

Remote DBA service offering

Benefits & Details

For pricing, email balaji@zendzine.com

Scope of Remote DBA Service:

The Remote Data Base Administrator Service is provided as a cost effective way for customers to get DBA level support without having to pay for a full time DBA. The Remote DBA Service provides DBA level resources for support, problem resolution and preventive maintenance relating to day-to-day DBA issues on the entire line of Oracle and SQL Server database servers.

If Application vendor supplies the application enhancements or updates, the enhancements and updates will be applied as part of the Remote DBA Service. The cost and installation of Third Party Software Enhancements or upgrades will **not be included** in the in the Remote DBA Service.

It is the responsibility of the user to provide adequate access to the database servers at all times. Internet access to subscriber system is required for Remote DBA services to be activated.

Remote DBA Support Hours: 24 X 7 X 365

Benefits of Remote DBA Services are

Preventive Maintenance and Tuning

- Check for and compile invalid Objects
- Check for and resolve any issues found with extents.
- Check SGA free space available.
- Check all buffer levels and ratios
- Check the BUFFER HIT, DICTIONARY HIT Ratio, LIBRARY HIT Ratio
- Check for Chained Rows/ Analyze Database Tables
- Check Index Storage and Usage
- Verify indexes are being used and in place
- Check for Fragmentation of table spaces
- Check for table space Growth and Data File Growth rates
- Check the REDO log statistics
- Check the number of changes occurring in 24 hour period
- Make sure all logs are available in the event recovery is needed.
- Verify Rollbacks are functioning at high performance levels.
- Check Disk I/O Statistics
- Track Shared Pool Statistics
- Check for Open Cursors

System Auditing – Extremely helpful for meeting with SOX, HIPAA, GLBA regulations
System auditing includes:

Tracking users that have logged into the database.

Specifically:

Where and when a user logged in.

What exactly each user has done.

Tracking changes and/or modifications made to the database itself.

Backups

Verify that nightly backups and processes have completed successfully. This is merely a check to make sure that the customer has valid backups in the event recovery is needed. It is still the customer's responsibility to perform and maintain backups on a daily basis.

This Service can also include Client PCs as an option.

On-site Consulting Service

We will provide, at no additional cost, one business day (8 hours) of on-site consulting services per month per contract year. Additional consulting days will be based on the customer's maintenance agreement and will be paid in advance.

Exceptions to Remote DBA Services:

It is the intent of Remote DBA Services to provide all services described in this agreement. There are certain conditions, however, where DBA Services will not be covered under this agreement:

1. Any situation where there is evidence of equipment or software being tampered with or repaired by anyone other than Remote DBA
2. Any situation where software is corrupted or rendered inoperable via negligent or unauthorized usage or "hacking"
3. Any situation where there is evidence of improper storage, installation, or maintenance of hardware or software media
4. Any situation where there is evidence of misuse or damage by other than normal wear and usage –specifically:
 - a. Spillage of liquid affecting the equipment or software media
 - b. Improper loading of Software or hardware
 - c. Foreign objects dropping or falling onto or into equipment.
 - d. Damage caused by fire, flood, weather, war, insurrection or other natural or man-made disaster.
 - e. Malfunctions resulting from the use of software, media, supplies, and/or consumables which are not furnished by Remote DBA Services or which do not meet standards set by the manufacturer