



## HI-TOUCH

# SQL Server Database Management Services

Hi-Touch SQL Server Database Management Services provides database administration, performance tuning, backup and clustering services for Customers.

## Configuration

Hosted Solutions will provide management of the customer application environments, providing incident response and routine maintenance, including:

- Hosted Solutions will work with the Customer to perform a review and assessment of the Customer's data-base configuration to make necessary recommendations.
- Hosted Solutions system administrators will perform ongoing configuration changes as requested by the Customer.
- Hosted Solutions will provide ongoing administrative support for standard (Oracle Flexible Architecture) administration modifications to the existing configuration.

## Monitoring

Hosted Solutions provides monitoring of the database and associated server to determine system availability. In the event that the database server(s) fail to respond, Hosted Solutions will notify Customer and initiate corrective action.

- Node Checking (ICMP-based): Ping monitoring verifies connectivity to the database server(s) by pinging the server IP.
- Port monitoring verifies connectivity to the database(s) utilizing Tns ping.
- Service monitoring verifies that Oracle Server services are running.

## Routine Database

### Administration includes:

- Scheduled database maintenance tasks:
  - Full database backups
  - Archive log backups
  - Database integrity checking
  - Update statistics
  - Rebuild indexes
  - Cycle alert log and trace files
- Database performance tuning and monitoring
- Schema object maintenance
- Tablespace management
- System resource utilization monitoring
- Scheduled job failure notification
- Event notification and escalation
- Support for database recovery in event of system crash or other unforeseen circumstance
- Installation of upgrades and patches to database engine
- Oracle Quarterly Critical Patch Updates to the database (if approved by Customer)

## **Backup and Recovery Implementations:**

- Oracle Rman Full Level 0 hot/cold backup to specified local disk
- Optional Oracle Rman Incremental Level 1 backup to specified local disk
- Archive log backups to specified local disk for point-in-time recovery
- In conjunction with Hi-Touch Backup Services, daily backup of local files to Tape Backup System
  - With optional Oracle Backup Agent, daily or weekly full backup of databases directly to Tape Backup System

## **Hi-Touch Oracle Database Management Services is available as two options:**

### **Standard Service:**

- DBA Support between 8am and 6pm Monday-Friday EST
- Four (4) Hours of DBA support for customer directed activities (no month to month rollover)
- Clustered database support is not available with this option
- Oracle RAC Database support is not available with this option
- Per-database management

### **Premier Service:**

- 24x7 DBA Support
- Ten (10) Hours of DBA support for customer directed activities (no month to month rollover)
- High-availability database support:
  - Clustered Oracle Instances (Active/Passive configuration only)
  - Oracle RAC Database
  - Per-database management

### **Versions Supported:**

- Microsoft SQL Server 2005: Standard and Enterprise
- Microsoft SQL Server 2008: Standard and Enterprise