosting Services' category.

Home > Technology Support

Technology Support

Search this site

Topic Home >

Quick Links >

Popular Solutions >

Popular Services >

Browse All Services & Solutions >

Pending Actions

Your password will expire in:

69 days

Change Password >

Devices out of compliance: 1

Check Devices >

Browse All Services & Solutions

Accenture Conferencing >

Audio & Webconferencing >

Microsoft Teams & Skype for Business >

Video Conferencing & Collaboration >

Connectivity Services (Network) >

Accenture Locations >

Arranged Services >

IP Services >

Network Operations Services >

Remote Locations >

Mobile & Telephony >

Call Center Solutions >

Fax Service >

Mobile Phones >

Telephony >

Software >

Find and Download Software >

Software Services & Exceptions >

Asset Management & Procurement >

Asset Management Products >

IT Assets Changes >

Procurement >

Digital Workplace Solutions >

Digital Signage >

Video Display Walls >

Wireless Content Sharing >

Productivity Tools >

Content Creation >

Email >

File Storage & Backup >

Office Suites >

Reporting & Analytics >

Visio & Project >

Technology and Application Support >

Business Applications >

Client & Project Technical Resources >

Cross-Technology Changes >

Broadcast Services >

Accenture Productions >

Self-Serve Broadcast >

Hosting Services >

Cloud Services >

On-Promise Services >

Security & Compliance >

Access & Rights Requests >

Audits & Assessments >

Identity Services >

Infrastructure & Cloud Security >

Security Services & Exceptions >

Workstation Security Products >

Workstations >

Print & Scan >

Rental & Shared Workstations >

Workstation Catalog >

3. Click **"Data Restore"**, you will be directed to the request form. Populate the fields as necessary.



4. Enter necessary information as follows: **Approver EID / Sponsor /WBS Element**

User Details

* Requested For
xinyu.zhang

* Project Name **a**

If you do not see your Project Name / Approver Name in the list, Please have your Project Manager contact the Project Technology Service Manager / Account Manager / Facility IT Lead to get the list updated

* Business Unit **c**
-- None --

* Approver EID/ Sponsor **d**

* Date Required
03-28-2018

* Location
Dalian Dgtl Rld

* Workstation Details **b**

* Shift Schedule
Regular
Shift Starts 9am onwards

* WBS Element **e**

Request Details

* Additional Approver
More Information
Note : For this request, the primary approver will be the additional approver chosen. Select an appropriate approver who is CL7 or above.

f

* Restoration Required From **h**
Restoration Required From is required.

* Server Location **j**

* Server IP Address **g**
Server IP Address is Required

* Restoration Required To **h**
Restoration Required To is required.

* Data Folder Path **i**

Comments

- a. **Project Name:** Correct project name is required
- b. **Workstation Details:** fill in contact number
- c. **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
- d. **Approver EID: Level 7 or above.** The approver will receive an email request with details on how to review and approve.
- e. **WBS Element-A** WBS is required for both individual and bulk requests. The WBS element will be validated immediately to confirm that the code inputted is enabled and open. You will not be able to submit the request if the WBS element is not validated successfully.
- f. **Additional approver- Level 7 or above.**
- g. **Server IP address:** please select your share folder IP address according to below table list.

Public Share Folder			
Building No	BU	Path	IP
B24#	ATC	\\dlcgvfs0003	10.254.161.133
B24#	BPO	\\dlcgvfs0002	10.254.161.132
B29#&B28#	ATC	\\vrtldhfs1001	10.237.161.184
B29#&B28#	BPO	\\dlhgvfs2001	10.237.161.185

- h. **Restoration Required From to Restoration Required To:** Recover data from xxx date to xxx date
- i. **Data Folder Path:** Your share folder path
- j. **Server Location:** Select as your location

5. Comments

You can input additional information to help your approver validate your request in the free text box at bottom of form.

6. Approve Request

The **Approver** will receive an automated email notification from the CIO

Organization once the request is submitted.



THIS IS AN AUTOMATED E-MAIL. PLEASE DO NOT REPLY

Hi svcsmgr110,

This is to notify you that the request below needs your approval.

Request Details:

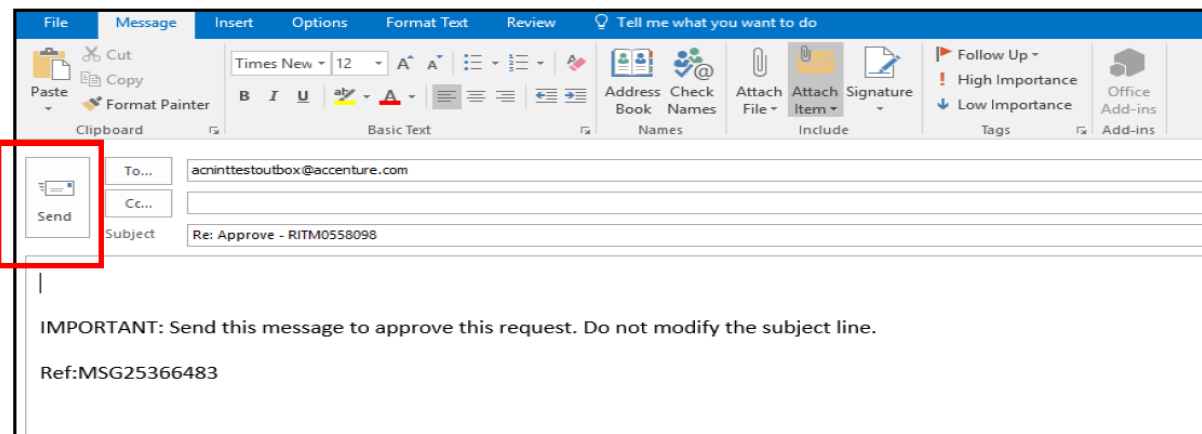
Service Name	Skype for Business - Phone Edition
Request No	RITM0558098
Facility	Cebu eBloc2
WBS	A0030001
Business Unit	
Required by Date	2017-06-29
Priority	Low
Target Response Time (from/once approved)	Within 2 business days
Target Resolution Time (from/once approved)	Within 7 business days

Approve
Reject
Request Clarification

For questions, please contact your usual support channels. To view your Request, click on the link below.
[RITM0558098](#)

The email will include details on the request. Upon reviewing, approver may choose to **Approve, Reject, or Request Clarification**. Click the appropriate link directly in the email.

Upon clicking link, an email will automatically generate based on approver's decision. **The Approver need to click Send for the decision to process.**



File Message Insert Options Format Text Review Tell me what you want to do

Paste Copy Format Painter Clipboard Basic Text Names Attach File Attach Item Signature Follow Up High Importance Low Importance Tags Office Add-ins

To... acninttestoutbox@accenture.com

Cc...

Subject Re: Approve - RITM0558098

Send

IMPORTANT: Send this message to approve this request. Do not modify the subject line.

Ref:MSG25366483

Note: Approver also approve through Accenture Support. Click Tickets and then Approvals to view and take action on outstanding approvals.