

## What is Virtual-DBA?

Virtual-DBA is a remote DBA service offering from Xtivia designed to address the database system administration and management needs of its subscribers. Virtual-DBA can remotely monitor critical Oracle, DB2, Informix and SQL Server database operational functions and statistics on a daily basis to help ensure system availability, optimum performance and trouble-free operation, while also providing the availability of expert database administrators.

## How does Virtual-DBA work?

Statistics about your systems are collected at regular intervals throughout the day and sent to Virtual-DBA service centers, where they are automatically filtered and centrally stored. A heartbeat process monitors the availability of your system and the communications channel to the Virtual-DBA service centers. A primary and backup Virtual-DBA database specialist are assigned to manage and monitor your systems and account.

- When the statistics arrive, if monitored indicators are out of tolerance, an alert is generated automatically and Virtual-DBA database specialists are notified. The Virtual-DBA specialist immediately notifies you of any critical issues and will work with you to a resolution. If non-critical issues are discovered, they will be documented and discussed with you during your regular status briefing, and then tracked to resolution.
- Your Virtual-DBA database specialist reviews past and present operational and performance data for operational trend analysis identification. These trends are important to system planning and in troubleshooting performance issues. Any trends will be documented and discussed with you during your regular status briefings and available reports.
- The statistical information collected about your system and a complete case tracking history of our database specialist's actions are available in the My Database area of the web site for Virtual-DBA subscribers.
- You will have a dedicated Virtual-DBA available for database administration services and advice regarding any aspect of database design, troubleshooting, administration, or management. Therefore, when you have a problem or want some coaching, you can speak to someone who is already familiar with the key aspects of your system, installation, application, and requirements. These services are available by telephone or on-site consultation. The key feature is that expert help is available when it is needed, whether the need is for 30 minutes or several weeks.

## No DBA: Why do I need Virtual-DBA?

An often overlooked fact is that most business information systems, whether developed in-house or purchased "off the shelf" from application vendors, are designed to utilize a commercially available relational database management system. In order to properly maintain optimal performance and ensure system availability, the task of supporting the database component of the business application must be assigned to someone who understands the technology. In many cases a full-time DBA may not be a perfect fit, but

Virtual-DBA allows you to have a DBA on your terms, only when you need one.

## Full-time DBA: Why do I need Virtual-DBA?

Are you looking to augment your current DBA staff? Do you need more coverage due to increased workload or attrition? Is your current DBA planning a vacation or off-site training? Or do you simply want to free up your DBA from routine maintenance to work on critical new business issues? Virtual-DBA can support your DBA staff by taking over the everyday monitoring and tuning tasks and alerting them when issues are found. Short-term coverage is also available for those times that your DBA needs to be away from your business. We can supply DBA support when it's needed and wanted.

## What do I do if I want some help with my database?

Your assigned Virtual-DBA database specialist is a phone call away and is available for telephone, remote and on-site consulting, support and coaching. Their familiarity with your installation and setup should save you time in the process.

## Is Virtual-DBA a tool that tunes the database?

Not exactly. Virtual-DBA is a service whereby our experienced DBAs gather and analyze essential information about your Oracle, DB2, SQL Server or Informix database to allow for its proper tuning. Expert guidance and consulting in tuning your database engine is always available from our experienced engineers.

## What are the primary ways Virtual-DBA will save me money?

Some examples of how Virtual-DBA can provide ROI are:

- The cost of database system downtime or of a poorly performing database system cannot easily be measured. Through its regular monitoring of critical database operational functions and statistics, Virtual-DBA can keep your system properly tuned even as your business or usage changes, ensuring system availability as well as trouble-free and optimum operation.
- The time spent finding a qualified candidate to fill a database management position can be long. Virtual-DBA has a staff of experienced professionals available when you want and need them.
- The cost of a highly skilled database management professional can be high. Virtual-DBA shares these professionals between a limited set of accounts. You get the quality support you want when you desire or require it.
- The problem of retaining or training your skilled professionals can be expensive. Since Virtual-DBA has a staff of experts working for you from our offices, you no longer have to worry about the training or retention cycle of your skilled professionals.