

Recovery Manager Partner Assurance

Description

As a Quest partner, this services package will help you guide your customer with the installation, configuration, and testing of Recovery Manager for Active Directory (the Software). Focused on enabling Quest Partners and providing project assurance, this service offering includes the following phases:

- Planning: verify prerequisites, validate best practice backup and recovery process, review base implementation plans
- Installation: install software and verify connectivity
- Configuration & testing: configure Software to meet recovery needs, ensure expected behavior & outcomes
- Knowledge Transfer: provide instruction to partner for efficient and effective platform usage during recovery project

Approach and activities

Provider Professional Services consultant will work with the necessary partner and customer stakeholders on the following activities. The activities performed may vary slightly based on the complexity of the customer’s environment and technical needs outlined during the Planning Session.

Planning

Provider will host a planning review session as described in the table below with the partner and its customer to verify the customer’s environment readiness migration plan.

| Project Deliverables Planning Phase | Description |
|--|--|
| Project Initiation and kick off meeting | Host project initiation and kick off meeting lasting no more than 1 hour. |
| Discovery Workshop | Conduct one (1) discovery workshop last no more than 4 hours to include the following: <ul style="list-style-type: none"> • Review of business and technical requirements • Review partner backup and recovery plans |
| Planning Validation | Provide a Planning session report, which will include: <ul style="list-style-type: none"> • Recommendations for best practice recovery process |

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| | <ul style="list-style-type: none"> Identify areas of risk and improvement with overall recovery plan(s) |
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Installation

Provider will aid the partner to ensure correct installation of Software.

| Project Deliverables Installation Phase | Description |
|--|---|
| Installation | Install software and configure connection to in-scope environments identified in the Planning session report. |

Configuration

Provider will assist the partner to configure Software in alignment with the recommended backup process in accordance with the Planning session report and the table below.

| Project Deliverables Configuration Phase | Description |
|---|--|
| Configuration | Configure the Software components in the customer’s production environments identified in the Planning session report. |
| Unit Testing | <ul style="list-style-type: none"> Backup and recovery of test objects (up to 5) Modify configuration of Software (as necessary) |
| Knowledge Transfer | <ul style="list-style-type: none"> During the engagement, Quest will provide instruction to partner for proper configuration of the software and effective platform usage during recovery events. Quest may also provide one Knowledge Transfer session (up to 2 hours) if requested, which may include: <ul style="list-style-type: none"> Standard practice for configuration, scope, schedule, and storage of backups Common backup and recovery strategies Typical integration of tools into overall disaster planning and policies Recommended maintenance tasks |

Prerequisites and Assumptions

The partner must ensure that its customer agrees to and/or complies with the following responsibilities

- Providing administrative access to all source and target environments is available.
- Ensuring remote access to all source and target environments is available.

In addition, the partner agrees to cooperate with Quest in its delivery of the Services, and agrees that it or its customer commits to and complies with the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment.
- 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.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing

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