

Neutrino Workshop Databases

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Database Services

- Tier1 Support for Oracle and Postgres, tier 2 support for SqlServer and MySQL
- Backup/recovery
- Performance tuning
- Server software upgrades, patches
- Replication where applicable

We are working to be ITIL aligned.

Application Development Services

- Application design
- Database schema design
- Application development and support
- Oracle and Postgres client software

We are working to be ITIL aligned.

Definition of Tier 1 vs Tier 2

Tier 1 for Oracle and Postgres

- implies a higher standard of support.
- more education and experience on the part of DBAs and developers.
- more tools available for monitoring
- quicker response time in cases of emergency

Definition of Tier 1 vs Tier 2

Tier 2 for SqlServer and MySQL

- implies a lesser standard of support.
- non formal education and less experience on the part of DBAs and developers.
- few to no tools available for monitoring
- longer response time in cases of emergency
- backup/recovery for MySQL is per MySQL utilities, with current technology, a cold backup on a database where the users are off.

What to expect

Services rendered per service level agreement.

Normally includes a combination of:

- Meeting security baseline
- Uptime standards, including prescheduled patching slots
- Standard backup/recovery procedures
- Consultation on design, languages, APIs

What not to expect

- Consultation on hardware configurations and purchases, other than minimal space for a database or application installation.
- System administration, patching, security
- Support and consultation on storage