

Scope

EZDR DRILL ASSISTANCE

EZDR's DR Drill Assistance is a remote, hands-on service that assist customers in testing their Site Recovery Runbooks using EZDR.

Description

- ☐ The service includes up to four remote DR drill assistances per year
- ☐ Each engagement will include:
 - assistance in running an automated audit of all of the runbooks involved in the drill
 - guidance on how to troubleshoot any errors reported by the automated audit
 - support case with 30 min response for the duration of the drill (up to 24 hours)

Runbook Audits

- ☐ Assistance in executing a batch audit of all runbooks in a root directory
- ☐ Review any reported inconsistencies and provide guidance on their resolution

Troubleshooting Guidance

- ☐ Detailed instructions on what steps to take if there are inconsistencies found
- ☐ Inconsistencies will be determined from the Audit Report

Mission critical support for the duration of the drill

- ☐ Once the Runbooks are validated VM2020 will keep open a support case for the duration of the drill and will provide 30 min response for 24 hours

Deliverables

- ☐ Automatically generated report containing the results of the batch audit
- ☐ Report with instructions on how to address any inconsistencies, if any exists

Customer Responsibilities

- ☐ Assign project leader
- ☐ Before drill assistance is scheduled, the project leader shall confirm:
 - That there are one or two runbooks available to test
 - The VMs included in the runbooks have SimpliVity backups at the target site
- ☐ Project leader will provide the date for the 24hour drill period two weeks in advance

