Recovery Manager for Active Directory Forest Edition Remote Expert Assist Basic

Description

The Recovery Manager for Active Directory Forest Edition Basic services offering consists of two (2) prepaid eight-hour Days during which Quest will provide remote services to assist Customer with the installation, configuration, test, and support of the Recovery Manager for Active Directory Forest Edition software (the "Activities").

This remote service offering includes the following:

- Planning – Prioritize the risks, contingencies and mitigation strategy of various disasters
- Installation & Deployment – Provide guidance to install and deploy RMADFE
- Configuration – Quest will assist with creating at least one forest recovery project.
- Testing – Quest will assist in creating an isolated lab based off your production forest, and test Forest Recovery in that lab
- 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
- Review Project Scope and Activities
- Overview of Customer Environment, Requirements, and Goals
- Identify / Review disaster contingencies such as "go/no-go", communication, SLA's
- Convey Quest Best Practices on forest recovery
- Determine Base Deployment Architecture for RMADFE
- Develop a Custom Forest Recovery Plan

Installation & Deployment

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

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

Configuration (Forest Recovery)

Quest will provide assistance to the customer with configuring at least one Forest Recovery Project in accordance with the deployment architecture identified during the planning session. The goal is to familiarize the customer with the forest recovery console.

- 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

Quest will provide assistance to the customer to test forest recovery in an isolated lab environment. This may or may not be a lab based on the customer's production forest. The goal of this step is to give the customer's staff practical experience using the forest recovery console in a recovery.

- 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

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 throughout 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 Domain Controllers	Number of Users in AD	Virtualize Production	Forest Recovery Tests?
RMADFE Basic (2 Day)	1	Up to 20	Up to 2000	No	No

Prerequisites and Assumptions

The following assumptions are made:

- The customer's AD environment has adequate bandwidth and is not hindered by firewalls for remote agent installation.
- 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.

In addition, the Customer agrees to cooperate with Quest in its delivery of the Services, and 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.