

# Recovery Manager for AD Disaster Recovery Edition Recovery Response Service

## Description

Active Directory Recovery as a Service is an annual subscription offered to existing Recovery Manager for Active Directory Disaster Recovery Edition (RMAD DRE) Customers. Using RMAD DRE, Quest will help Customer recover their AD Forest in the event of an Active Directory (AD) Critical Incident.

Quest will assist and guide Customer through up to 2 critical incident response recovery events during the subscription period.

## Approach and 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 Customer's environment and technical needs of the recovery incident.

## Critical 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.

- When notified, Quest will assign and deploy PSO engineer(s) within 2 hours of Customer's initial support call to Quest identifying a severity level 1 issue.
- 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 phase 1 Domain Controllers (Forest or Domain Recovery mode), as determined during planning.
- Quest will assist with at least 1 run of Phase 2 (repromotion mode)
- 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.
- Customer team is responsible for restoring any additional infrastructure or applications to full operational capacity and scope.

## Prerequisites and assumptions

Customer agrees to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- RMAD DRE is currently under an active maintenance contract for the duration of this subscription.
- Scope of this offering is limited to protecting a single Active Directory Forest.

## RMAD DRE Recovery Response

- Participation in Customer Disaster Recovery training or simulation events are not included with this offering.
- All activities will be performed remotely utilizing phone and web conferencing.
- Customer will commit a technical resource on a full-time basis to work with the Quest consultant and provide assistance as necessary.
- Customer will provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- Quest will provide critical incident response services as described above, for a maximum of two (2) qualified incidents during the subscription year.
- Customer's AD environment has adequate bandwidth and is not hindered by firewalls for remote agent installation.
- Customer can allow specific ports and URL access from Recovery Manager for AD to connect to On Demand, in order to perform the integration (optional, only for existing Recovery Manager for AD customer).
- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment. Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements document.
- Recovery Manager for AD is installed and configured according to Quest standard practices, backup files are accessible, and servers are available for restoration process.

### Additional notes

For more information, please contact your Account Manager.

### SKU

AAB-ATA-FF RMAD DRE Recovery Response