

Services Offering Description

AAB-ATA-PP

RECOVERY MANAGER FOR AD DISASTER RECOVER EDITION FOUNDATION PLUS DR (ONSITE/PREPAID)

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

PLANNED ACTIVITIES

The Services includes 11 Days (each "Day" is eight hours) of consulting services delivered onsite for assistance with the configuration, and testing of the Recovery Manager for Active Directory Disaster Recovery Edition software (the "Activities"). As time permits during the number of Days stated Quest plans to perform some or all of the following Activities in connection with the Software product stated.

The Activities will be applied to the following.

| | # Forests | # Domain Controllers | Number of Users in AD |
|--|-----------|-----------------------------|--------------------------|
| RMAD/DRE Foundation (11 Days Consult) | 1 | Up to 100 (Up to 10 BMR) | Up to 10000 |

PLANNING PHASE

A 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 RMAD/DRE
- Develop Custom Forest Recovery and Bare Metal Recovery Plans

INSTALLATION PHASE

An Installation Phase typically includes:

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

CONFIGURATION PHASE

A Configuration Phase typically includes:

Assistance with configuring Active Directory and Bare Metal backups in accordance with the deployment architecture identified during the planning session

- Review Backup strategies and scheduling

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- Review Backup methods
- Create and populate at least two computer groups
- Install agents on domain controllers
- Configure AD and BMR backups
- Create initial AD and BMR backups

Assistance with configuring at least one Forest Recovery Project in accordance with the deployment architecture identified during the planning session.

- Review Backup methods
- Create and populate at least two computer groups
- Install agents on domain controllers
- Configure AD and BMR backups
- Create initial AD and BMR backups

Assistance with configuring at least one Bare Metal Recovery Project in accordance with the deployment architecture identified during the planning session.

- Review Bare Metal Recovery System Architecture
- Review Bare Metal Recovery Methods
- Create at least one Bare Metal Recovery Project
- Validate recovery project settings

TESTING PHASE

A Testing Phase typically includes:

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

KNOWLEDGE TRANSFER

A Knowledge Transfer phase typically includes:

- Quest will aid the customer with verifying the Recovery Manager for Active Directory implementation
- Verify the customer can backup and restore Active Directory
- Introduce Support resources

OTHER TERMS

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

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- The customer's AD environment has adequate bandwidth and is not hindered by firewalls for remote agent installation.
- Some activities may be performed during a "pre-call" that may be made prior to the beginning of the scheduled engagement.
- 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.
- Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements prior to the Remote session

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.