

Regent University Restore Policy

The Regent University backup system is in place for disaster recovery in case the Network Operation Center (NOC) experiences hardware or software failure or other catastrophe which does not include the end users' hardware.

We perform a full backup of all university data every weekend and perform differentials (changed files) every night. This includes personal drives (P:), common drives (M:), web drives (R: - V:) and email. We DO NOT backup information on individual computers or laptops.

Some backup tapes are stored on campus and some are stored off-site. The backup system has been thoroughly tested and it works reliably. There may be situations, however, in which failures occur. IT does not, therefore, guarantee that a deleted or lost file will be retrievable on a specific date.

If you would like to request a restore then please contact the helpdesk by calling them at 757-352-4076 or e-mail at helpdesk@regent.edu. Please have the name and location of the file and date you want it restored from ready.

Restoring any file can be labor and resource intensive. File restores generally take 48 hours, depending on work load. Also, when the restoration is needed, availability of resources may be limited. A request for off-site tapes typically takes 1 - 4 business day(s) and includes a fee depending on where the tape is coming from.

A request to restore group mail will be completed. An individual's email cannot be restored unless it directly affects a group, a department, or the institution. It is the responsibility of the individual user to protect and backup their files. Restoring personal email and/or personal drive (P:) files are not a regular service provided by the Regent IT Department and are limited to groups and departments needing files restored. Restoring student files and/or email is not a regular service provided by the Regent IT Department.

If it is determined that IT has unintentionally deleted files and/or email through hardware failure or administrator error, the files will be restored from the last backup available. IT reserves the right to deny such requests if restoration is determined to require an unreasonable amount of time or resources.