Case Study III

Data Recovery: Government Agency with critical data in a note book.

BACKGROUND

The Government Agency is a operational division based in Putrajaya, the federal administrative capital of Malaysia . A tremendous amount of critical data and information, which officer are working on is stored in their note books.

Current trends of working and living in a very hyper environment create a situation where work is done anywhere and everywhere. Due to the fast changing situations critical staff are always with their note books and like many users an immense amount of data and information is handled concurrently and no replications is done periodically. The data and information is stored without much thought of system corruption and loss of data. Then what was most dreaded happened, note book crashed!

THE CHALLENGE

The Note Book in this case would not boot as the hard disk was corrupted totally. It would not power on. Removing the note book or even the hard disk was out of question as it contained very sensitive data – for your eyes only. The work has to be done on-site.

Some effort was made to recover the data by several individuals and organizations. Szar Solutions was invited and issued a challenge to recover this data. As the hard disk was inaccessible , we too were stumped.

THE SOLUTION

Successfully rescuing data is a very sensitive and intensive process. Careful attention was be given to the data and applications.

Szar solution engineers had to work with paper and pencil to design a power circuit to power the hard disk. This circuit structure was purchased after scouting around for over four weeks in various local and overseas locations.

The entire process, of recovering the data took over several hours on-site . Unfortunately only seventy percentage of the data could be recovered using a dedicated software.

RESULTS & BENEFITS

Personnel in the organization were advised on basic data back-ups methodologies and regular updates of software support. Periodic downloads policies were instituted to ensure at least critical data would be saved and stored in secure locations.