

Recovery Manager for Active Directory Disaster Recovery Assurance

Description

As an annual subscription, you'll have Quest services expertise available to guide you through your incident response recovery requirements. In addition, this offering provides you with optimization of your Recovery Manager for Active Directory Disaster Recovery Edition (RMAD DRE) solution to ensure your Active Directory environment is properly backed up.

Outcomes

The services offering will help you keep your AD recovery platform healthy and optimized for current business continuity objectives, and provide incident response services to guide the restoration of Active Directory.

- Analysis of current recovery objectives and RMAD DRE implementation.
- Review of documented recovery plans for Domain Controllers, full Forest, and crisis scenarios to 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.
- Expert operation of the RMAD DRE software in the event of an 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.

Maintenance Review of RMAD DRE installation & configuration

Scheduled twice during the subscription year, Quest will provide a maintenance review of Customer's 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
- Review AD backup scope, frequency, storage and retention
- Review Quest backup agents installed on domain controllers
- Confirm creation of the AD backups are working
- 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
- Reconfigure the existing RMAD DRE implementation in production based on identified gaps
- Run Health-check of RMAD DRE implementation in production
- Provide Customer with support to update the backup and recovery documentation

Knowledge Transfer

Following each maintenance review, Quest will provide guidance to Customer by performing a knowledge transfer and product review of the Recovery Manager for Active Directory changes implemented into Customer's Environment.

- Quest will provide a maintenance check summary with Customer
- Review Support cases (if any)
- Question & Answer session with appropriate Customer team members

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. A Qualified Incident is an event experienced by Customer that requires restoration of the Customer's Active Directory, including a malware event, security breach, or a disaster recovery scenario.

- Quest will, when notified, assign and engage a services engineer same business day
- After briefing of the scenario, the Quest team will assist Customer to determine the best AD restoration strategy and workflow
- Operate RMAD DRE to restore initial batch of Domain Controllers
- 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
- Ensure Customer team is enabled and capable to restore any additional Active Directory elements to full operational capacity

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 under an active maintenance contract
- 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. The activities described

above is a general description of software consulting services that Quest may provide during the subscription year.

- Quest will provide 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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