

**Services Offering Description**  
**EAA-ATA-PP**

## **Recovery Manager for Active Directory Forest Edition (RMAD FE) Prepaid Remote Expert Assist – 5 Days**

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This document states the planned activities, technical requirements, and other terms for the Services Offering stated above.

### **PLANNED ACTIVITIES**

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As time permits during the number of Days stated above (each “Day” is eight hours) Quest plans to perform some or all of the following services (“Activities”) in connection with the Software product stated above (the “Software”):

#### **SERVICES EFFORT**

	Number of Forests	Number of Domain Controllers	Number of Users in AD	Virtualize Production	Forest Recovery Tests
RMADFE Advance (5 Days Consult/1 Day PM)	1	Up to 100	Up to 10000	Yes	Yes †

† Recovery testing on the 5-day effort will be in a Quest provided virtual lab or a virtual copy of the customer’s forest generated with RMADFE’s ADVL feature

### **PROJECT INITIATION MEETING & DOCUMENTATION**

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The project initiation meeting is conducted first and is intended to introduce Customer’s and Quest key project members and to review the project objectives, scope, requirements, and timelines.

The project initiation meeting includes things such as:

- Verify environment readiness
- Establish the base deployment architecture

### **PLANNING PHASE**

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The Planning phase typically includes:

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Review Project Scope and Activities
- Overview of Customer Environment, Requirements, and Goals
- Identify/Review disaster contingencies such as “go/no-go”, communication, and SLA’s
- Convey Quest Best Practices on forest recovery
- Determine Base Deployment Architecture for RMADFE
- Develop a Custom Forest Recovery Plan

### **INSTALLATION PHASE**

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The Installation phase typically includes:

- Review Installation pre-requisites & permissions
- Install RMADFE
- Discuss backup scope, frequency, storage and retention
- Configure RMADFE computer collections where appropriate

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#### IMPLEMENTATION PHASE

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The Implementation phase typically includes:

- Review Forest Recovery System Architecture
- Review Forest Recovery Methods
- Create at least one Forest Recovery Project
- Validate current forest health, including DC accessibility, replication, domain trusts, authentication, RID master and GC operations
- Validate recovery project settings

#### TESTING PHASE

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The Testing phase typically includes:

- Review forest recovery testing scope and parameters
- Optionally create an isolated test environment using RMADFE's Virtual Lab" feature,
- Run Forest recovery test(s) in the isolated environment to validate recovery methodology

#### KNOWLEDGE TRANSFER PHASE

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The Knowledge transfer phase typically includes:

- Quest will provide assistance to the customer with verifying the Recovery Manager for Active Directory implementation
- Introduce Support resources

#### OTHER TERMS

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

- Ensure that the existing infrastructure and hardware configuration of your environment is sufficient to support the products to be implemented
- Commit a technical resource on a full time basis to provide us 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 secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements (Product Installation / QuickStart Guide) prior to the Remote session
- All activities will be performed remotely utilizing Quest provided web and voice conferencing
- Some activities may be performed during a "pre call" that could be required prior to the beginning of the scheduled engagement

The information above is a general description of software consulting services that Quest may provide during the services engagement. The actual services to be provided will be as stated in the order for such services.