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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

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

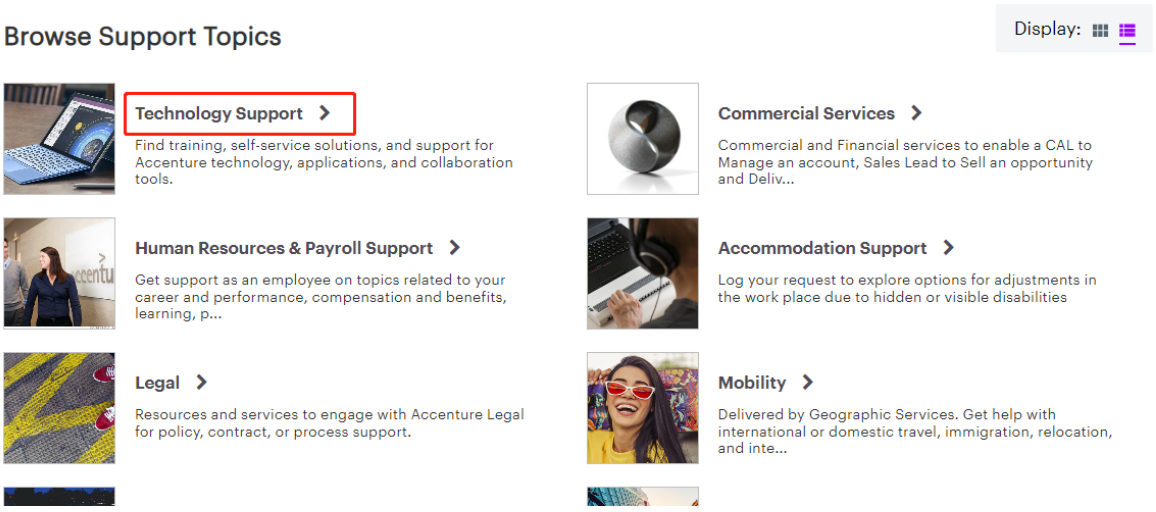
如何提交数据恢复请求在 SNOW：

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**。



