

Disaster Recovery Plan Assessment Service



Mistakes happen. Corruption happens. Disasters happen. They're unpredictable and inevitable. When a disaster like ransomware or a cyberattack strikes your Active Directory (AD) and wipes out your DC's operating system, every second counts. If you don't have a plan to quickly recover, an Active Directory disaster can stop your business in its tracks.

It's critical to have a Disaster Recovery Plan in place and conduct periodic tests to validate its effectiveness. But what if your IT team doesn't have the manpower or expertise to confirm the effectiveness of your AD Disaster Recovery Plan?

The Quest Disaster Recovery Plan Assessment Service provides a review and evaluation of your Disaster Recovery Plan (DRP)

and practices against the standards established in ISO 22301. Using standard practices, Quest® Professional Services consultants will focus on the critical infrastructure elements of Active Directory and Azure AD. The Quest team of experts will also facilitate a tabletop exercise to identify gaps prior to providing findings and recommendations.

Assessment can identify areas of the disaster recovery program that are incomplete and better position your organization to mitigate the impacts of any incident. Quest experts will help your team identify ways to improve your Recovery Time Objectives (RTO) as well as minimize disruption related to non-catastrophic incidents.

Contact your sales rep or visit our [support site](#)

“Quest will work with your team's stakeholders to conduct an in-depth discovery and assessment review... to validate your AD recovery readiness.”

BENEFITS

- Understand how your Disaster Recovery Plan compares to industry standards
- Verify that your AD / Azure AD backup and recovery process is aligned with best practices
- Validate the completeness of your recovery plan
- Document any gaps in your DR Plan, processes or tools

HOW IT WORKS

Based on a collaborative initiation workshop session, Quest will work with your team's stakeholders to conduct an in-depth discovery and assessment review that is designed to validate your AD recovery readiness. Our engagement concludes with validation of the recovery process and ensuring your team is ready to recover AD when needed.

APPROACH AND ACTIVITIES

The following activities are included in the scope of the Disaster Recovery Assessment Service:

Initiation Workshop

Discovery

- Review Disaster Recovery Plan
- Review IT Infrastructure backup / restore process(es)
- Review business application and database backup and restore plans
- Review DR testing procedures and results

Assessment

- Evaluate findings against established standards
- Document gaps and recommendations
- Review with leadership

DR PLAN REVIEW SUMMARY

The list below summarizes Quest evaluation of the Customer DR Plan, based on the documented information required by ISO 22301.

OUTCOMES

At the conclusion of the engagement, Quest will document the findings of the assessment and provide your DR team with recommendations to ensure that your organization is able to recover from a ransomware attack, internal security breach or other AD disaster with minimal disruption to your business.

ABOUT QUEST PROFESSIONAL SERVICES

- **Trusted advisors** — Our consultants take the time to understand your business and provide industry standards and technology guidance to deliver solutions that achieve your desired outcomes. We provide a framework and methodology to make the unpredictable predictable.
- **Stress-free engagements** — We take the guesswork out of deploying technology. Because IT project planning, facilitation and implementation can be complex, our world-class services help you complete projects on time and on budget without disrupting your business operations or user productivity.
- **Accelerated return on investment** — Our expert planning and implementation helps you rapidly adopt new technology, and set your organization up for success and accelerate your return on investment. We'll help you quickly drive new systems into production while ensuring that your IT team is ready to utilize all the new features and benefits.

Contact your sales representative or visit support.quest.com/consulting-services/microsoft-platform-management.

Documents and Records	ISO 22301 Clause	Evidence Found	Evidence Sufficient
Understanding the organization and its context	4.1	●	●
Understanding the needs of interested parties	4.2.1	●	●
Legal and regulatory requirements	4.2.2	●	●
Scope of the business continuity management system	4.3		
Business continuity management system	4.4		
Leadership and commitment	5.1	●	

ABOUT QUEST

Quest provides software solutions for the rapidly changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid data centers, security threats and regulatory requirements. We're a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we've built a portfolio of solutions which now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

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