# Recovery Manager for Active Directory Remote Expert Assist Basic

## Description

The Recovery Manager for Active Directory (RMAD) Remote Expert Assist Basic Services Offering consists of one (1) prepaid four-hour Day during which Quest will provide remote services to assist the Customer with the installation, configuration, and knowledge of maintenance of the Recovery Manager for Active Directory Software (the "Activities").

This offering includes the following:

- Installation guidance and assistance of the Recovery Manager Software
- Configuration of the Recover Manager Components and Services
- Knowledge Transfer on the Recovery Manager product and configured Components and Services in the customer's deployment environment

## 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 Planning Session and are contingent upon the time available.

### Planning

Quest will host a planning session with the customer to verify environment readiness and establish the base deployment architecture.

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Determine Base Deployment Architecture for Recovery Manager for Active Directory
- Verify environment preparedness
- Review Project Scope and Activities
- Overview of Customer Environment, Requirements, and Goals
- Discuss Critical Success Factors and Constraints

### Installation

Quest will provide assistance to the customer to install Recover Manager for Active Directory Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session.

- Installing Recovery Manager Console
- Installing Backup Agent

- Running and Removing Recovery Manager

**Configuration**
Quest will provide assistance to the customer with configuring the Recovery Manager for Active Directory Components and Services on the Designated Server(s) in accordance with the deployment architecture identified during the planning session.

- Backup Creation
    - Backup Encryption
    - Considerations for Active Directory Backup
    - Backup Agents
- Active Directory Recovery
    - Granular Online Restore
    - Comparison Reports
    - Complete Offline Restore
- Group Policy Recovery
    - Group Policy Restore
    - Group Policy Comparison Reports
- Computer Collections
- Extract Wizard
- Clone Wizard
- Managing Configuration
    - Default Settings for Recovery Manager
    - Default Properties for Computer Collections
    - Computer Collection Properties
    - Container and Site Properties
    - Sessions Properties
    - Forests Properties / Domains Properties
    - Domain Controllers Properties

**Knowledge Transfer**
Quest will provide guidance to the customer by performing a knowledge transfer and product review of the Recovery Manager for Active Directory Components and Services implemented into the Customer's Environment during the course of the engagement.

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

## Services Effort

| | Number of Forests | Number of Domains | Data Collection | Reports | Backups |
|---|---|---|---|---|---|
| **Recover Manager AD Basic (4 Hours)** | 1 | 1 | Up to 2 | Up to 2 | Up to 1 |

## Prerequisites and Assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to 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.
- Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements prior to the Remote session.
- All activities will be performed remotely utilizing the phone and web conferencing.
- Quest Product Support will NOT address the excluded items (as described above), as those services may only be addressed by Professional Services.
- Some activities may be performed during a "pre call" that may be made prior to the beginning of the scheduled engagement.