

Identity Recovery as a Service

Overview

The **Identity Recovery as a Service** offering is an annual subscription offered to new and existing Quest Identity Recovery customers to facilitate the backup and recovery of EntraID and Active Directory objects.

During the subscription period, Quest will provide expertise to onboard a new EntraID and Active Directory environment to Identity Recovery. This subscription provides you with monthly analysis and optimization reviews of the production Recovery Manager and Identity Recovery platforms to maintain the integrity of Active Directory Forest recoverability.

Outcomes

The services offered will connect the Identity Recovery and Recovery Manager platform to your environment, guide you through configuration, and help you 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 Recovery Manager deployment and Identity Recovery platform usage.
- High-level review of your existing Active Directory recovery plans, crisis scenario requirements will be reviewed.
- Validation of existing implementation to ensure platform functionality and integrity (and perform periodic upgrades if deemed necessary).
- Verification that Active Directory backup and recovery approach aligns with industry and Quest best practices.
- Expert operation of the Identity Recovery platform in the event of a critical incident requiring restoration of the AD Forest.

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 Customer Environment, Requirements, and Goals.
- Review existing AD backup and recovery plans.
- Review pre-requisites & necessary permissions.
- Identify Domain Controllers (two (2) per domain) that will be backed 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 configuration.
- 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.

Maintenance Review of Identity Recovery production deployment

Scheduled monthly during the subscription year, Quest will perform a maintenance review of your Identity Recovery 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 Identity Recovery implementation is configured according to Quest best practices
- Review of existing backup and recovery documentation
- Review AD backup scope, frequency, and retention
- Review Quest agent health
- Confirm that AD backups are functional and protected
- Reconfigure the existing Identity Recovery implementation in production based on identified gaps

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 two (2) hours of your initial support call to Quest identifying a severity level 1 issue.
- After briefing of the scenario, the Quest team will assist you to determine the best AD restoration strategy and workflow.
- Quest will perform restoration of the AD Forest if delegated access or guide you through restoration if delegated access is not present.
- 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.
- Your team is responsible for restoring any additional infrastructure or applications to full operational capacity and scope.

Prerequisites and Assumptions

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

- 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.
- Quest will provide critical incident response services as described above, up to seventy-two (72) hours during the subscription year. Upon your request, Quest will provide additional services based on Quest current services rates, billed according to the terms in the services agreement governing these Services.
- You may schedule additional business continuity consulting services, such as quarterly disaster recovery testing, utilizing the Quest current services rates, billed according to the terms in the services agreement governing these Services.
- 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.

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BCD-ATA-FF	IDENTITY RECOVERY AS A SERVICE