

Policy

In any circumstance where an ITS managed computer is going to be reformatted (reimaged) or replaced by the ITS Help Desk, the Help Desk designee will transfer the users **university-related** files and data for them. The Help Desk may also transfer certain types of customization files (see below). On Windows computers, the Help Desk will normally transfer the 'My Documents' folder and all its subfolders. If the user has files stored in other places on their computer, it is up to the user to inform the Help Desk of their location. Upon request, the Help Desk staff is able to transfer or reinstall settings from select applications or system settings to the new operating system. The Help Desk staff will work with the user to reinstall all ITS supported software, and University Software where a valid license key can be presented, and any network printers.

Files that the Help Desk will transfer include, but are not limited to:

- All USC Upstate related files (may include movies, music, etc.)
- Contents of the 'My Documents' folder (See disclaimer below) Outlook profiles
- Outlook autocomplete cache
- Outlook signatures
- Outlook archives
- Internet favorites (Internet Explorer and Firefox only)
- Custom Office dictionaries
- Files on the desktop (See disclaimer below)

The Help Desk reserves the right to refuse to copy any personal/non-USC Upstate related files. In this case the Help Desk will allow the user to transfer their data on their own provided it is not illegal content.

Files that the Help Desk will not transfer include, but are not limited to:

- Personal music
- Personal videos
- Downloaded programs or games
- Saved game data

Successful data transfer may be affected by failed or failing hard drives, bad sectors on the hard drives, or viruses. It is not always possible to retrieve user data, all or part of, due to these circumstances. The ITS Help Desk will provide data backup and retrieval on a best effort policy