

HIGH-LEVEL OUTLINE OF DATTO RECOVERY

These are the major goals of the Datto function and recovery.

1. Identify Issues related to IT request outage, either via ticket or customer engagement.
2. If needed, notify staff of outage or restoration expectation.
3. If main host is down, validate Datto backup SIRIS unit is operational and functioning.
4. Identify the problematic systems or folders.
5. Login to Datto portal and identify backups from affected period.
6. Validate the backups will include the needed files, folders, or whole system.
7. Begin the recovery process to restore the affected system, folder, files.
8. Test Repaired/Rebuilt systems.
9. If main host is physically damaged, maintain backup SIRIS unit until main host has been repaired.
10. Once main host is repaired, deploy SIRIS into backup/standby state and resume pre-outage conditions.