

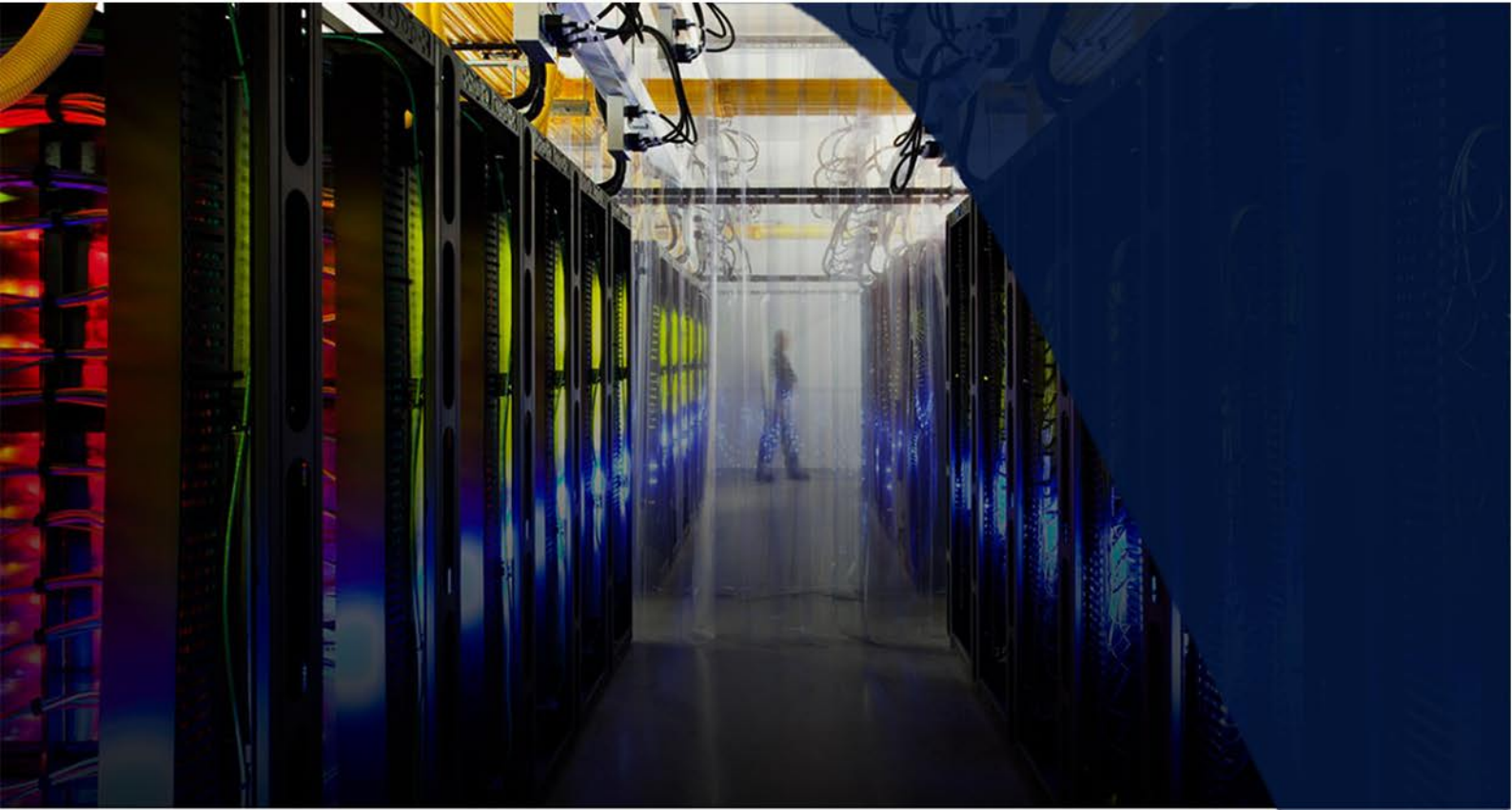


NTT DATA
Trusted Global Innovator



Oracle DBA911

NTT DATA Oracle Solutions











What is DBA911?

DBA911 is a database management and support managed services engagement that provides a proactive approach to ensuring the optimal performance of your database systems. It is expected to complement your existing IT staff that aims to address incidents and service requests.

