

Active Directory Recovery as a Service

Description

Active Directory Recovery as a Service is an annual subscription offered to new and existing Recovery Manager for Active Directory Disaster Recovery Edition (RMAD DRE) customers. Using RMAD DRE, Quest will help Customer develop a Forest Recovery Plan to be used in the event of an Active Directory (AD) Critical Incident ensuring that the business recovers Active Directory in a timely manner.

During the subscription period, Quest will provide expertise to deploy a new RMAD DRE production platform and On Demand Recovery implementation or to modernize the configuration of an existing RMAD DRE deployment.

This subscription provides Customer with monthly analysis and optimization reviews of the production RMAD DRE platform to maintain the integrity of Active Directory Forest recoverability.

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

Outcomes

The services offered will help Customer keep the Active Directory recovery platform healthy and optimized to satisfy current business continuity objectives. Quest will provide critical incident response services to assist with the recovery of Active Directory functionality, as described herein.

- Analysis of current recovery objectives and RMAD DRE platform implementation
- High-level review of Customer's existing Active Directory recovery plans, crisis scenario requirements will be taken into account when architecting the recovery platform solution
- Validation of existing RMAD DRE implementation to ensure platform functionality and integrity (and perform periodic product upgrades if deemed necessary)
- Assessment of current deployment and configuration of RMAD DRE at the beginning of the subscription period
- Verification that Active Directory backup and recovery approach aligns with industry and Quest best practices
- Expert operation of the RMAD DRE platform in the event of a critical incident requiring restoration of the AD Forest.

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 outlined during the Baseline Planning Sessions.

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Baseline Deployment of new RMAD DRE production deployment

For a new RMAD DRE customer, Quest will assist with the planning, design, implementation and configuration validation of RMAD DRE and On Demand Recovery platforms. During this baseline deployment event, Quest will thoroughly document the configuration of the RMAD DRE configuration for future reference and maintenance.

Planning

Quest will host a planning session of up to 4 hours with Customer to verify environment readiness and establish the base deployment architecture, during which Quest and Customer may discuss:

- Review Project Scope and Activities
- Overview of Customer Environment, Requirements, and Goals
- Review existing RMAD installation (when upgrading)
- Review Installation pre-requisites & permissions
- Identify Domain Controllers (at least 2 per domain) that RMAD will back up
- Review backup schedule & retention configuration
- Review Secondary Storage options
- Estimate space needed for Primary (Tier 1) and Secondary (Tier 2) storage.
- Identify/Review disaster contingencies such as “go/no-go”, communication, and SLAs
- Convey Quest Best Practices on Active Directory Forest recovery
- Determine Base Deployment Architecture or upgrade path 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
- Prepare the environment for RMAD DRE upgrade
- Install RMAD DRE
- Discuss backup scope, frequency, storage, and retention
- Configure RMAD DRE computer collections where appropriate

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The Installation phase will be completed when Recovery Manager for Active Directory Disaster Recovery Edition has been installed on the server(s) designated in the planning phase document, is communicating with the applicable AD Forest and server; and when On Demand Recovery has been registered and integrated with Recovery Manager for Active Directory (if within scope).

Backup Configuration

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 collections
- Install agents on domain controllers
- Configure Primary and Secondary backup locations
- Configure AD and/or Bare Metal backups
- Create initial AD and/or Bare Metal backups

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

Forest Recovery Configuration

Quest will aid Customer with configuring no more than two Forest Recovery Projects (including up to 10 Domains and 20 Domain Controllers) in accordance with the deployment architecture identified during the planning session. The goal is to familiarize Customer with the forest recovery console.

- Review Recovery Project Settings
- Review Fault Tolerance settings
- Review Recovery Modes
- Review Recovery Methods
- Create at least one Forest Recovery Project using any combination of Forest Recovery Methods
- Review tools available in the Forest Recovery Console
- Validate current forest health, including DC accessibility, replication, domain trusts, authentication, RID master and GC operations
- Validate recovery project settings
- Save the forest recovery project(s) and backup the console configuration

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

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On Demand Recovery Configuration

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 hybrid integration with the Web Portal and RMAD server
- Configure access control to On Demand Recovery portal

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

Baseline Review of existing RMAD DRE production deployment

For our existing RMAD DRE Customers, Quest will perform a thorough analysis of the Customer's RMAD DRE deployment to ensure all components meet best practices and effectively satisfies Customer's business continuity needs. During this review event, Quest will document the configuration of the RMAD DRE configuration for future reference and maintenance. Updates to the existing deployment will follow the steps above.

Testing Walkthrough

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. Customer will be responsible for creating an isolated environment to conduct the walkthrough. Quest and Customer will perform the following activities, as indicated below:

- Review AD Forest recovery testing scope and parameters
- Customer prepares test environment
- Install RMAD DRE and copy backup file from production
- Customer isolates test environment
- Run Forest recovery test(s) in an isolated environment to validate recovery methodology
- Restore an Azure AD object(s) using the On Demand Recovery Portal
- Restore hybrid AD objects using the On Demand Recovery Portal (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 Testing Walkthrough phase are validated.

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Knowledge Transfer

Quest will provide guidance to Customer by performing a knowledge transfer and product review of the Recovery Manager for Active Directory Components and Services implemented into 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 Testing Walkthrough phase is completed, or when the knowledge transfer session has occurred.

Maintenance Review of RMAD DRE production deployment

Scheduled monthly during the subscription year, Quest will perform a maintenance review of Customer's RMAD DRE components and configuration. Any calls for assistance outside of this review will need to be performed on a time and materials contract basis.

- Verify the production RMAD DRE implementation is optimized and configured according to Quest best practices
- Review of existing backup and recovery documentation
- Review AD backup scope, frequency, storage, and retention
- Review Quest backup agent health installed on domain controllers
- Review AD / BMR backup creation health
- Confirm that AD backups are functional and protected
- Validate Forest Recovery (FR) console project settings
- Validate applied recovery methods
- Validate FR agent health installed on domain controllers
- 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 Forest Health Check of Active Directory production environment

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)

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- 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.
- 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. The activities described above is a general description of software consulting services that Quest may provide during the subscription year
- Customer agrees to make recommended changes (in a timely manner) to the RMAD DRE platform configuration by the Quest PSO team to maximize AD Forest recovery operability
- 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 and planning document.

Additional notes

For more information, please contact your Account Manager.

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