



Rare & Dear

*Oracle
Technology
Specialists*

Performance Tuning
Database Administration
Application Development
Management Consulting
Project Management
Data Warehousing

Hawaii's Finest Data
Management Specialists

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Ohana Database Administration

Rare & Dear's Team of Experts focused on Database Administration provides *Your Company* with:

- A Consistent High Level of Expertise
- Additional Team Members - Available On Demand
- Exceptional Response and Faster Problem Resolution
- 24 x 7 x 52 Availability
- More Stable Databases due to Consistent Expert Attention

Rare & Dear's Clients are No Longer dealing with:

- Hiring, Training, Managing, Supervising and retaining Expensive, Hard-to-find DBAs
- Paying Benefits: Vacation, Holidays, Sick Pay, Maternity Leave, Medical & Liability Insurance, and Taxes...
- Finding extra Office Space, Furniture, and Equipment
- Planning around Vacation, Sick Time, Holidays, and Leave Of Absence

Check us out @ www.Rare-Deer.com for more information.

Advantages

Our technical roots run deep and wide. **Rare & Dear's** technical team averages 23 years of IT experience, 10 of those using Oracle. Our **CTO was one of the three original developers of the Oracle database.** We have achieved a reputation for excellence in Hawaii and the mainland providing services to organizations such as: City & County of Honolulu, State of Hawaii, UH Foundation, DTRIC, Cheap Tickets, Bank of Hawaii, US Navy, Cisco, Nortel, and Salon.com.

Our **Ohana Database Administration** (DBA) program is one of our many fine services that utilize a **Team of experts** that helps our clients by providing a **consistently high level of expertise.** They don't have to bother with hiring and training junior staff, which may or may not be able to handle the job at hand. Losing employees that were trained in-house can be expensive, and replacement can be even more frustrating.

Many companies in today's economy are being forced to cut budgets, reduce staff size, and tighten the belt in order to survive the economic downturn. Rare & Dear is poised to help, offering **complete outsourcing** of your Oracle DBA needs or **additional Team Members** to help your company in times of expansion, change, or belt tightening. Our Team Members are available through **On-Site & Remote Support Contracts, or On-Demand** should the need for additional assistance arrive unexpectedly. Our **Oracle Certified Team** provides exceptional response to your individual requirements and combines the talents of many individuals, **providing faster resolution to problems.**

We offer a Team that is **available 24 hours a day, 7 days a week, and 52 weeks a year** in order to meet your needs; coverage that is impossible with a single DBA. Additionally, with *Ohana DBA*, your Oracle system will experience fewer problems and outages since your database will be **more stable due to the excellent care and feeding our staff gives.**

In today's competitive business environment, companies are forced to deal with losing IT professionals to other firms. Replacing these individuals can take valuable resources, and time. Rare & Dear's *Ohana DBA* Clients are **no longer dealing with the frustration of having to recruit new DBAs.** This means reduced costs of **hiring, managing, supervising, and retaining expensive employees.** This savings can be recognized and reallocated to other budgets, used for expansion, or realized as profit. The avoided **expense of employee benefits including: vacation & sick pay, holidays, maternity leave, insurance, and taxes** can easily be calculated. Non-productive time, though harder to calculate, is none-the-less a real cost of full time employees.

Another indirect savings from a smaller staff is a reduction in the **expense of office space, furniture, and equipment.** Many managers today believe in business principles like: "*Smaller Is Better*" and "*Less Is More*". Rare & Dear helps them implement these beliefs by allowing them to get the job done without having to hire a full time employee to do it. Another important benefit for IT management is the freedom of **not having to plan around vacations, sick time, holidays, and leaves of absence.**

Outsourcing Database Administration can be a wise business decision, providing you with piece of mind. Knowing that your business and information are secure and running soundly is invaluable. When you think about **Ohana DBA...**

...the choice becomes clear, once you've met Rare & Dear.

