

Cluster Server Recovery Execution Service (CSRES)

Side-by-side remediation service for disaster recovery

A proactive service based on Microsoft Best Practices and Field Engineering experience.

The Cluster Server Recovery Execution Service (CSRES) provides you with:

- Review of existing recovery procedures
- Side by side optimization of existing Disaster Recovery procedures
- Testing and documentation of all recovery steps on real hardware
- Timing of various Cluster Server recovery procedures

Overview

Microsoft® Cluster Services deliver Highly Available services within your IT infrastructure. The quality of your Disaster Recovery Plan greatly affects the amount of down time in case of unplanned outage. This is the key focus of a Cluster Server Recovery Execution Service (CSRES) offering.


How the Offering Works

The CSRES offering has been developed to help your organization to review common Disaster Recovery scenarios, determine the risk for your business and execute the recovery steps needed to resolve a disaster. Together with the team responsible for recovery of clustered services, we will create a fully tested and timed disaster recovery plan which will significantly reduce the time it takes to recover from a problem scenario where Clustered Services are affected.

Agenda

Depending on the size and configuration of the environment your Cluster Servers operate in this delivery will on average take 5 days.

- **Day 1:** Scenario planning, risk map, recovery options and hardware setup
- **Day 2:** Test recovery execution and create draft documentation
- **Day 3:** Test recovery execution and create draft documentation
- **Day 4:** Execute and improve draft documentation
- **Day 5:** Discuss follow ups and recommendations for final documentation



Delivered by highly experienced engineers from Microsoft, CSRES provides hands-on disaster recovery execution power

Key Focus Areas

Scenario Planning:

- Common known problem scenarios
- Business & IT Risk Map

Recovery Execution:

- Map recovery options to scenarios
- Discuss backup and restore methods
- Identify additional recovery risks
- Time management
- Create draft documentation

Key deliveries:

- Documentation you can trust
- Prevent panic situations
- Knowledge transfer

Documentation Check:

- Check for and execute from existing customer documentation
- Improve customer documentation

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Maintain Maximum Efficiency

Cluster Server Recovery Execution Service leverages experience from thousands of customers and customizes deployment information from the documentation and whitepapers available to help you meet your recovery goals.

Reduce Support Costs

By implementing a well tested and documented Disaster Recovery plan, your organization will reduce costs associated with problem scenarios and disasters.

Benefit from Practical Recommendations

Microsoft engineers provide recommendations for each of the risks identified during Cluster Server Recovery Execution Service. Implementing these recommendations will improve the efficiency of the Disaster Recovery plan for your High Availability environment.

IT Requirements / Deliverables

To prepare for Cluster Server Recovery Execution Service, customers need to provide resources from the (cluster) server management team and a replica of a production Cluster Server setup to test various recovery options. The Microsoft engineer will need a room and projector during this week to enable maximum knowledge transfer. Security rules which prohibit use of production backups must be discussed in the pre-visit conference call one month before this service is executed.

Maximize The Value Of Your IT Investments

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