

Active Directory Recovery as a Service

Description

Active Directory Recovery as a Service is an annual subscription offered to new and existing Recovery Manager for Active Directory Disaster Recovery Edition (RMAD DRE) Customers. Using RMAD DRE, Quest's Professional Services Organization (PSO) will help Customer develop a Forest Recovery Plan to be used in the event of an Active Directory (AD) Critical Incident ensuring that the Business recovers Active Directory in a timely manner.

During the subscription period, PSO will provide expertise to deploy a new RMAD DRE production implementation or to modernize the configuration of an existing RMAD DRE deployment.

This subscription provides our Customer with monthly analysis and optimization reviews of the production RMAD DRE platform to maintain the integrity of Active Directory Forest recoverability.

Quest PSO will assist and guide our Customer through (up to 2) critical incident response recovery event(s).

Outcomes

The services offered will help our Customer keep the Active Directory recovery platform healthy and optimized to satisfy current business continuity objectives. Quest will provide critical incident response services to assist with the recovery of Active Directory functionality.

- Analysis of current recovery objectives and RMAD DRE platform implementation
- High-level review of Customer's existing Active Directory recovery plans, crisis scenario requirements will be taken into account when architecting the recovery platform solution
- Validation of existing RMAD DRE implementation to ensure platform functionality and integrity (and perform periodic product upgrades if deemed necessary)
- Assessment of current deployment and configuration of RMAD DRE at the beginning of the subscription period
- Verified Active Directory backup and recovery approach aligns with industry and Quest best practices
- Expert operation of the RMAD DRE platform in the event of a critical incident requiring restoration of the AD environment

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 Baseline Planning Sessions and are contingent upon the time available.

Baseline Deployment of new RMAD DRE production deployment

For our new RMAD DRE Customers, Quest will assist with the planning, design, implementation and configuration validation of the RMAD DRE production platform. During this baseline deployment event, Quest will thoroughly document the configuration of the RMAD DRE configuration for future reference and maintenance.

- Planning
- Installation
- Backups Configuration
- Forest Recovery Configuration
- Bare Metal Recovery Configuration
- Secure Storage implementation
- Testing and validation

Baseline Review of existing RMAD DRE production deployment

For our existing RMAD DRE Customers, Quest will perform a thorough analysis of the Customer's RMAD DRE deployment to ensure all components meet best practices and effectively satisfies Customer's business continuity needs. During this review event, Quest will document the configuration of the RMAD DRE configuration for future reference and maintenance.

- Findings and recommendations will be communicated to the Customer; implementation of any changes will be the responsibility of the Customer

Maintenance Review of RMAD DRE production deployment

Scheduled monthly during the subscription year, Quest will perform a maintenance review of Customer's RMAD DRE components and configuration. Any calls for assistance outside of this quarterly review will need to be performed on a time and materials contract basis.

- Verify the production RMAD DRE implementation is optimized and configured according to Quest best practices
- Review of existing backup and recovery documentation
- Review AD backup scope, frequency, storage, and retention
- Review Quest backup agent health installed on domain controllers
- Confirm that AD backups are functional and protected
- Validate Forest Recovery (FR) console project settings
- Validate applied recovery methods
- Validate FR agent health installed on domain controllers
- Validate current forest health, including DC accessibility, replication, domain trusts, authentication, RID master, and GC operations
- Reconfigure the existing RMAD DRE implementation in production based on identified gaps
- Run Forest Health Check of Active Directory production environment

Critical Incident Response

In the event of a qualified incident, Quest will assign services personnel to aid in the restoration of Active Directory as part of Customer's business continuity operation.

- When notified, Quest will assign and deploy PSO engineer(s) within 2 hours of initial Quest support call
- After briefing of the scenario, the Quest team will assist Customer to determine the best AD restoration strategy and workflow
- Analyze any errors with restoration and provide guidance to resolve environmental issues (DNS settings, data cleanup, etc.)
- Provide guidance, as necessary, to expedite restoration of the AD environment supporting core business operations
- Operate RMAD DRE to restore up to 5 Domain Controllers
- Customer team is responsible for restoring any additional Active Directory elements to full operational capacity and scope

Prerequisites and assumptions

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

- RMAD DRE is currently under an active maintenance contract for the duration of this subscription.
- Scope of this offering is limited to protecting a single Active Directory Forest and restoration of the initial 5 Domain Controllers.
- Participation in Customer Disaster Recovery training or simulation events are not included with this offering
- All activities will be performed remotely utilizing phone and web conferencing
- Customer will commit a technical resource on a full-time basis to provide Quest with the assistance and focus necessary
- Customer will provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress. The activities described above is a general description of software consulting services that Quest may provide during the subscription year
- Customer agrees to make recommended changes (in a timely manner) to the RMAD DRE platform configuration by the Quest PSO team to maximize forest recovery operability
- Quest will provide critical incident response services as described above, for a maximum of two (2) qualified incidents during the subscription year

Additional notes

For more information, please contact your Account Manager.

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