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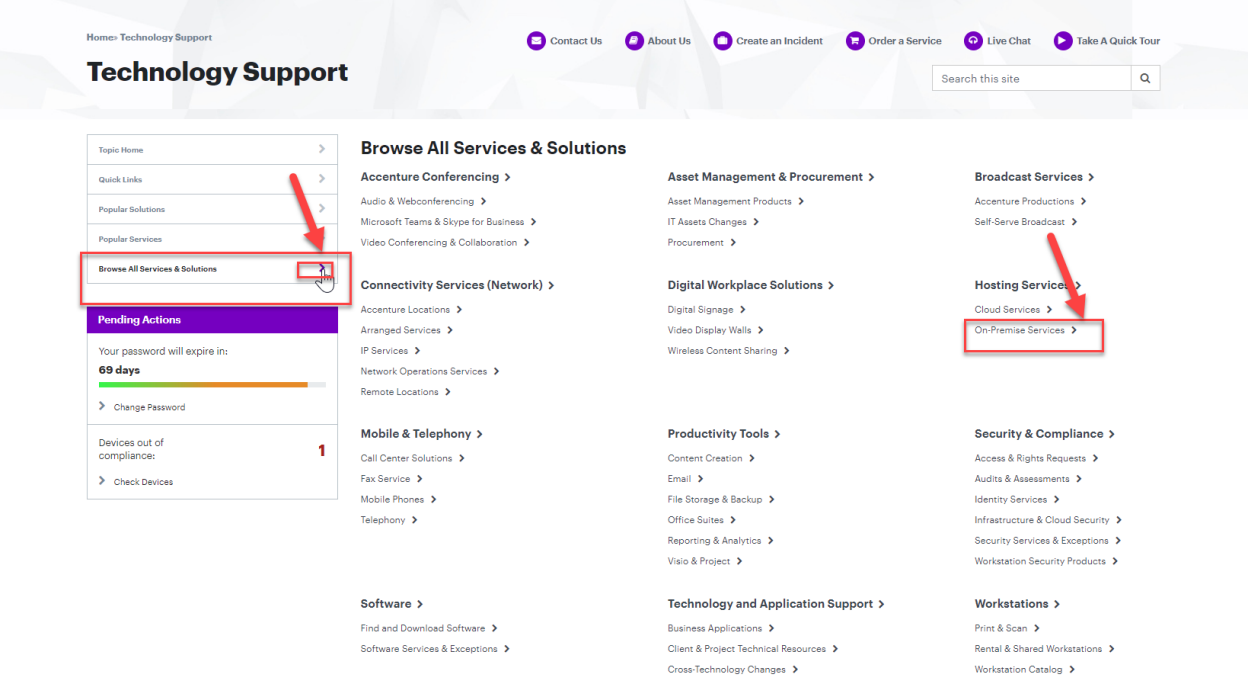
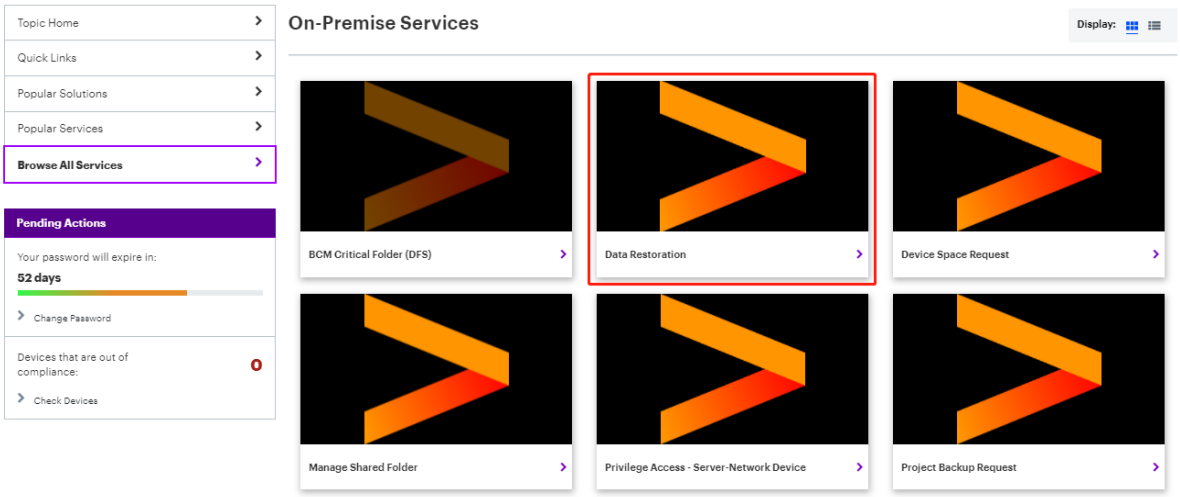
2. 看页面左侧，在**Browse and Order Services**选择**On-Promise Services**，并点击**On-Promise Services**。



