



## **Remote DBA Services 24x7 / 365**

### **Monitor SQL Error Logs & Windows Event Logs**

Daily manual review of all SQL and Windows logs. In addition alert engine monitors for critical errors and generates notifications.

### **Manage & Monitor SQL Jobs - will attempt to resolve failures, or will report problem w/ suggested resolution**

Monitoring utilities will be in place to alert to SQL Job failures. BCS will resolve job failures to the best of my ability. BCS does NOT know your environment thoroughly and will not apply fixes to database objects such as stored procedures or T-SQL logic in jobs. BCS will troubleshoot, point to problem, and will alert development/management.

### **Index Rebuilds & Defragmentation**

Indexes routinely become fragmented leading to poor performance. BCS strongly suggests NOT using a database Maintenance plan to "re-organize" your data and indexes, this is a blanket rebuild and very expensive. A BCS utility first analyzes for fragmentation, any index > 10% fragmentation will be rebuilt after hours or during maintenance window. If maintenance window is narrow or not available, an online index rebuild will be implemented.

### **Monitor OS & SQL Instance w/ PerfMon counters – will provide graphed reports for Management**

Weekly BCS will monitor your production servers using Performance Monitor counters for CPU, Memory, Disk I/O, plus SQL Counters including User Conns, Transactions/sec, Buffer Cache, Procedure Cache, and more. Counter results will be displayed in line graphs for readability and will be provided to management with BCS opinion and translation.

### **Performance Tuning**

Unlike most Remote DBA services BCS actively is involved in performance tuning queries and database activity.

### **Cluster Monitor – Failover alert Setup & Maint.**

Clusters do fail, however there is no way to know when failover occurs unless your administrator is constantly watching the Cluster Monitor utility. BCS Cluster Monitor Utility will be constantly watching for failed cluster resources or failover, an alert will be sent immediately to BCS as well as client administrator.

### **Backup Strategy / DR Server (Warm Standby)**

BCS will setup a backup strategy to minimize data loss and downtime in the event of database server failure. Backup strategy to include setup and maintenance of Disaster Recovery database servers. These Warm Standby server(s) will receive data via Log Shipping.

### **Available for Performance Troubleshoots via Telephone & RDP 24x7**

BCS will be available for performance troubleshoots anytime day or night. To avoid abuse of this offering, calls will be limited to 10 per month, each call should be completed within 1 hour. Exceptions will be made depending on circumstances.

### **Remote Service Pack and Patch Management**

BCS will provide remote installation support of operating system and database server patches and service packs. On-site support by client administrator is necessary to manage.