NTT DATA database consultants will regularly monitor, assess the health and performance of your databases, and provide technical assistance to your IT staff on all database administration issues and concerns.

NTT DATA's DBA911 team has been performing database support and consultancy for more than 20 years with ongoing expansion in both local and global coverage to more than 32 countries.

Benefits

 <p>Oracle Infrastructure and Software support</p>	<p>Multiple industry experience</p>	 <p>Direct local escalation support</p>
 <p>Remote and on-site support</p>	 <p>SMEs for DB administration, availability, security, compliance, and performance</p>	 <p>24x7 support availability</p>
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Monitoring and Health Checks (Proactive)

DAILY	WEEKLY	MONTHLY	QUARTERLY
Monitor database status	Monitor database growth	Trend analysis of objects	Patch Deployment (One-off, CPU, Security)
Monitor database listener status	Check unused indexes	Review of incidents incurred the past month	Database user expiry
Monitor alert log for errors	Check/monitor execution of schedule jobs	Service delivery review	Hardware health assessment
Monitor blocking sessions	Check stale database optimizer statistics	Monitor database growth	Backup/DR testing
Monitor disk space	Check indexes needing rebuild	Check/monitor execution of scheduled jobs	
Check/monitor execution of scheduled jobs	Check backup completion status		
Monitor wait events and database performance			

Incidents and Service Requests (Reactive)

Severity	Response Target	Outage	User Impact	Resolution Targets
1 – Critical Issue	30 minutes	Database is down; no operations can proceed. Severity 2 incidents happen twice in a day.	All users are impacted.	24x7 support will be provided until issue is resolved
2 – Major Issue	4 hours	One or more production databases and/or related applications are partially down which can potentially impact business and finance operations.	Particular users or group of users on multiple sites or a single site.	8x7 support will be provided until issue is resolved
3 – Minor Issue	8 hours	Nuisance problem with no effect on operations	Particular users or group of users on multiple sites or a single site.	8X5 support will be provided until issue is resolved
4 – Service Request / Request for Information	12 hours	Service action which has been agreed as a normal part of service delivery to be executed on a mutually agreed scheduled	None	Best effort support will be provided until issue is resolved

Consulting Services

Migration

Database Consolidation
Platform Conversion
Platform Refresh
Cloud Migration

MAA Implementation

Oracle Enterprise Manager
Oracle Data Guard
Oracle RAC

Security

Application Vault & Database Firewall
Transparent Data Encryption
Data Masking
Data Vault

Engineered System

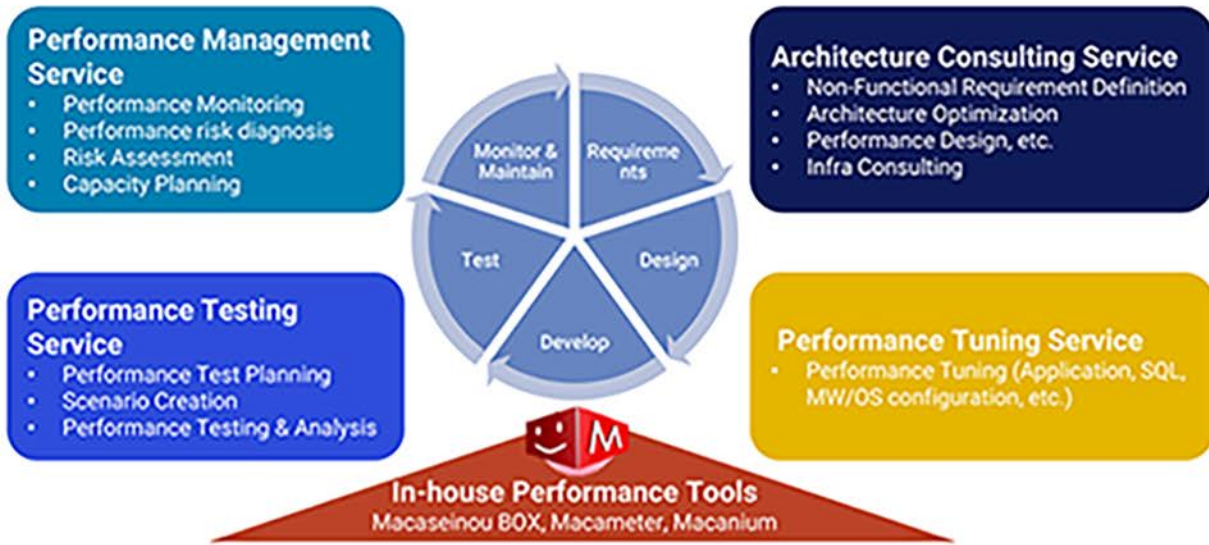
Oracle Database Appliance
Private Cloud Appliance
Oracle Exadata

