



# Remote DBA Services

OLM Oracle DBA Services comprises a team of Oracle certified professionals and OLM product specialists who provide a significantly superior level of expertise in the administration of our customers mission critical OLM databases. We provide our customers with a cost-effective option whether it be to carry out a one off 'fixed duration' piece of work, an 'interim service' or 'comprehensive service'.

We have a proven track record of delivering a high quality, proactive, low impact Oracle Database Management Service that allows our customers to focus on business process without worrying about IT infrastructure. To meet our customers needs, we offer three options of DBA Services which can be tailored to match customers business requirements:

<b>i) Fixed Duration</b>
OLM can supply a technician to carry out 'one off' pieces of work associated with your Oracle databases (see list opposite).
<b>ii) Interim Service</b>
OLM can supplement your existing in-house capabilities for short periods on an ad-hoc basis, for example to cover leave or other extended absences. This is a highly flexible rapid response service that benefits our customers by ensuring that adequate cover is provided all year round, whatever the circumstances.
<b>iii) Comprehensive Service</b>
OLM provide full-time* DBA support.

## DBA Service includes:

- Remotely diagnosing and resolving database related issues
- Application of OLM product schema upgrades
- Provision and maintenance of automatic refresh routines for training environments
- Automation of the transfer of datasets between schema
- Implementation and/or monitoring of OLM product security policies
- Implementation and/or maintenance of automatic batch routines
- Use of automatic database monitoring tools to alert our duty DBA staff by email
- Database/application schema healthchecks re-organisations / defragmentations
- Install and / or upgrade any Oracle server software upgrades and patches
- Review and test of back-up / recovery strategy
- Implementation / review of standby DR facility
- Rapid database recovery in the event of failure
- Formal monthly review and reporting

## Benefits:

- Remove the real problem of training and ultimately retaining your valuable DBA resource
- Guarantee qualified, available DBA support when your in-house expert is unavailable
- Introduce flexibility into acquiring DBA resources to meet your short and long-term business objectives
- Specific application experience of the OLM product suite

\* The standard full-time package includes business office hours only