
Outsourcing with MyDBA



Your data in professional hands

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Outsourcing Options

➤ Full Outsourcing

- ✓ Full onsite management of an Oracle Database Infrastructure.
- ✓ **Certified** and Experienced Resources.
- ✓ **Monthly** Site Management as part of Services.

➤ Remote Outsourcing

- ✓ Remote/Offsite management of an Oracle database infrastructure.
- ✓ Onsite visits.
- ✓ Site Management.

➤ Co-Management

- ✓ Client manages day-to-day tasks internally.
- ✓ MyDBA provide **highly skilled expertise** for projects, upgrades, skills transfer etc.

➤ Seconding and Single Resource Support

- ✓ Resource seconding for Leave, Sick Leave, Training – based on a SLA.
- ✓ Resource backup for single **resource risk** mitigation – based on a SLA.

MyDBA outsourcing 'value adds'

- **MyDBA is an Oracle Certified Database Implementation Partner.**
- **MyDBA is an Oracle Certified Performance Tuning Partner.**
- **MyDBA has RAC Certified Implementation Specialists.**
- **Client access to senior skills.**
- **Skills transfer to Client employees.**
- **Client access to technical consulting services.**
- **Resource seconding during absence.**
- **Uninterrupted service delivery.**
- **Escalation procedures.**
- **Multi-site experience.**
- **Cross-site experience sharing.**
- **DBA mentoring.**

Consulting

➤ Upgrades

- ✓ Database upgrades.
- ✓ Oracle Applications upgrades.
- ✓ O/S upgrades.

➤ Migrations

- ✓ Platform migrations.
- ✓ 32bit to 64bit migrations.
- ✓ Endian migration experience.

➤ Database Solutions

- ✓ Vast knowledge of Oracle and its features and functionality.
- ✓ Develop database solutions for Enterprise problems.

➤ Performance Tuning

- ✓ MyDBA is an Oracle Certified Performance Tuning Expert Partner.
- ✓ Vast performance tuning knowledge and experience.

Resourcing

➤ Technical Resourcing

- ✓ Contract or time and materials.
- ✓ Hourly rates.
- ✓ Varying skill levels.
- ✓ Lead times apply.

➤ Database Administration

- ✓ Oracle.
- ✓ MySQL.
- ✓ SQLServer.
- ✓ PostgreSQL.
- ✓ DB2 (partnered with Connection42).

➤ Developer

- ✓ PL/SQL
- ✓ Forms and Reports.

➤ Other

- ✓ Project Management.
- ✓ Systems Architect.

Security

➤ Oracle Security

- ✓ Oracle Identity Manager knowledge and experience.
- ✓ Oracle Access Manager knowledge and experience.
- ✓ Oracle 11G Database Security experts.
- ✓ Oracle Advanced Security experts.
- ✓ MyDBA has implemented a fully **SOX compliant solution** covering O/S, Oracle Database and Application at a NYSE and LSE listed client.

➤ Other Security

- ✓ SQLServer, MySQL, PostgreSQL database security.
- ✓ Application security (non-Oracle).

➤ Database Vault

- ✓ Oracle's product for complete SOX and other regulatory compliance requirements.
- ✓ Comprehensive auditing.
- ✓ Enforcing Separation of Duties.
- ✓ Truly secures the database data.

License Reviews/Compliance

➤ Oracle License Reviews

- ✓ MyDBA look at what is licensed, what is deployed, and then advise the client.
- ✓ There are **heavy penalties** if Oracle audits the client and they are found to be under licensed.
- ✓ Auditors require **license compliance**.

Site Audits

➤ Database Audits/Health Checks

- ✓ Includes all best practices.
- ✓ Scope of database audit/health check
 - Software versions and patch levels
 - Server Set-up.
 - Undo/Temp Tablespaces
 - Segment status
 - Disabled constraints
 - HA and DR
 - General database set-up.
 - Backup and recoverability.
 - User Definitions
 - Stored object status
 - Performance snapshot
 - Flashback usage
 - Alert log messages.
 - Redo log multiplexing
 - Default Database Security
 - Tablespaces definitions and status
 - Optimiser mode and stats
 - Database maintenance
 - Non default system parameters.
 - Archive logging.
 - Index and Table placement
 - Other areas of concern
 - Site Documentation and Procedures
- ✓ Full Audit Report with Recommendations
 - Critical issues
 - Short term
 - Medium term
 - Long term

➤ Hardware/Firmware Reviews

- ✓ Review hardware and set-up.
- ✓ Review firmware levels.
- ✓ Advise the client accordingly.

HA and DR

➤ MyDBA are HA and DR experts

➤ HA Expertise

- ✓ RAC **Certified** experts.
- ✓ RAC performance tuning/problem solving experts.
- ✓ **Streams**, Log Mining and Replication experience.
- ✓ Vast Oracle Applications and Oracle Database RAC experience.
- ✓ Rolling Upgrade experience.
- ✓ **Flashback** technology.

➤ DR Expertise

- ✓ Oracle **Applications** DR experience (E-Biz Suite, Portal, SSO) .
- ✓ Oracle Database Data Guard and Active Data Guard experience.
- ✓ **Siebel** DR implementation experience.
- ✓ Non-Oracle application DR experience.

Trusted Oracle Advisor

- **Aim to become Trusted Oracle Advisors to clients.**
- **MyDBA lectures Oracle at Oracle University.**
- **MyDBA regularly publishes technical articles on Oracle.**
- **MyDBA present White Papers at the South African Oracle User Group.**
- **MyDBA are constantly exploring Oracle technology.**
- **MyDBA has probably the greatest technical depth of knowledge in South Africa.**
- **MyDBA has a strong technical reputation.**

Outsourcing with MyDBA



Specialized
Oracle Database 11g
Performance Tuning



Specialized
Oracle Database

***MyDBA** is an Oracle Gold Partner Specialized in the following:*

Oracle Database 11G

Oracle Performance Tuning 11G

MyDBA Consulting Services

For more information on MyDBA's Consulting and Outsourcing services please contact us on:



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