Maintenance

Performance Tuning
Full-stack Patching
Firmware Upgrade

Macaseinou Performance Professionals

Macaseinou, performance professionals of NTT DATA, provide performance optimization services from strategy planning, system designing, till testing, tuning, monitoring, and evaluation.



Macaseinou® Box Dashboard

Performance data can be visualized and analyzed through web dashboard

- Service level, HW resource, and SW resource can be seen on a single web dashboard in real time
- Performance issues can be analyzed by drilling down on a dashboard
- Past performance data also can be seen to analyze



In-House Performance Tools

We have performance tools and they are complementary in our service.

Macaseinou Box: Monitoring & Visualizing Tool

Macameter: Load Generation Tool

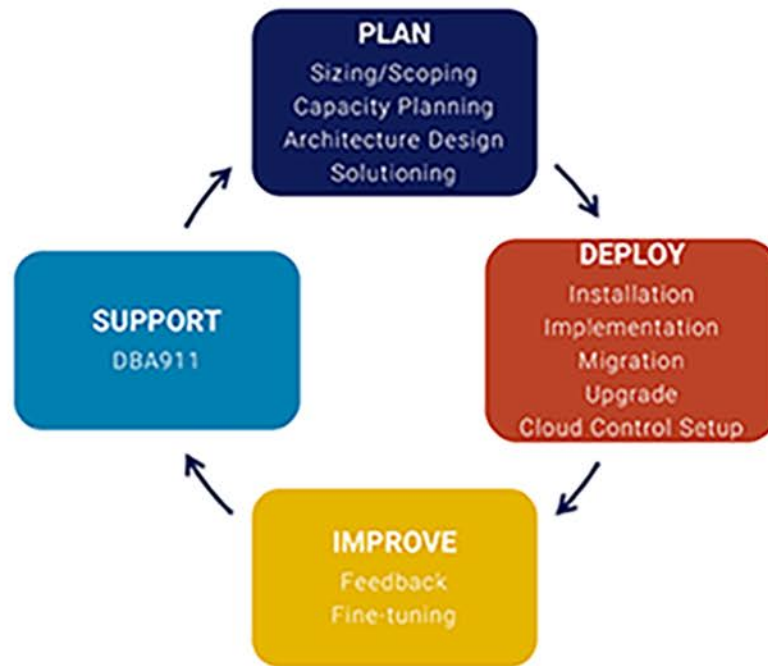
Macanium: Continuous Performance Management Tool



Macaseinou® Box Actual Output

DBA911 Cycle

DBA911 directly complements NTT DATA's Consultancy services through providing support upon completion of implementations.



DBA911 Pricing

Packages		Health Checks	OTH		Macaseinou Box	Performance Reporting
			Incidents/Requests/ Consulting	DBA+		
		24 Service Credits	48 Service Credits	12 Service Credits	1 year	Quarterly
BASIC	Silver	✓	✓	✗	✗	✗
	Silver+	✓	✓	✓	✗	✗
	Gold	✓	✓	✗	✗	✗
	Gold+	✓	✓	✓	✗	✗
Maca	Platinum	✓	✓	✗	✓	✗
	Platinum+	✓	✓	✓	✓	✗
SRE	Titanium	✓	✓	✗	✓	✓
	Titanium+	✓	✓	✓	✓	✓

Packages		Health Checks	Incidents/Requests	Consulting
		12 Service Credits	12 Service Credits	24 Service Credits
Top-Ups/ Consulting	Health Checks	✓	✗	✗
	Incidents/Requests	✗	✓	✗
	DBA+	✗	✓	✗
	Consulting	✗	✗	✓

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