

## **NCS Combined Support Program**

Network Centric Solutions is one of a small number of elite and specialised Oracle Certified Advantage Partners. We are experts in Oracle Technology licensing and asset management and we also supply innovative, bespoke solutions as well as all types of support services.

The privileged Oracle partnership ensures NCS accesses and internalises the very latest developments in Oracle technology, which in turn enables us to give our Clients the best possible advice and insight as they manage their IT infrastructure and plan future investments.

The NCS Combined Support Program is the most comprehensive package in the NCS Support Services portfolio, offering full support and complete peace of mind to the Client. With this program, clients get full 24 x 7 support coverage from a Virtual Database Administrator.

### **If you outsource nothing else, you should outsource your support to NCS!**

We offer a great service that allows our Clients to focus their resources on building competitive advantage for their business with the reassurance that their maintenance and support responsibilities are in the best possible hands.

Detailed below are the core functions within the NCS Combined Support Program....

## **NCS Virtual Database Administrator**

NCS offers its clients outsourced Oracle Database Administration services. All NCS consultants are qualified Oracle Certified Professionals, at the pinnacle of the technical proficiency ladder, and they are available to our clients as the key component in the outsourcing service.

The wide-ranging experience of NCS consultants provides our Virtual DBA clients with a capability far beyond the scope of average in-house DBAs. The NCS Virtual DBA service covers all aspects of Oracle database administration from remote monitoring, diagnostics and reporting to remedial management. In addition, the Virtual DBA provides ongoing counsel and guidance to ensure a client's Oracle infrastructure not only keeps pace with developing business needs but does so in a way that provides the best return on technology investment.

### **NCS Virtual DBA – Benefits**

<b><u>Feature</u></b>	<b><u>Benefit</u></b>
Client Focus	<ul style="list-style-type: none"> <li>Single point of contact ensures quick and effective communication</li> </ul>
Outsourced service v In-house resource	<ul style="list-style-type: none"> <li>Client maintains focus on core business confident that a specialist support service is securing database availability and management</li> <li>Rapid resolution of problems and minimal unplanned downtime ensured through high-level NCS skills and experience</li> <li>Predictable budget commitment smoothes peak loads and is likely to provide cost savings</li> </ul>
Team of 5 Oracle Database Administrators, all Oracle Certified	<ul style="list-style-type: none"> <li>Always-available DBA capability; no sickness, holiday, training absences</li> <li>Aggregate skills and experience of the complete NCS DBA team available to all clients</li> <li>Effective client forward planning and risk management leveraging the wealth of NCS practical experience</li> <li>Reduced client staff training costs; NCS makes the training investment to maintain leading edge DBA skills</li> </ul>

### **NCS Virtual DBA - Scope of Work**

Space Management	Virtual DBA monitors, reports and manages the components of the client system's space management (disk capacity, swap space, objects, free space)
Performance Management	Virtual DBA monitors the performance variables of the client system (disk/network I/O, CPU utilisation and paging rates, buffer, data dictionary and library cache miss ratios)
Resource Management	Virtual DBA checks the utilisation of the client system against the database initialisation parameters for events such as user limits, process limits, lock limits and data file limits
Fault Management	Virtual DBA monitors the client system for specific types of events and creates alarms for database outage, listener outage, user blockages and other similar events
Capacity Planning	NCS aggregates performance data and provides periodic analysis for problem diagnosis and future planning.

### **NCS Virtual DBA - Scope of Work (cont.)**

Database Security	Virtual DBA takes responsibility for creating and maintaining database users, roles and profiles. Work is carried out against client requirements and pre-defined standards.
Instance & Session Management	Virtual DBA will create new Instances with appropriate initialisation parameters based on client requirements. Start-ups and Shut-downs of the Oracle database will be managed during system back-ups and outages and the system brought back to full pre-defined availability.
Schema Objects Management	Virtual DBA will manage all aspects, including creation of new Objects, granting privileges, managing space usage, creating database links as needed and executing regular database reorganisations when necessary.
Data Control	Virtual DBA takes responsibility for all exports from and imports to the client database, either routinely or by special request. Relocation of data files, including online redo log files will be managed and data integrity within each database instance will be maintained against standards set.
Back-up & Recovery	Virtual DBA will manage the software component of Oracle database back-up and recovery. Hot and cold back-ups of the database, and recovery activities as necessary are covered. Recovery Plans and Procedures are continuously reviewed and updated.
Health Checks	Virtual DBA will run weekly health check scripts and report back.
Bug Fixes	Virtual DBA will apply the latest fixes and patches from Oracle Support.
Disaster Recovery	Virtual DBA will create plans to recover mission critical databases from disaster scenarios.
Development & ROI	Virtual DBA will continuously review IT capability against client business objectives, review licence coverage and make recommendations to ensure the client system develops to meet the needs, at the most effective cost.