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。



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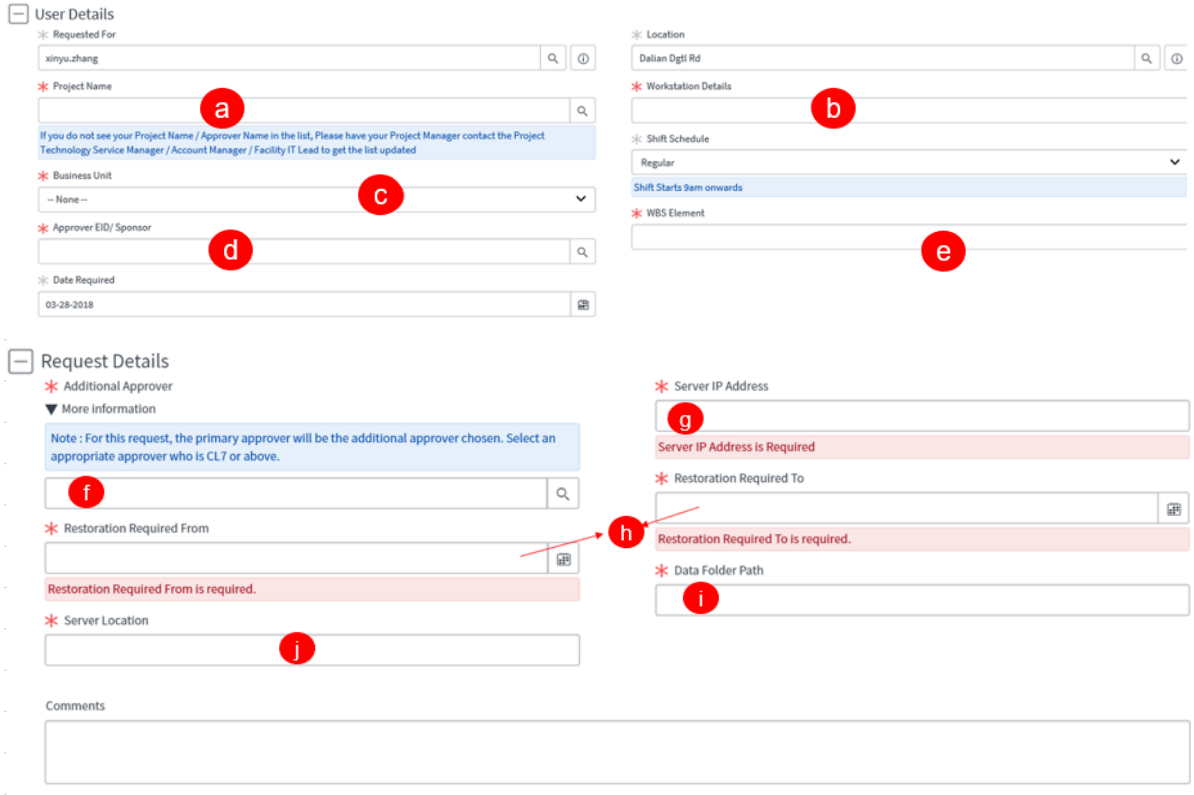
4. 必要信息填写重点如下：**Approver EID / Sponsor /WBS Element**



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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。

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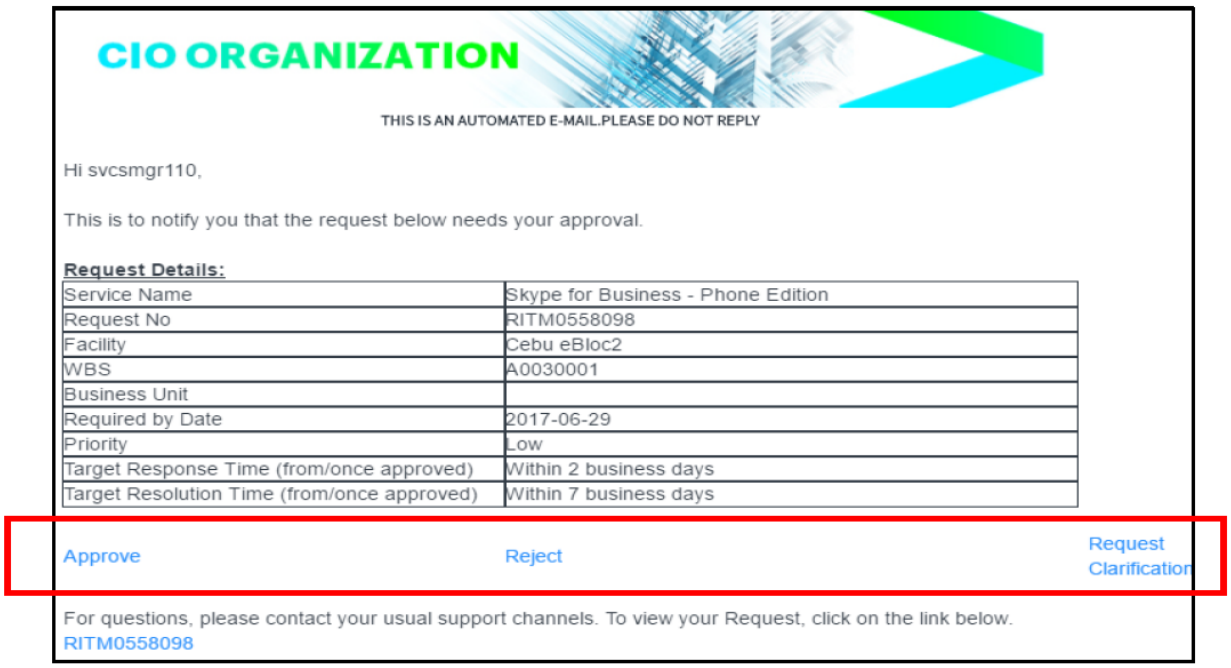
例如: **您好，请帮忙加XXX加入到XXX公共盘**

