

# Identity Recovery Adoption Service

## Overview

The **Identity Recovery Adoption** Service Offering is designed to guide you through the steps necessary to start effectively using the Identity Recovery software subscription.

## Outcomes

The Service will connect the Identity Recovery platform and Recovery Manager to your environment, guide you through configuration, and provide knowledge to enable your operation of the software.

## Approach and Activities

A Quest Professional Services (PSO) Consultant will work with your necessary stakeholders and subject matter experts on the following activities. The actual activities performed will vary based on the complexity of your environment and technical needs outlined during the Planning Sessions.

## Planning

Quest will host a planning session of up to one (1) hour with you to verify environment readiness and establish the base deployment architecture, during which Quest and you may discuss:

- Review Project Scope and Activities.
- Overview of your Environment, Requirements, and Goals.
- Review existing backup and recovery plans.
- Review pre-requisites & necessary permissions.
- Identify Domain Controllers (two (2) per domain) that Identity Recovery will back up.
- Review backup schedule & retention.
- Identify/Review disaster contingencies such as “go/no-go”, communication, and SLAs.
- Convey Quest Best Practices on Active Directory recovery.

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.

## Identity Recovery Setup

Quest will assist you with configuring Identity Recovery in accordance with the specifics identified during the planning session. Quest will aid you with:

- Connect to Quest Security Management Platform.
- Add Users and Assign Roles.
- Configure Email Notifications and Notification Templates.
- Deploy Agents and Create Backup Plans.
- Deploy hybrid agents to the in-scope Forest(s).
- Add the forest to Identity Recovery scope.
- Discover forest topology and install domain controller agents.
- Create Backup Plans and schedule regular backups of the domain controllers.
- Create a Recovery Plan.

The Identity Recovery Setup phase will be completed when the applicable activities are completed.

## Recovery Manager Installation & Configuration

Quest will assist you 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 and install RMAD.
- Discuss backup scope, frequency, storage, and retention.
- Configure RMAD computer collections where appropriate.
- Demonstrate object and attribute recovery.

The Installation phase will be completed when Recovery Manager for Active Directory has been installed on the server(s) designated in the planning phase document.

## Recovery Simulation and Knowledge Transfer

Quest will lead you through the process of Forest Recovery using simulation mode within the Identity Recovery platform. The activities may include:

- Selection of recovery plan.
- Restoration in Simulation Mode.
- Review of restoration process and simulation output.

Quest will provide guidance to you by performing a knowledge transfer and product review of the Identity Recovery Components and Service configured for your Environment throughout the course of the

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

- Assistance with verifying the Identity Recovery.
- Verify you are able to backup and restore Active Directory.
- Introduce Support resources.

The phase will be completed when the Recovery Simulation is completed, or when the knowledge transfer session has occurred.

## Prerequisites and Assumptions

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

- Identity Recovery 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.
- You will commit a technical resource on a full-time basis to work with the Quest consultant and provide assistance as necessary.
- You will provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress. The activities described above are a general description of software consulting services that Quest may provide during the subscription year.
- You agree to make recommended changes (in a timely manner) to the Identity Recovery subscription configuration to maximize AD Forest recovery operability.
- Your AD environment has adequate bandwidth and is not hindered by firewalls for remote agent installation.
- You can allow specific ports and URL access for Identity Recovery as specified in current User Guide.

### SKU

**CAC-ATA-FF**

IDENTITY RECOVERY ADOPTION SERVICE