TRANSPUTEC

BAU Operational Management Responsibility of the DBA Service

- DBAs ensure the continuity of database server services and set up contact information grid.
- The DBAs will also use the ticketing system to provide support and management of Incidents.
- The DBAs monitor server health and performance and alert the client when there is an abnormal activity.
- Regular monitoring and troubleshooting of database server production, staging and development environments.
- Regular monitoring and validation of database maintenance plans.
- Regular audit and manage deployed security across all database server environments.
- Enforce and maintain policies across all database environments.
- The BAU service is provided during the agreed hours of support for Incidents and requests.

Monitoring & Troubleshooting:

- Implementing and maintaining backups and restore policies.
- Implementing and maintaining Security Mechanism.
- Analysing and Tuning Performance.
- Automating Administrative Tasks.

Strategy for the configuration and patching of the database:

- The DBA service team will regularly check for the last patching of the database server from each vendor. The team will also work with infrastructure patching schedule to plan the database server patching.
- Where practical, database server patches will be tested, validated and if passed then applied to the production environment.
- The DBA service team will inform whether there is a downtime and when this downtime will happen and for how long.
- The DBA team will agree a specific time for deployment usually out of hours to apply the patch.
- The DBA team will ensure that there is always a fall back plan in place.

Database tuning will be incorporated into the service. The DBA service team will:

- Do regular routine checks: set up traces, profile activity, do a routine analysis on server settings
- Recommend performance optimization on specific long-running queries: recommendation can be index creation, index change or simple application code change.
- Deploy performance optimization on test server and then upon validation, deployment on production through maintenance Windows.
- Backup and restore process IF incorporated into the service.