

DBA Team Support Process

11/1/08

- **Process:**

- The goal of this process is to ensure that the University IT/A&A DBA Team is meeting the database support needs of our users.
- Steps of Process
 1. A User should contact the University IT Help Desk (UnivITHelp) via email or telephone (275-2000) with requests, questions or issues. For those that have access to HEAT, please open a HEAT ticket and assign to the DBA Team.
 2. The University IT Help Desk will open a "ticket" using the University IT's support tracking tool, HEAT, and assign to the DBA Team.
 3. If a User contacts the DBA Team directly, the DBA Team will open a "ticket" in HEAT and remind the user to utilize UnivITHelp.
 4. The DBA On-Call resource will work through the service request with user, updating the ticket accordingly.
 5. Any request that requires any type of development/project work, the DBA resource will respond with details for development/project efforts required and will include time and costs estimates.
 6. The DBA resource will send final email to user when the request is completed and will also close the ticket in HEAT.

- **Expectations:**

- The DBA Team will complete an initial response to a request within 1-2 business days.
- If no initial response is made within three days of original request, the user should escalate to A&A Assistant Director, Alice Durie.
- The User and DBA resource will negotiate a due date and the DBA resource will work to complete the request by agreed-to due date.
- The User will let the DBA Team know if they are able to resolve/answer their issue/question on their own, so that DBA resource doesn't continue to spend time on the issue/question.
- For urgent, production down issues, users should contact University IT Help, 275-2000, or Operations, 275-9194, explain the situation and ask them to contact/page the DBA Team.