

Remote Database Administrator Service



For Colleges and Universities

An enterprise-class Oracle® database is the heart of your CBORD® system. Maintaining optimum efficiency is critical to your administrative operations and service delivery, and CBORD systems experts have more than fifteen years experience in managing Oracle to maximize its potential within CBORD products.

With CBORD's annual remote Database Administrator Service, you get the benefit of our experience without the expense of a full-time administrator. Remote Database Administrator Service agreements are available for CBORD's entire line of Oracle servers as an important addition to our warranty and maintenance agreement programs.

CS Gold®

Support you can count on

Access to your server(s) via Internet connection is a prerequisite of the service. This enables our technicians to perform preventive maintenance tasks, problem resolution, and remote installation of CBORD-supplied application upgrades and enhancements. When you purchase a Remote Database Administrator Service agreement, your calls to our 24-hour help desk will be routed to a knowledgeable technician who can answer questions and resolve issues pertaining to your database.

Preventative maintenance and tuning

Under the terms of the agreement, the following configuration parameters and diagnostic indicators will be checked weekly, and any identified issues resolved promptly.

- Invalid objects
- Issues with extents
- SGA free space available
- Buffer levels and ratios
- BUFFER HIT, DICTIONARY HIT ratio
- LIBRARY HIT ratio
- Chained rows/analyze database tables
- Index storage and usage (monthly)
- Indexes in place and being used (monthly)
- Fragmentation of table spaces
- Table space and data file growth rates (monthly)
- REDO log statistics
- Number of changes in a 24-hour period
- Disk I/O statistics (monthly)
- Shared pool statistics
- Open cursors (monthly)
- Logs available if recovery is needed
- Emails containing system status information will also be sent weekly to all subscribers.

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Cost-effective support for the heart of your CBORD system

- **Support you can count on**
- **Preventative maintenance and tuning**
- **Reports generated at any time to assist in diagnosing problems or resolving issues**
- **Weekly confirmation of processing of backups**
- **Application upgrades and reprograms**
- **On-site consulting service**

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Backups

Standard system operating procedures require daily backups to be performed by on-site staff. Remote Database Administrator Services include remote weekly confirmations when processing of backups has been completed.

Application upgrades and reprograms

Remote Database Administrator Service includes remote installation on the server of CBORD-provided application software (including Oracle upgrades), enhancements, and bug fixes.

On-site consulting service

Each annual Remote Database Administrator Service contract includes one full day (eight hours) of on-site consulting services. Use the day for face-to-face, hands-on interaction between a CBORD systems expert and your staff, upgrade your system, or explore new ways to maximize your database efficiency and functionality.

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Additional on-site consulting services are available under the terms of your CBORD maintenance agreement or on a per-incident basis at the prevailing rates.

Exclusions

Certain conditions preclude the provision of services otherwise covered under the Remote Database Administrator Service agreement. Exclusions include:

- Evidence of tampering or repair of equipment or software by anyone other than CBORD-authorized agents
- Improper storage, installation, or maintenance of hardware or software media
- Evidence of misuse or damage with causes other than normal wear and usage, including spills, improper loading, foreign objects dropped onto or into equipment, natural or man-made disaster, or use of software, media, supplies, and/or consumables that do not meet standards set by the manufacturer.

Don't leave critical database administration to chance. With Remote Database Administrator Service from CBORD, you can be sure your database is receiving the best possible care without the expense of a full-time administrator. Our database experts will monitor, maintain, and continuously upgrade your database to be sure it is functioning at peak efficiency today, and in the future.

Contact your account manager to find out how you can take advantage of this valuable service.

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