

# MySQL Database Administration (DBA) Services

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

Connectria's MySQL 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 DB BACKUPS	OPERATIONAL DBA SERVICES	PRODUCTION DBA SERVICES
<b>INSTALLATION &amp; CONFIGURATION SUPPORT</b>			
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 and maintain database transaction logging	Yes	Yes	Yes
Configure and maintain replication, log shipping, etc. as required			Yes
<b>24/7 MONITORING</b>			
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
<b>CHANGE MANAGEMENT</b>			
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
<b>BACKUPS &amp; RESTORES</b>			
Perform & monitor scheduled backups of databases and transaction logs (as applicable)	Yes	Yes	Yes
Perform database restores and roll-forward recovery from logs (as applicable)	Yes	Yes	Yes
Perform routine backup audit		Yes	Yes
<b>ADMINISTRATION</b>			
Perform database file/storage space maintenance		Yes	Yes
Perform table/index space maintenance			Yes
Perform archive and database log maintenance		Yes	Yes
<b>SUPPORT &amp; TROUBLESHOOTING</b>			
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 index rebuilds, 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 DB BACKUPS	OPERATIONAL DBA SERVICES	PRODUCTION DBA SERVICES
<b>CUSTOMER RESPONSIBILITIES</b>			
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