



Database Management Standard Service Package Data Sheet

Service	Frequency
Monitoring services:	
Verify database processes are running	continuous
Check CPU utilisation vs thresholds	daily
Check memory utilisation vs thresholds	daily
Check for locked resources	daily
Check job completions and notify failures	daily
Check logs for system alerts	continuous
Check invalid objects	daily
Check referential integrity	monthly
Verify archive log process	weekly
Verify latest backup complete	per backup
Verify backup validity by recovery	6 monthly
Check available free tablespace	daily
Check space for objects in tablespace	daily
Check free disk space vs thresholds	daily
Manage log space	weekly
Performance enhancement:	
Monitor buffer cache hit ratios	monthly
Monitor tablespace fragmentation	monthly
Monitor I/O contention	monthly
Monitor object fragmentation	monthly
Statistics gathering and reporting:	
License usage	monthly
Connected users	weekly
CPU utilisation	weekly
Memory utilisation	weekly
Disk space utilisation	weekly
Administration	
User administration	as needed
Maintenance:	
DBMS upgrades	patches

The service provides monitoring with basic recovery actions included.

Recovery actions that extend beyond straightforward responses are performed on a time-needed basis, where the time is deducted from the services time pool - included as part of the package.

The services time pool is designed to be used for activities of variable and unpredictable duration, such as responding to a system alert or other situation requiring attention.

Time required beyond that provided with the service package is charged at our standard services hourly charge rate (although only after agreement with the client).

We also offer a number of related consultancy services based on our standard consultancy hourly time rate. See our Consultancy Services data sheet for more details.

DBA availability in the Standard Service Package is 24 hours, 7 days per week.

Included with the Standard Service Package are 4 hours per month of services time pool hours.