

Recovery Manager for AD Disaster Recovery Edition Hybrid Foundation Service

Description

The service offering will assist Customer with the installation, configuration, and testing of the Recovery Manager for Active Directory Disaster Recovery Edition and On Demand Recovery software (the “Activities”).

This service offering includes the following phases:

- Planning: verify prerequisites, establish base architecture of the Recovery Manager for Active Directory Disaster Recovery Edition implementation
- Installation: deploy software based on agreed architecture
- Configuration: customize software and components to Customer environment
- Testing: verify functionality of software
- Knowledge Transfer: demonstrate how to leverage software to meet Customer business requirements and how to manage software as business needs evolve

Outcomes

The services offering will ensure your AD recovery platform is in place quickly and validate your Forest Recovery model; our subject matter experts’ help you through this process using our field-tested implementation methodology. Our team helps you quickly drive your new solution into production – ensuring your IT team is ready to utilize all the features like Backup Schedules and Design, Forest and Bare Metal Recovery Plans and Best Practices, backup storage readiness and planning.

Benefits:

- Verified backup and recovery plans aligned with industry best practices
- Documented recovery plans for Domain Controllers, full Forest, and crisis scenarios
- Participation in a scheduled recovery exercise, ensuring full integration with other disaster recovery and business continuity plans
- Backup and restore Azure Active Directory and Office 365 users, groups, contacts, service principals, device information, conditional access policies, navigation properties, and Application Proxy settings.
- Support for Azure Active Directory B2C tenants.
- Backup and restore Multi-Factor Authentication settings.
- View differences between the selected backup and live Azure Active Directory or Office 365 and revert unwanted changes in the Differences report.
- Integrate On Demand Recovery with Quest Recovery Manager for Active Directory Disaster Recovery Edition to restore on-premises Active Directory objects.

Approach and activities

A Quest Professional Services consultant will work with the necessary customer stakeholders and subject matter experts on the following activities. The activities performed may vary based on the complexity of Customer's environment and technical needs outlined during the Planning Session.

Planning

Quest will host a planning session up to 2 hours with Customer to verify environment readiness and establish the base deployment architecture, during which Quest and Customer may discuss:

- 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 Clean OS Recovery Plans
- Identify/Review the various role groups that will be using On Demand Recovery
- Convey Quest Best Practices for On Demand Recovery deployment and configuration
- Provide a list of pre-engagement prerequisites to be in place prior to installation

The Planning phase will be completed with the delivery of the planning session document, including the items discussed during the planning session. This planning session document will be the phase's Project Deliverable.

Installation (RMAD/DRE)

Quest will assist Customer with the installation or upgrade of 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
- Install RMAD/DRE
- Discuss backup scope, frequency, storage, and retention
- Configure RMAD/DRE computer collections where appropriate

The Installation phase will be completed when both (1) Recovery Manager for Active Directory Disaster Recovery Edition has been installed on the server(s) designated in the planning phase document with communication with the applicable AD Forest and server; and (2) On Demand Recovery has been registered and integrated with Recovery Manager for Active Directory.

Configuration (Domain Controller backups)

Quest will aid Customer with configuration of Active Directory and Bare Metal backups in accordance with the deployment architecture identified during the planning session.

- Review Backup strategies and scheduling
- Review Backup methods
- Create and populate at least two computer groups
- Install agents on at least two domain controllers (no more than ten domain controllers)
- Configure AD and BMR backups
- Create initial AD and BMR backups

The Configuration phase will be completed when all of the applicable activities are completed.

Configuration (Forest Recovery)

Quest will aid 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 Customer with the forest recovery console.

- Review Forest Recovery System Architecture
- Review Forest Recovery Methods
 - Restore Active Directory on Clean OS
 - Restore Active Directory from backup
 - Reinstall Active Directory
- Create at least one Forest Recovery Project using any combination of Forest Recovery Methods
- Validate current forest health, including DC accessibility, replication, domain trusts, authentication, RID master and GC operations
- Validate recovery project settings

The Configuration phase will be completed when all of the applicable activities are completed.

Configuration (Bare Metal Recovery)

Quest will assist Customer with configuring at least one Bare Metal Recovery Project in accordance with the deployment architecture identified during the planning session. The goal is to familiarize the customer with the Bare Metal Recovery feature in the forest recovery console.

- Review Bare Metal Recovery System Architecture
- Review Bare Metal Recovery Methods
 - Restore Active Directory on Clean OS
 - Bare Metal recovery to auto created target virtual server (VMware or HyperV)

- Bare Metal recovery to auto configured target physical server (iDRAC, HP ILO)
- Create at least one Bare Metal Recovery Project using any combination of Bare Metal Methods
- Validate recovery project settings

The Configuration phase will be completed when all of the applicable activities are completed.

Configuration (On Demand Recovery)

Quest will assist Customer with configuring On Demand Recovery in accordance with the deployment architecture identified during the planning session. Quest will aid Customer with:

- Add up to two Azure AD tenants to On Demand Recovery
- Review backup strategies and options
- Create an initial Azure AD backup
- Configure backup schedule
- Integrate with RMAD/DRE
- Install and configure on-premises RMAD Web Portal
- Configure On Demand Recovery integration with the Web Portal
- Configure access control to On Demand Recovery console

The Configuration phase will be completed when all of the applicable activities are completed.

Testing

Quest will participate in Customer's disaster recovery exercise in an isolated lab environment. The goal of this step is to give Customer's staff practical experience using the forest recovery console in a recovery and validate recovery plans.

- 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
- Restore Azure AD user and group
- Restore a hybrid AD user (optional, only for customer configured integration with Recovery Manager for AD)

The Testing phase will be completed when all of the applicable activities from the Configuration phase are validated.

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. If requested, Quest may conduct an additional knowledge transfer session (up to 2 hours), which may include:

- Assistance with verifying the Recovery Manager for Active Directory implementation
- Verify Customer is able to backup and restore Active Directory
- Introduce Support resources

The Knowledge Transfer phase will be completed when the knowledge transfer session has occurred

Prerequisites and assumptions

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

- 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.
- Customer can provide the service account with Azure Global administrator role to add the tenant and grant admin consent to On Demand service
- 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).

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.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing

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.

Additional notes

For more information, please contact your Account Manager.

SKU

AAA-ATA-PP	Recover Manager for Active Directory Disaster Recovery Edition Hybrid Foundation Service
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