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 Clarificatior

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。

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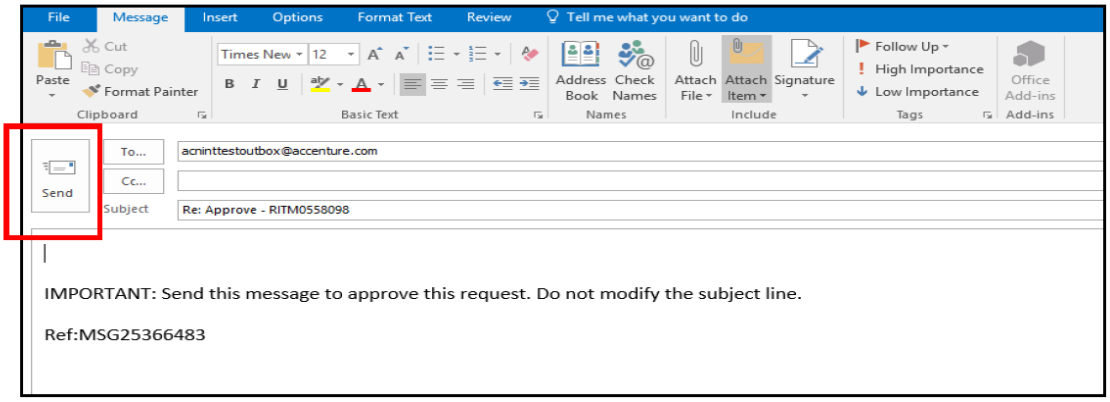

注：审批人也可通过埃森哲支持中心进行审批。单击Tickets然后单击Approvals以查看未完成的审批并对其采取操作。

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========== 中文版本，请参阅上文 ==========

How to Submit Data Restoration Request in Snow:

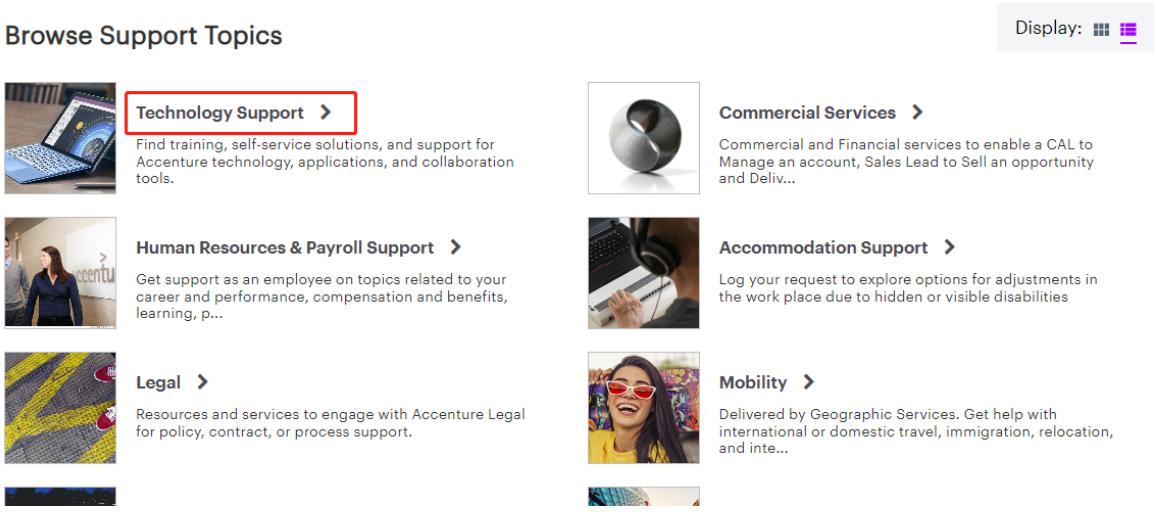
Issue of Description:

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**.



