

## Semperis Active Directory Forest Recovery Deployment

### Project Description:

This statement of work is to support Customer in the deployment of Semperis Active Directory Forest Recovery (ADFR) software for a single forest.

### Project Scope

Semperis will engage with designated Customer technical resources and project manager (if required and assigned) to plan, design, and support the deployment of Active Directory Forest Recovery solution. To ensure the success of the deployment - all parties will collaborate to conduct the following:

#### Introductions and Deployment Kickoff

- a. Introductions & assignments**
  - Introduction of Semperis deployment team
  - Introduction of customer primary point of contact
- b. SOW & Scheduling Review**
  - Review of Statement of Work and deployment phases
  - Planning and coordination of deployment schedule
- c. Sign-off Requirements Review**
  - Review of onboarding objectives
  - Review of Sign-off requirements included in this statement of work
- d. Semperis Customer Hub - Portal**
  - Access provisioned by Semperis to the Semperis Customer hub (portal)
  - Confirmation of access by Customer technical resource to Semperis Customer Hub (portal)

#### Discovery and Planning Phase

- a. Deployment Planning Workshop**
  - Organize a collaborative workshop to align our understanding of your deployment objectives and requirements.
  - Define key project milestones, timelines, and success criteria.
  - Establish clear communication channels and roles within the deployment team.
  - Review proposed design and architecture requirements with the Customer.
- b. Server and Storage Sizing**
  - Perform an assessment of your organization's size and projected workload to determine optimal server and storage requirements.
  - Develop recommendations for hardware provisioning to ensure scalability and performance.
- c. Network, Security, and Firewall Requirements**
  - Collaborate with Customer IT team to establish network, security, and firewall requirements for a seamless ADFR integration.
  - Provide guidance on implementing security measures to protect Customer Active Directory environment.
  - Discuss End Point Protection (EPP) and Endpoint Detection & Response (EDR) tools and provide exclusions and recommendations for Anti-Virus and EPP/EDR solutions.
- d. Forest Recovery Overview**
  - Deliver an informative forest recovery overview session to familiarize your team with the capabilities and benefits of Semperis ADFR.
  - Discuss the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) goals, so that Semperis can deploy ADFR in a manner to align with those goals.
  - Discuss key forest recovery scenarios and best practices for efficient recovery operations.

#### Installation and Configuration Phase:

- a. Pre-Installation Check**
  - Conduct a pre-installation check to ensure your environment meets all necessary prerequisites.



- Address and resolve any potential roadblocks or compatibility issues.
- b. Installation, Product Configuration, and Walkthrough**
  - Assist in the deployment of the Semperis ADFR software following **industry** best practices.
  - Guide the configuration of the software to align with your forest recovery objectives and business requirements.
  - Lead Customer team through a guided walkthrough to ensure familiarity with the software's interface and functionalities.

#### **Monitoring, Tuning, and Testing Phase:**

- a. Monitoring and Tuning**
  - Configure ADFR monitoring mechanisms, including backup scheduling and integration with security software.
  - Recommend solution to copy backups, metadata, and settings export to third-party storage
  - Train Customer team to monitor and manage the ADFR solution effectively.
- b. Forest Recovery Test Planning Session**
  - Collaborate to plan a comprehensive forest recovery test, tailored to your specific environment and scenarios.
  - Define the upcoming test's scope, objectives, and success criteria.
- c. Forest Recovery Test**
  - Execute a realistic forest recovery test to validate the robustness and efficiency of the Semperis ADFR solution.
  - Analyze test results and facilitate a debrief session to discuss findings and recommendations.

#### **Deployment Completion**

- a. Semperis will provide a recap of the deployment and objectives from the kickoff and ensure goals of the ADFR deployment project have been met.

#### **General Responsibilities & Assumptions**

- Customer will assign technical point of contact and any required resources for the duration of engagement stated in this Statement of Work within the next three months
- Work will be completed during standard normal business hours which is defined to be Monday – Friday, 8am – 5pm, excluding holidays (local region time).
- Customer will provide all necessary information required to plan, design, and deploy Active Directory Forest Recovery
- Customer is responsible to oversee and approve all required changes that are reasonable and necessary to assist with and to accommodate Semperis Customer Success Manager and Solutions Architect during the deployment of the Active Directory Forest Recovery solution
- Customer will review and accept any provided documentation or provide feedback upon completion and review with Semperis
- Customer is responsible for change management requirements and change control requirements during the provisioning and configuration of Active Directory Forest Recovery Solution
- Customer is responsible to provide and upload all discovery documentation
- Semperis is responsible to review all provided documentation to prepare for design recommendations and recommend any changes required to current customer environment prior to installation of software
- All services will be delivered to customer remotely
- Customer will follow the hardware and sizing guidelines provided by Semperis (or at link for sizing guidelines).

#### **Change to Statement of Work**

This statement of work may be modified or amended only in writing after signature of both customer and Semperis designated representative. Change order form will be provided to customer by the Semperis



representative. Services that are not specified in this Statement of Work are considered out of scope and will be addressed with a change order request or new Statement of Work.

### **Project Scheduling**

Customer and Semperis will jointly prepare and manage the schedule for this project. Parties will develop the deployment timeline together and report on any anticipated schedule estimates, timelines, or deadlines. Any dates, timelines, or schedules contained in this Statement of Work or otherwise during the planning and deployment of the product are only estimates.