Description of Services

Ohana DBA offers you a host of services tailored to your specific requirements:

- **Backup and Recovery:** Though often overlooked, reliable backups are of paramount importance. Rare & Dear will review any existing procedures and modify if needed to support your recovery needs. After an initial recoverability verification test, monthly validation of system backups and recoverability of the system will be performed, to help ensure database integrity. Our Team will monitor the performance of routine data exports. Annual, planned, recovery revalidation are included.
- **Resource and Performance Management:** Weekly database health checks will be performed to check storage conditions, monitor performance, and look for evidence of any problems in the database. Minor adjustments and tuning may be performed at this time and major corrective action will be scheduled for appropriate times. We will complete monthly analysis of the database for the purpose of system tuning, making performance adjustments, and tracking overall performance.
- **Database Security:** Our Team will create and maintain database users, roles, and profiles. All security actions are to be performed as directed by the Client. Our experience has shown that a surprising number of systems run without a realistic security implementation. Many use default or obvious passwords on critical system and user accounts.
- **Space Management:** If needed, we will configure the database with the appropriate amount of space for tables, indexes, sorts, rollbacks and free space. Space usage will be monitored regularly and adjustments made as required.
- **Capacity Planning:** Monthly analysis of space usage will be done to help anticipate problems before they occur and facilitate growth planning. Corrective action may be taken at this time or scheduled for appropriate future times.
- **Fault Management:** The Rare & Dear Team will notify Client representative of significant database related failures and take corrective action if specified in the contract.
- **Data Control:** Rare & Dear will execute necessary relocation of data files, online redo logs, and database control files. We will create and maintain constraints as defined by Client. In addition, we will assist with any non-routine data loads, exports or imports.
- **Software Upgrades:** We track Oracle software upgrades and patches and will install those that are appropriate for the Client's system. *Ohana DBA* includes up to 2 minor updates and 1 major upgrade per year.
- **Emergency Response:** We will respond to emergencies as required, to help minimize database service outages due to software or configuration issues. Hours of availability are specified in the service contract.
- **Documentation:** Rare & Dear's *Ohana DBA* will maintain existing database documentation and record all events and corrective actions taken, providing documentation to the client as required.
- **Database Monitoring and Tuning Scripts:** Rare & Dear uses proprietary scripts to monitor and tune databases. For clients who purchase a minimum 12-month contract for *Ohana DBA* services, we will provide a license to use these scripts. These provide the same function as some 3rd party DBA tools and can serve as excellent examples of SQL coding for a junior DBA or developer.

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Service Levels

Please review “Description of Services” for a detailed outline of the functions included in our Programs

I. Advisory DBA Services

*Ohana DBA Advisory Oracle Certified Support Program (Production Environment)**

- Mentoring – Technical Guidance and Training for Jr. DBAs
- Perform more complex tasks including: tuning, troubleshooting, Back up & Recovery planning, Emergency Response management
- Oversee & Review Jr. DBA performance of routine functions including: Resource Management, Security, Space Management, Data Control, and Upgrades.
- Monthly Reports:
 - DBA Activities
 - System Status
 - Upcoming Events
 - Unplanned Outage Analysis

II. Production DBA Services

*Ohana DBA Full Oracle Certified Support Program (Production Environment)**

- Providing Database Expertise for IT Staff
- Perform all DBA tasks as contained in the Specification of Services
- Monthly Reports:
 - DBA Activities
 - System Status
 - Upcoming Events
 - Unplanned Outage Analysis

III. Development DBA Services

*Ohana DBA Full Oracle Certified Support Program (Development Environment)**

- Tier I, II plus the following:
- Work with Project Manager to set SQL coding standards
- Participate in Application Design Reviews
- Coordination of Database Version Control with Development Project Manager
- SQL Statement Tuning and coaching of developers in writing efficient SQL

* A complete Database Audit will be performed to determine individual contract requirements. Pricing will vary as determined by the terms of the contract.

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