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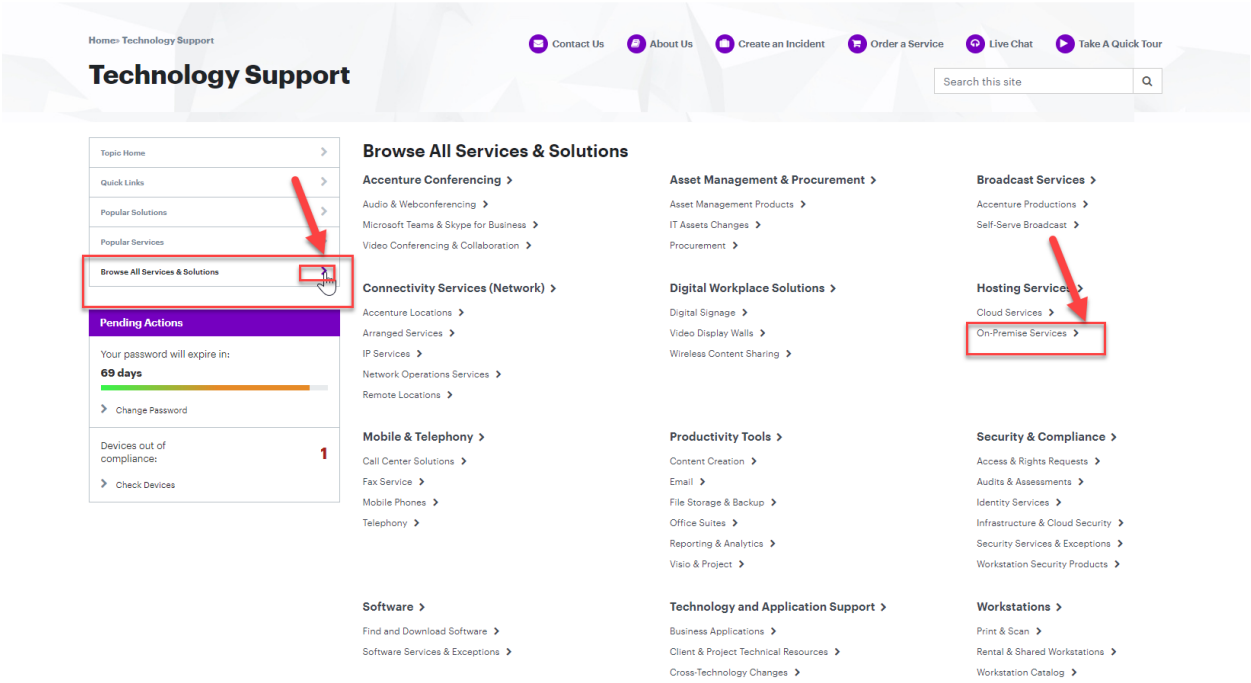
2. Please click **Browse and Order Services** on the left side of the page, then click **On-Promise Services**.



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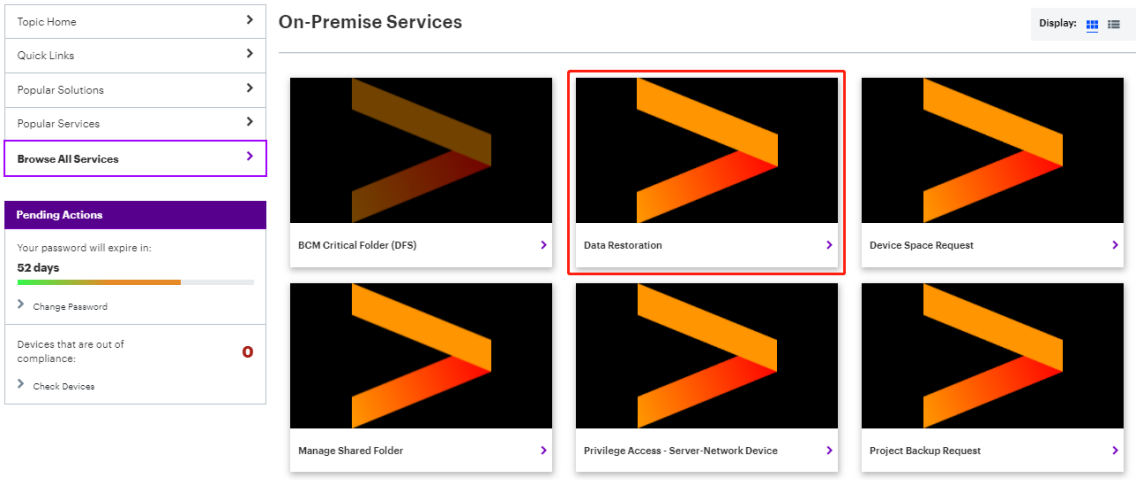
3. Click **“Data Restore”,** you will be directed to the request form. Populate the fields as necessary.