### **NCS Virtual DBA – Service Delivery**

A Service Level Agreement, approved by the Client and NCS management sets out the scope and the joint expectations for the NCS Virtual DBA service

Full-time Virtual DBA staff are based at NCS Head Office in Docklands, London

NCS will confirm to the Client, at the start of each month, which NCS DBA has been assigned as Virtual DBA for the subsequent month.

### **NCS Virtual DBA – Service Delivery (cont.)**

The assigned Virtual DBA will communicate directly with the client via telephone or dedicated e-mail link

The Virtual DBA will maintain remote (dial-in) contact throughout the week with the client's Oracle database

The Virtual DBA will provide a spreadsheet to the client capturing all changes made, and reasons, on a monthly basis

Quarterly Review Meetings will be held between NCS Management and Client Management to ensure Client needs are being met and future developments are incorporated into the service

NCS Virtual DBA is a Normal Business Hours service, available Monday to Friday during office hours.

### **NCS 24x7 Database Support**

NCS 24x7 Database support complements the Virtual DBA activities with 24x7 telephone support. For Clients in the NCS Combined Support Program, the same pool of leading edge Oracle technology knowledge and experience is available, on an as-needed basis, outside normal business hours.

Clients in the NCS Combined Support Program calling in for support outside normal hours have a dedicated pager number and guaranteed access to the duty member of the NCS Support team.

Key components of the service are:

### **NCS 24x7 Database Support – Service Delivery**

The same pool of technical knowledge available during normal business hours is accessible to Combined Support Program Clients out of hours, through the duty Consultant.

Inbound Client calls are identified by the NCS Call Monitoring System and processed with the highest priority

Out-of-hours Client calls go to a dedicated pager number to ensure contact can always be made with the NCS duty Consultant

### **NCS 24x7 Database Support – Service Delivery (cont.)**

A unique Client Identification Number ensures all critical information about a Client's system is on record and easily accessible to the NCS duty Consultant.

Clients will need to have a management server installed. This enables remote problem identification and analysis and allows alerts to be sent to the duty Consultant's pager

All calls received and actions taken will be documented at the end of each month and supplied to the Client

Quarterly Review Meetings will be held between NCS Management and Client Management to ensure Client needs are being met and future developments are incorporated into the service

### **Additional information**

The minimum contract term for the NCS Combined Support Program is one year. Support will only be provided if a valid contract is in place.

Normal Business Hours are Monday–Friday 09:00 – 17:30. Public holidays are excluded but can be covered by separate arrangement.

**THE NCS COMBINED SUPPORT PROGRAM DOES NOT REPLACE ORACLE SUPPORT, WHICH IS NECESSARY FOR UPGRADES, PATCHES AND FIXES.**

#### **Documentation**

As indicated, changes applied and issues detected/resolved within the NCS Combined Support Program will be documented and provided, on a monthly basis, to the designated Client contact. In addition, summary statistics on database performance and capacity, detailed by week, will be included in this report to allow Clients to monitor usage and capacity trends.

#### **Exclusions**

NCS Virtual DBA is a support service for existing installations and, as such, scoping, design, development, testing or implementation of new projects are not included. Virtual DBA support will, however, provide assistance when new projects require interaction with the current environment.

### **Oracle Systems Healthcheck**

As a prerequisite to any NCS Support Service offering, NCS require an Oracle system audit of the Client database to ensure service can be delivered to meet the Client expectations.

### **NCS Combined Support – Contact Details**

For further information and to discuss the NCS Virtual DBA service, please contact Nicola Briant via:

Telephone: 0207 536 1750  
Fax: 0207 536 1950  
E-mail: [info@ncsltd.com](mailto:info@ncsltd.com)

Or go to our website at [www.ncsltd.com](http://www.ncsltd.com)

**Network Centric Solutions Limited**  
**3 Lanark Square**  
**London E14 9RE**