

Microsoft SQL Database Administration (DBA) Services

Expert, Cost-effective DBA Services As An
Extension of Your IT Staff

Connectria's MS SQL Database Administration Services allow you to free your staff and resources to focus on more strategic IT initiatives. Choose the level of DBA services that's right for your organization, ranging from basic Database Backup Plans to comprehensive Operational and Production DBA Support.

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SERVICE DESCRIPTION	COMMAVAULT SQL BACKUPS	OPERATIONAL DBA SERVICES	PRODUCTION DBA SERVICES
INSTALLATION & CONFIGURATION SUPPORT			
Install & configure database software	Yes	Yes	Yes
Work with customer to set-up/import initial database (2 hours included. Additional time is \$150.00/hour)	Yes	Yes	Yes
Establish initial database User IDs/Accounts, Rights/Roles & Privileges/Permissions		Yes	Yes
Configure TDE (full database/file level encryption)		Yes	Yes
Configure Table/column-level encryption & certs (Always Encrypted)			Yes
Configure and maintain replication, log shipping, etc. as required			Yes
24/7 MONITORING			
Perform 24/7 "Up or Down" monitoring of database instances for errors and events	Yes	Yes	Yes
Perform 24/7 performance monitoring of database servers for CPU, Memory and Disk I/O performance		Yes	Yes
CHANGE MANAGEMENT			
Install database updates and patches		Yes	Yes
Perform adds & changes to user accounts, roles & permissions			Yes
Apply customer-provided changes to database configurations and schema (Customer responsible to provide scripted schema and data changes)			Yes
BACKUPS & RESTORES			
Perform & monitor scheduled backups of databases and transaction logs using Commvault Media Agents or local storage (as applicable); monitor routine database integrity check	Yes	Yes	Yes
Perform database restores and roll-forward recovery from logs (as applicable)	Yes	Yes	Yes
Perform Database Integrity Check Repair (as required)		Yes	Yes
ADMINISTRATION			
Perform database file/storage space maintenance		Yes	Yes
Perform index and table partitioning/space maintenance			Yes
SUPPORT & TROUBLESHOOTING			
Provide single point of contact to appropriate database vendor for problem resolution related to operational areas described above	8AM-5PM CT Mon-Fri	7AM-7PM CT Mon-Fri	24/7
Collect diagnostic information including logs & traces to assist in the troubleshooting process			Yes
Perform problem determination of critical database events and errors	8AM-5PM CT Mon-Fri	7AM-7PM Mon-Fri	24/7
Provide database performance tuning, including tailoring index maintenance, identifying long-running queries and deadlocks			Yes
Custom support services (scripting, other tasks not covered above) per customer requests. (Time & Materials Rates)	Yes	Yes	Yes

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SERVICE DESCRIPTION	COMMVault SQL BACKUPS	OPERATIONAL DBA SERVICES	PRODUCTION DBA SERVICES
CUSTOMER RESPONSIBILITIES			
All other activities to support & manage the database(s)	Customer	Customer	Customer
Resolution of database integration issues related to other software products	Customer	Customer	Customer
Testing of database & customer's application(s) before new patches, updates & releases of database, software applications, are promoted to production environment	Customer	Customer	Customer
Performing load testing (as applicable) of customer's environment which would include the database environment	Customer	Customer	Customer
Managing non-administrator user accounts (creation, password changes, etc.) unless agreed upon in advance	Customer	Customer	Customer