

University IT, Applications & Architecture DBA Team Overview FY10

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DBA Team

University IT Mission

Our mission is to provide University IT services, support, and guidance to the University of Rochester students, faculty, and staff who use technology to fulfill the institution's missions of teaching and learning, research, patient care, performance, and community service. This includes the provision of a common infrastructure and support of institutional functions with cost-effective, client-oriented products as part of the University's stewardship mission.

We expect technology to be a tool and an enabler, not an impediment. We strive to provide tools and services that are easy to implement, easy to teach, and easy to use while respecting the individual needs of our clients.

In order to make technology work for you, University IT seeks to:

- ❖ Develop, implement, and support excellent services, products, and tools that make it easy to use the information technologies available on campus effectively and efficiently.
- ❖ Provide a safe and secure environment with security controls that are both proactive and reactive to reduce potential exposures and effectively deal with issues as they arise.
- ❖ Support and collaborate with the technology community across the campus with architectures, guidelines, and tools.
- ❖ Provide effective leadership and communication strategies to guide the campus through transitions in information technology while working with partners on campus to set future directions.

Application and Administrative Strategic Initiatives

- ❖ Define and sustain a vision of an *integrated systems environment*
- ❖ Support availability of *world class systems* to our clients
- ❖ Be the applications *provider of choice* to the University
- ❖ Be a business *partner with deep skills*
- ❖ Sustain a collaborative model to *plan University administrative system investments*

General DBA Team Information

Vision

Become a self-managed team that utilizes defined processes to provide quality and value added client data base development, support and maintenance services.

Strategic Objectives

- Collaborate with Users to manage ongoing maintenance schedule (i.e. PS 12 Month Implementation Plan) for the business system infrastructures
- Provide on-going support and maintenance that ensures stable, available, current, secure and optimized database management systems for ADABAS, Oracle, SQL Server & Sybase environments.
- Maintain an effective and efficient support organization for all ADABAS, Oracle, MS SQL Server & Sybase environment that is recognized as leading DBA professionals.
- Support standardization of db environments with a migration to Oracle or MS SQL, eliminating the need for MySQL, ADABAS and Sybase through replacement system projects and new implementation project activity.
- Continue to work with Clients as a "partner", providing value-added services by refining, documenting and implementing roles & responsibilities, expectations, processes and database standards, while building and sustaining awareness & knowledge of emerging trends and how they support Client business needs and growth.
- Provide database support for University projects and campus wide database licensing.
- Work with Users and University IT to develop Disaster Recovery and Business Continuity plans for critical business systems positioning the University and users for success in disaster situations
- Collaborate with Users and University IT resources to successfully plan and migrate to the new Data Center.
- Support and participate on Strategic Plan initiatives (Identity Management, Data Center Migration, Security and Process Re-Engineering Programs).

FY10 Goals

- Collaborate with Clients to manage ongoing maintenance schedule (i.e. PS 12 Month Implementation Plan) for the business system infrastructures
- Manage resources, risk and project planning (scope, pipeline, timeline, resources) for completion of required maintenance/upgrades for Oracle, Microsoft SQL, etc...).

- Continue to provide an environment that allows each DBA to attain or maintain at least 1 core technology certification.
- Support growth of Oracle or MS SQL database environments to work towards replacing older ADABAS and Sybase platforms.
- Work with A&A Architecture team to review current usage of MySQL and develop a collaborative approach to eliminating MySQL db's in our architecture.
- Support all project and campus-wide licensing activities requiring data base services.
- Support selection and implementation of new architectures for selected business systems that meets high-availability and 4 hour recovery for disaster recovery.
- Complete successful migration of all databases and architecture to the new data center.
- Collaborate with University IT to develop, implement and follow new University IT support and maintenance processes.

Responsibilities

- Providing client support and maintenance for databases utilized for University business systems which includes Finance, Student, Human Resources, Advancement, Data Warehouse and overall Infrastructure Systems.
- Investigate, design and/or implement new database solutions that support business systems within the University.
- Ensure maximum availability and management of all supported application databases.
- Ensure data integrity, database performance and security from a DBA perspective for all supported application databases.
- Backup/recovery for the all supported application databases.
- Develop, maintain and enforce database standards

Hours of Service

General DBA Support Services are available from 8:00 AM to 4:00 PM Monday through Friday.

For any production critical or production down situations that occur outside of these hours, the team provides pager support. To utilize this support, contact Operations at 275-9195, explain the situations and ask them to contact the DBA On-Call.

Service Level Agreement

Day-to-Day: All "traditional" day-to-day services requests should be sent to the UnivITHelp where a ticket will be opened in Heat and assigned to the DBA Team for follow-up. Please refer to the detail support process below.

Production: For any production critical or production down situations, contact Operations, 275-9195, explain the situation and ask them to page the DBA on-call. The DBA On-Call will respond within 15 minutes of the page. To escalate a DBA page due to no

response from DBA, contact Operations and let them know that you would like to escalate the issue. They will begin to contact other resources as outlined by the escalation procedure for the DBA On-Call.

Non-Production/Project: Support for non-production/project activities are handled in the same manner as day-to-day activities. For any off-hour non-production situation that may require urgent DBA support, clients should work with their manager to determine if the situation is critical enough to request additional services, and if so, the Manager should contact the DBA Manager for support, 319-2588.

Service Procedure

When users have a question, issue and/or a service request, the following process should be followed.

DBA Support Process:

The goal of this process is to ensure that University IT/A&A DBA Team is meeting the needs of our users for all database support that may be needed.

- Steps of Process
 1. User should contact 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 User contacts the DBA Team directly, The DBA Team will open a "ticket" using the University IT's support tracking tool, Heat, and remind the user to utilize UnivITHelp.
 4. The DBA On-Call resource will work through request with user, updating the ticket accordingly.
 5. Any requests that require 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. DBA resource will send final email to user when request is completed and also close ticket in Heat.
- Expectations:
 - ITS DBA Team will respond to all requests initially within 1-2 business days.

- If no initial response within three days of actual request, user should escalate to A&A Assistant Director, Alice Durie.
- User and DBA resource will negotiate due dates and complete requests by due dates.
- Users will let DBA Team know if they are able to resolve/answer their issue/question on their own, so that A&A DBA resource doesn't continue to spend time on an 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 contact/page the DBA Team.