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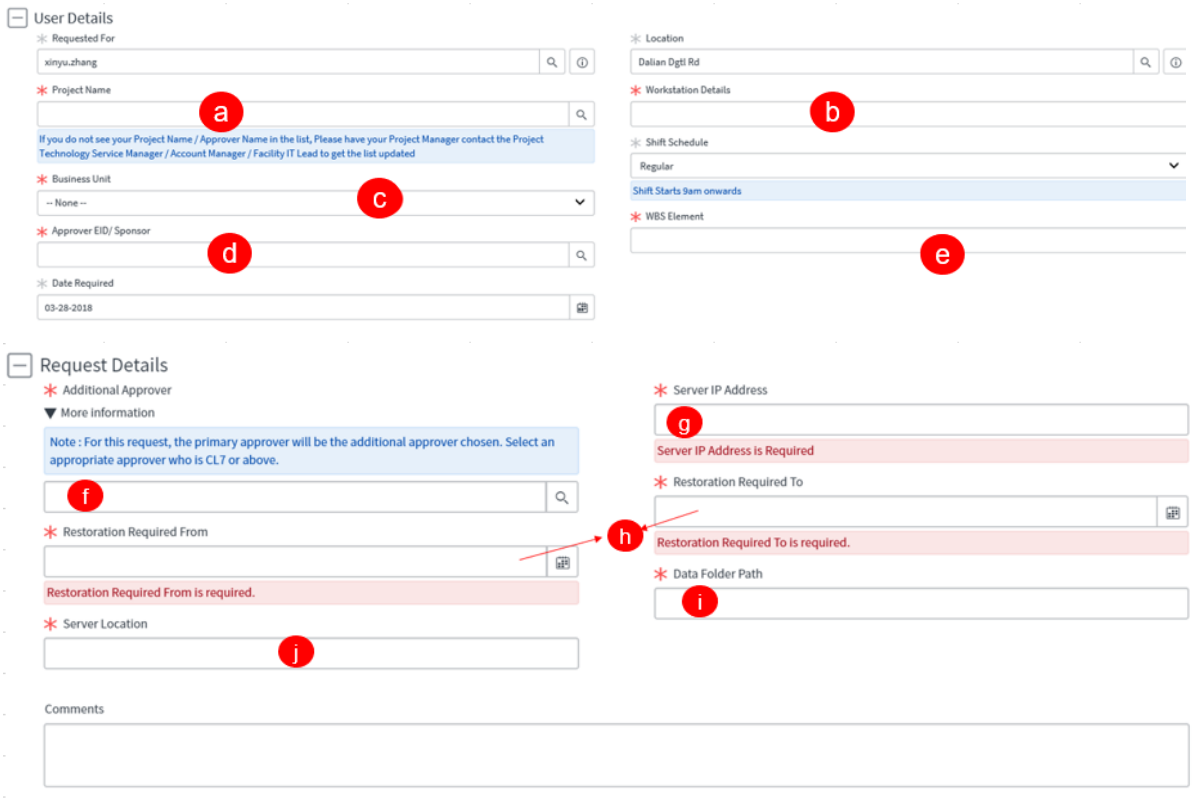
4. Enter necessary information as follows**: Approver EID / Sponsor /WBS Element**



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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	\\vrtdlhfs1001	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

