

Service Description

Database as a Service provide customers an enterprise database solution that is easy to use and simple to update without incurring the cost of setting up and maintaining an enterprise database environment through which scaling, load balancing, failover and backup can all be managed. OIT Database Specialist will ensure that all aspects of handling your data are taken care of which include but not limited to storage, backups, tuning and security.

Current Database Solutions being offered:

- SQL Server
- Oracle
- DB2

Oracle Exadata DBaaS:

- **Starter/Small Database:** 2 Cores, 6GB Ram, 200GB min Storage, *Up to 2 databases
Entry level database environment for small agencies or departmental applications
- **Medium Database:** 4 Cores, 8 GB Ram, 500GB Min Storage, *Up to 4 databases
Medium sized database environment for Agency DB consolidation
- **Large Database:** 6 Cores, 12GB Ram, 1TB Min Storage, *Up to 6 Databases
Optimal service for large, complex database and data warehouse environments

*The maximum number of databases is dependent upon the database size and actual usage
Based on the model the proposed service model for DAS/OIT includes the following structure:

- **Small:** 2 Core = 1 billable unit per month
- **Medium:** 4 Cores = 2 billable units per month
- **Large:** 6 Cores = 3 billable units per month

A Database as a Service customer might also be interested in these OIT services:

- Mainframe Systems

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Backup/recovery services for databases
- Change management for object modifications
- Database design assistance
- Database performance monitoring/alerting
- Implementation of approved design
- Incident resolution services via the Customer Service Center
- Installation and upgrades of DBMS software and DBA toolset software
- Routine maintenance

Maintenance Schedule

Scheduled maintenance for the mainframe (which houses DB2) occurs one Sunday per month; generally from 6:00 p.m. to 9:00 p.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 a.m. to midnight. Beyond the normally scheduled mainframe maintenance window DB2 specific maintenance is coordinated with the customers (normally off-hours for production systems).

SQL Server based database maintenance is coordinated with the customers. Maintenance to production systems is often done during off-hours at the customer's request. Maintenance to non-production system is done during normal business hours, but coordinated with the customer to minimize impact.

Incident Response & Resolution

As a primary service, Database Support staff is available 24 x 7 for both incident reporting and resolution. Database Support staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Database Uptime	99%
Incident Responsiveness	Database support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Database support staff resolves incident within 4 hours.	75%

Customer Requirements

- Adherence to OIT database standards, including a requirement for separate development, test, and production environments
- Development and maintenance of client code
- Licenses and support contracts for DBMS software and DBA toolset software (Except Oracle Exadata)
- Mainframe Systems or Windows Support* (Except Oracle Exadata)
- Maintain Contact List
- Ohio.gov Backbone*
- Provide OIT with valid billing number
- Staff to support customer applications

***Service must be obtained from OIT for an additional charge.**

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.