

Recovery Manager for AD Disaster Recovery Edition Prepaid Health Check

Description

This offering will provide assessment of your Recovery Manager for Active Directory Disaster Recovery Edition software. Based on that assessment, Quest Services will assist you to update and optimize your AD recovery platform – providing assurance you can quickly recover from any sort of event disrupting Active Directory.

The Health Check package assists will be completed in the following stages:

- **Maintenance Review of RMAD DRE Installation**
- **Maintenance Review of RMAD DRE Configuration (AD and BMR backups)**
- **Maintenance Review of RMAD DRE Configuration (Forest Recovery)**
- **Maintenance Review of RMAD DRE Configuration (Bare Metal Recovery)**
- **Testing**
- **Maintenance Implementation of RMAD DRE Configuration**
- **Knowledge Transfer**

Each phase will result in the completion of the Project Deliverables listed below.

Outcomes

The services offering will ensure your AD recovery platform is healthy in place and re-validate that your Forest Recovery model is still appropriate for your needs.

- Analysis of current recovery objectives and RMAD DRE implementation.
- Review of documented recovery plans for Domain Controllers, full Forest, and crisis scenarios still meet the needs of your recovery plan.
- Updated deployment and configuration of RMAD DRE.
- Verified backup and recovery plans to align with industry and Quest best practices
- Update the existing DR documentation to the aligned RMAD DRE implementation

Approach and activities

A Quest Professional Services consultant will work with the necessary customer stakeholders and subject matter experts on the following activities. The actual activities performed will vary based on the complexity of the customer’s environment and technical needs outlined during the Maintenance Session and are contingent upon the time available.

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Maintenance Review of RMAD DRE installation

Project Deliverable 1

Quest will provide a maintenance review of the customers previously installed Recovery Manager for Active Directory Components and Services on RMAD Server(s) in production.

- Verify the RMAD DRE installation in production is working
- Review of existing backup and recovery documentation

Maintenance Review of RMAD DRE Configuration (AD and BMR backups)

Project Deliverable 2

Quest will provide a maintenance review of the customers RMAD DRE configuration for Active Directory and Bare Metal backups.

- Review AD and BMR backup scope, frequency, storage and retention
- Review Quest backup agents installed on domain controllers
- Confirm creation of the AD and BMR backups are working

Maintenance Review of RMAD DRE Configuration (Forest Recovery)

Project Deliverable 3

Quest will provide a maintenance review of the customers previous configuration of at least one Forest Recovery Project.

- Validate Forest recovery project settings
- Validate applied recovery methods
- Validate FR agents on DCs
- Validate current forest health, including DC accessibility, replication, domain trusts, authentication, RID master and GC operations

Maintenance Review of RMAD DRE Configuration (Bare Metal Recovery)

Project Deliverable 4

Quest will provide a maintenance review of the customers previous configuration of at least one Bare Metal Recovery Project.

- Validate Forest recovery project settings
- Validate applied recovery methods

Testing

Project Deliverable 5

The goal of this step is to apply and validate the identified gaps in a test lab and re-run the DR scenarios.

- Align forest recovery testing scope and parameters
- Run Forest recovery test(s) in the isolated environment to validate recovery methodology

Maintenance Implementation of RMAD DRE Configuration

Project Deliverable 6

Quest will apply the identified changes into production and support the customer to document the changes.

- Reconfigure the existing RMAD DRE implementation in production based on identified gaps.

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- Run Health-check of RMAD DRE implementation in production
- Provide customers with support to update the backup and recovery documentation

Knowledge Transfer

Project Deliverable 7

Quest will provide guidance to the customer by performing a knowledge transfer and product review of the Recovery Manager for Active Directory changes implemented into the Customer’s Environment.

- Quest will provide a maintenance check summary with the customer
- Review Support cases (if any)
- FAQ

Prerequisites and assumptions

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- RMAD is implemented in the customer environment with active maintenance
- Customer has a documented continuity plan available for review
- Scope is limited to single forest implementations with up to 100 Domain Controllers in scope
- All activities will be performed remotely utilizing the phone and web conferencing.
- Commit a technical resource on a full-time basis to provide Quest with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- Customer will provide an isolated lab to validate the DR scenarios.

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