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A large, solid red chevron shape is positioned diagonally across the center of the slide. It points from the top-left towards the bottom-right, with its left edge being straight and its right edge being slightly curved.

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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:

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

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

The screenshot shows the 'Technology Support' homepage. On the left, there's a sidebar with 'Pending Actions' (password expiration and device compliance) and a 'Browse All Services & Solutions' link. The main content area is titled 'Browse All Services & Solutions' and lists various service categories like Connectivity Services, Digital Workplace Solutions, and Security & Compliance. A red arrow points from the 'Browse All Services & Solutions' link in the sidebar to the same link in the main content area. Another red arrow points from the 'On-Promise Services' link under the 'Hosting Services' category in the main content area.

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。

The screenshot shows the 'On-Promise Services' page. It has a sidebar with 'Pending Actions' and a 'Browse All Services' link. The main area displays a grid of service requests, each with a large orange and yellow chevron icon. The 'Data Restoration' request is highlighted with a red box and a red arrow pointing to it. Other requests include 'BCM Critical Folder (DFS)', 'Device Space Request', 'Manage Shared Folder', 'Privilege Access - Server-Network Device', and 'Project Backup Request'.

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: -- None -- **c**
- * Approver EID/ Sponsor: **d**
- * Date Required: 03-28-2018

Request Details

- * Additional Approver: **f**
- More Information
- Note : For this request, the primary approver will be the additional approver chosen. Select an appropriate approver who is CL7 or above.
- * Restoration Required From: **h** (Validation message: Restoration Required From is required.)
- * Server Location: **j**
- Comments

Location

- * Location: Dalian Dgtl Rd

Workstation Details

- * Shift Schedule: Regular
- Shift Starts 9am onwards

WBS Element

- * Server IP Address: **g** (Validation message: Server IP Address is Required)
- * Restoration Required To: **h** (Validation message: Restoration Required To is required.)
- * Data Folder Path: **i**

- 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

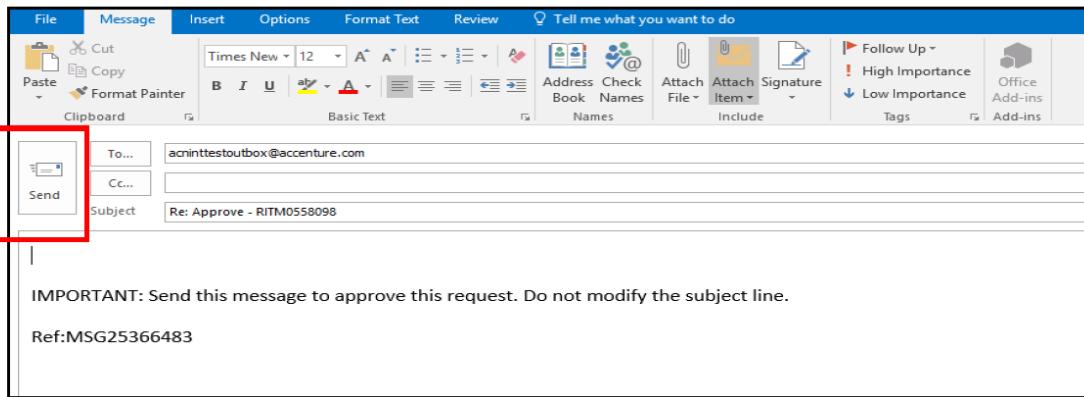
您需要将您的申请需求，简要的在这个位置描述下，方便于您的批准人和负责此申请的IT，可以一目了然您的需求。

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。



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。

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

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

The screenshot shows the Technology Support portal interface. At the top, there's a navigation bar with links for Contact Us, About Us, Create an Incident, Order a Service, Live Chat, and Take A Quick Tour. Below the navigation is a search bar. The main content area is titled "Browse All Services & Solutions". On the left, there's a sidebar with "Topic Home", "Quick Links", "Popular Solutions", and "Popular Services". A red box highlights the "Browse All Services & Solutions" link, and a red arrow points to it from the top. Below this, there's a "Pending Actions" section with a message about password expiration ("Your password will expire in: 69 days") and a "Check Devices" button. Another red box highlights the "Check Devices" button, and a red arrow points to it from the bottom-left. The main content area is divided into several categories: Connectivity Services (Network), Mobile & Telephony, Software, Productivity Tools, Technology and Application Support, Asset Management & Procurement, Digital Workplace Solutions, Broadcast Services, Hosting Services, Security & Compliance, and Workstations. Under the "Hosting Services" category, there are links for "Cloud Services" and "On-Promise Services". A red box highlights the "On-Promise Services" link, and a red arrow points to it from the right.

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

The screenshot shows the 'On-Premise Services' section of a web application. On the left, there's a sidebar with links like 'Topic Home', 'Quick Links', 'Popular Solutions', 'Popular Services', and 'Browse All Services'. Below this is a 'Pending Actions' section with a purple header, showing a password expiration notice ('Your password will expire in: 52 days') and a 'Check Devices' link. The main area is titled 'On-Premise Services' and contains six service requests arranged in a 2x3 grid. Each request has a large orange and yellow chevron icon. The requests are: 'BCM Critical Folder (DFS)', 'Data Restoration' (which is highlighted with a red box), 'Device Space Request', 'Manage Shared Folder', 'Privilege Access - Server-Network Device', and 'Project Backup Request'. Each request has a small purple arrow pointing right at its bottom right corner.

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
-- None --

* Approver EID/ Sponsor
d

* Date Required
03-28-2018

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.

* Restoration Required From
f

Restoration Required From is required.

* Server Location
j

* Location
Dalian Dgtl Rd

* Workstation Details

* Shift Schedule
Regular

Shift Starts 9am onwards

* WBS Element
e

* 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	\\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

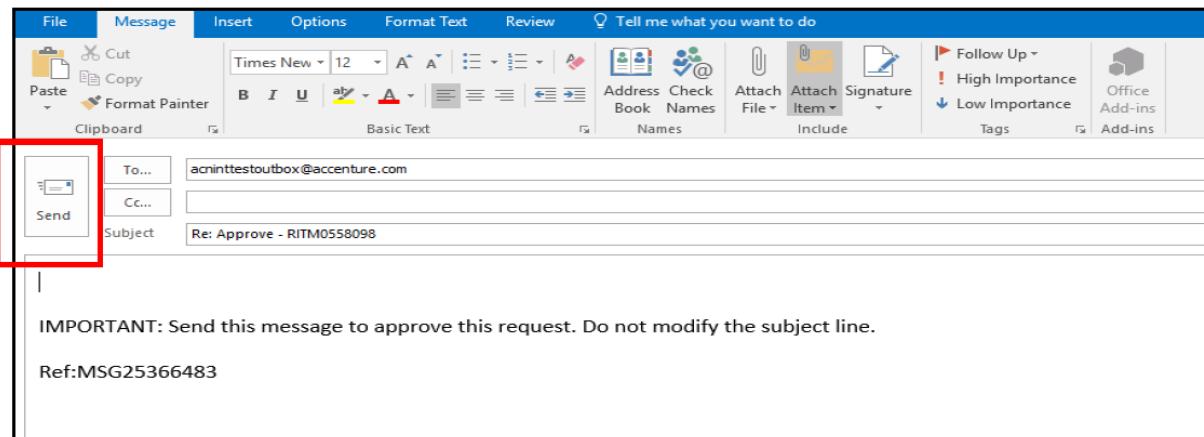
The **Approver** will receive an automated email notification from the CIO

Organization once the request is submitted.



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.