Computer Backup Configuration Service

Background

We offer a computer backup configuration service at a discounted rate. We will perform the following tasks in conjunction with this service. After receiving this service, customers may optionally book additional services. But customers are not obligated to do so.

Backup Types

There are three different ways to backup computer data: system, file, and on-line. We recommend the use of all three types for most customers:

System: Backs up system files as well as data files. Can restore the entire computer to the last saved state. Requires use of restore software to recover backed-up files.
File: A copy of data and settings files, but not system files. Cannot restore the entire computer. Files may be transported to another computer and used immediately.
On-Line: Upload data files to a server computer on the Internet. Files may be downloaded via a web browser to another computer. Limited storage capacity. Incurs a monthly fee.

For the file and system methods, it is possible to rotate two external hard drives, keep one on-site, and store the second in a safe deposit box. This makes recovery possible in case of burglary, fire, or other disaster.

Service Description

Initial Consultation and Preparation
☐ Telephone consultation with the customer before arrival on-site.
☐ Discuss recommended backup options, including off-site and on-line methods.
☐ Determine purchase requirements (for example, number of disk drives and required software).
☐ Shopping service to assist customer with purchase or purchase on behalf of customer.

Backup Configuration
☐ Format hard drives (if necessary) for the given computer or operating system.
☐ Configure (or install if necessary) software for system method.
☐ Write backup script or download free software for file method.
☐ Write backup script for on-line method.
☐ Schedule all backup methods to run automatically.

Restoration Consultation (Requires Return Visit)
☐ Determine backups are running properly.
☐ Demonstrate restore procedures to customer.
☐ Demonstrate how to swap hard drives to rotate off-site storage.