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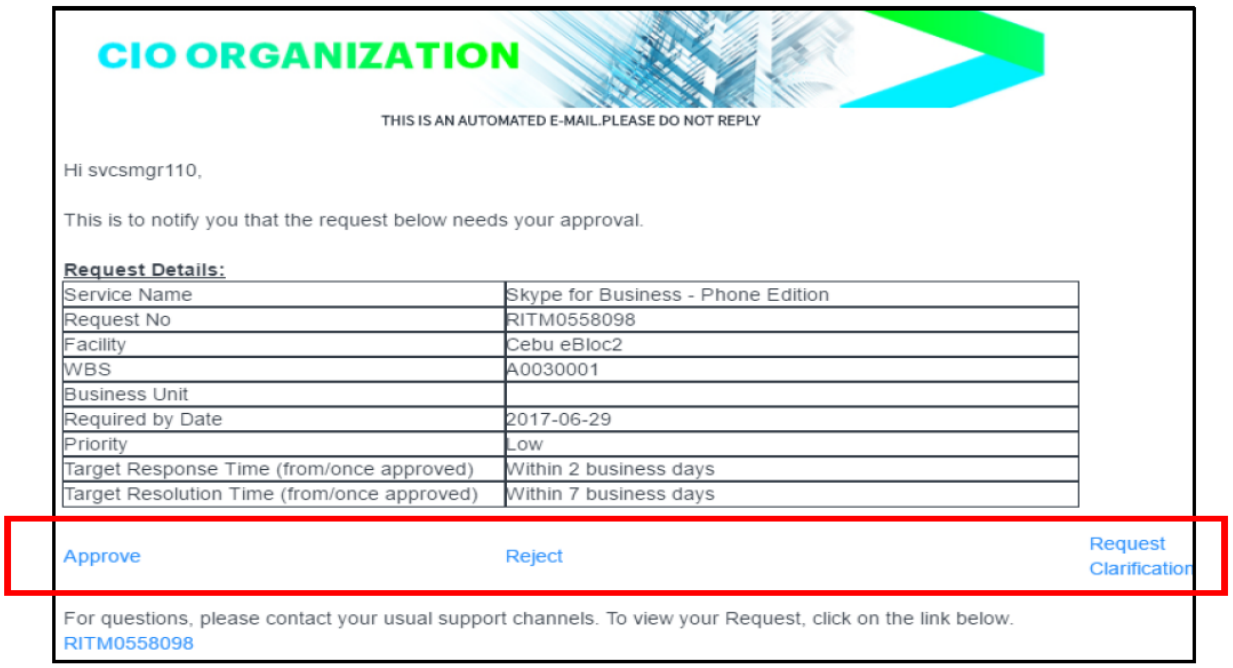
Organization once the request is submitted.



CIO ORGANIZATION

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Hi svcsmgr110,

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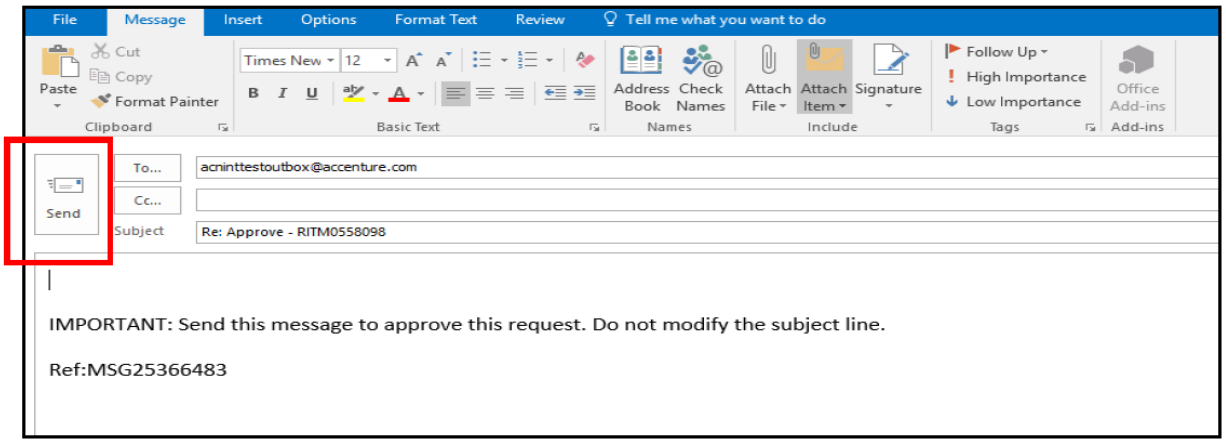
Request Details:

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.**



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

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