

RDS for MySQL, RDS for PostgreSQL & RDS for Aurora Database Administration (DBA) Services

Expert, Cost-effective DBA Services for Your AWS Environment

Connectria's RDS for MySQL, RDS for PostgreSQL and RDS for Aurora 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, including comprehensive Operational and Production DBA Support. [Learn more.](#)



SERVICE DESCRIPTION	OPERATIONAL DBA SERVICES	PRODUCTION DBA SERVICES
INSTALLATION & CONFIGURATION SUPPORT		
Set-up & configure RDS database instance	Yes	Yes
Work with customer to set-up/import initial database (2 hours included. Additional time is \$150.00/hour)	Yes	Yes
Establish initial database User IDs/Accounts, Rights/Roles & Privileges/Permissions	Yes	Yes
Configure and maintain replication (as supported by AWS/RDS)		Yes
24/7 MONITORING		
Perform 24/7 "Up or Down" monitoring of database instance for errors and events	Yes	Yes
Perform 24/7 performance monitoring of database instance for CPU, Memory and Disk I/O performance	Yes	Yes
CHANGE MANAGEMENT		
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		
Monitor scheduled backups of databases and transaction logs (as applicable)	Yes	Yes
Perform database restores and roll-forward recovery from logs (as applicable)	Yes	Yes
Perform routine backup audit	Yes	Yes
ADMINISTRATION		
Perform database file/storage space maintenance	Yes	Yes
Perform table/index space maintenance		Yes
SUPPORT & TROUBLESHOOTING		
Provide single point of contact to AWS for problem resolution related to RDS operational areas described above	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	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

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

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