

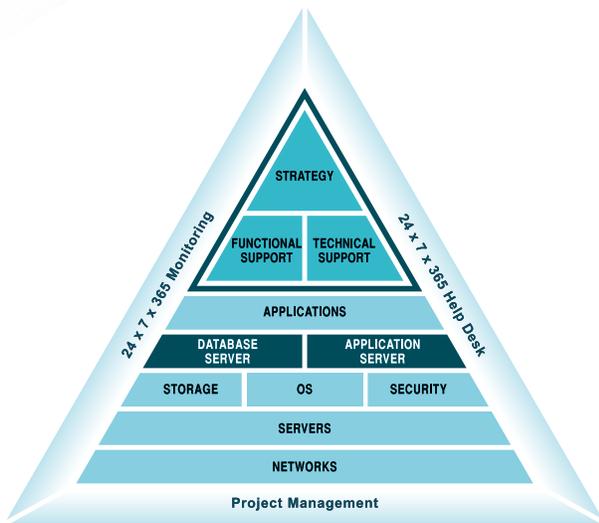


Database Administration Services



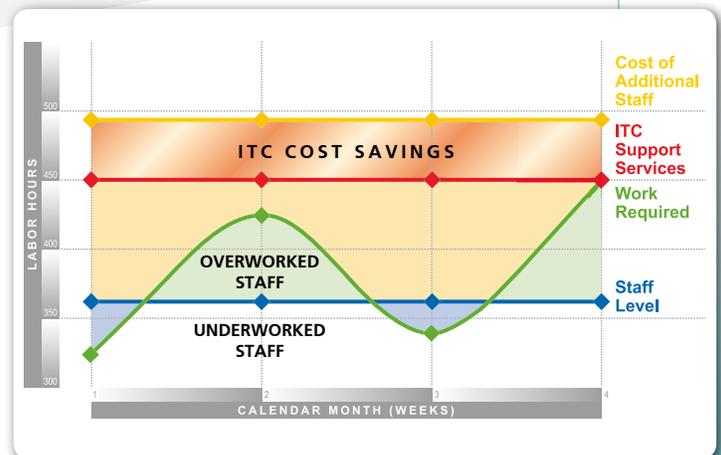
IT Convergence Support Services (ISS) offers DBA support solutions tailored to your organization allowing you to reduce staffing costs while gaining instant access to expertise.

Database administration can be daunting. The peaks and lulls that characterize database activity translate into underutilized or overworked staff, resulting in an unpredictable workload and cost structure which your organization must manage. By leveraging ISS DBAs, you will improve your database administration while freeing employees to focus on core business objectives.



Database Administration Services

Is your IT staff stretched too thin to make database operational issues a priority? Are you a hand short when it comes to full-time DBAs? If you answered yes then ISS DBA support services can provide your organization with a solution for these staffing issues. When database administration activity peaks, ISS DBAs can support your IT team by handling tasks



which require more labor than your existing staff can provide. When database activity lulls, ISS DBAs can conduct daily maintenance and monitoring tasks, allowing staff to focus on more mission critical projects. Alternatively, if you are concerned about reducing risk created by employee turnover, allow our DBAs to maintain and administer your entire environment with "lights out" administration. The depth within ISS allows you to leverage a wealth of experience to support your database environment 24 x 7 x 365.

EXPERTISE

The ISS Practice is home to certified experts who possess a wealth of expertise in operational database administration, as well as performance and configuration management. Depending upon your environment's size and complexity, one or more ISS DBAs with different areas of subject matter expertise are assigned to provide support. At ISS, we support the leading database platforms including Oracle, DB2, SQL Server, MySQL, Sybase, and Informix.



Database Administration Services



Our DBAs have seasoned skills in many middle tier, application server, and “helper” application technologies that integrate tightly with database technologies. If your application architecture is IBM WebSphere, BEA WebLogic, Oracle 9iAS, or another leading Application Server, ISS can help. Additionally, configuring backup, recovery, and storage management solutions are tasks ISS DBAs perform on a regular basis.

ACCOUNTABILITY

All ISS Customers enjoy the service continuity of assigned, primary and secondary DBAs. Having DBAs specifically dedicated to your system ensures complete awareness of your unique environment, while knowing that DBA by name promotes good communication and accountability. Your primary ISS DBA is responsible for proactive database administration, event and threshold monitoring, and task-oriented activities. Support offerings are tailored to your specific administration requirements, affording you the ability to direct ISS focus toward your most critical needs. Additionally, your primary DBA will work with you to schedule daily, weekly, and monthly tasks and additional proactive or project-related administration activities.

ISS DBAs will install and configure award-winning database monitoring tools enabling us to provide you with real-time and historical performance and configuration information. Preemptive performance indicators and pre-defined rapid response policies for alert notification ensure database uptime and availability. ISS DBAs monitor around-the-clock to preempt uptime threats and to instantly respond

to system failure. All DBA activities are thoroughly documented and visible through our customer portal. This portal provides you with a written record of work performed and a clear summary of issue and event resolution.

KEY ISS DBA SUPPORT ACTIVITIES

PROACTIVE DATABASE MANAGEMENT

BACKUP AND RECOVERY

PERFORMANCE TUNING

DATABASE UPGRADES

CLONING & REFRESH

INSTANCE MANAGEMENT & CREATION

SECURITY ADMINISTRATION

SCHEMA MAINTENANCE

APPLICATION & DATABASE PATCHING

STRATEGIC IT PLANNING

EDUCATE WHILE WE WORK

Simply keeping up with the latest application and database releases, let alone formally educating staff, is challenging for all organizations. ISS DBA personnel are ready to provide mentorship by holding scheduled working sessions on your test or development instances. These sessions provide an excellent means for keeping your staff’s skills sharp as they learn from experienced professionals who have led global solution implementations.

EXPERIENCE THE POWER OF RESULTS THROUGH OUR DATABASE ADMINISTRATION SERVICES. CALL US TODAY!

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