

## Database (BUR) Backup and Recovery Assessment Service

**SmartDog** by **DCC Services** provides a fixed price offering; **Database (BUR) Backup and Recovery Assessment**. This is a fixed price, fixed scope offering designed to assist in developing or evaluating existing strategies around your backup and recovery needs.

This service is designed to ensure that your database environment can be recovered in the event of a problem. Problems can arise in any database environment, some are small and some are catastrophic. **SmartDog Backup and Recovery Assessment** will help identify potential issues before a critical problem is encountered. One of the most crucial aspects of any database environment is the ability to recover from a full or partial loss of the environment. This should never be left to chance.

**SmartDog Backup and Recovery Assessment** has helped many clients to isolate issues and improve recovery planning. The assessment is designed to not only help evaluate the current state of your environment but to also help create a roadmap for the future. With the **SmartDog Backup and Recovery Assessment**, clients have been able to make their systems safer from failure, more secure, and better able to cope with the day to day issues.

The **SmartDog Backup and Recovery Assessment** in conjunction with the **SmartDog Remote Services** will help to provide any database environment with a sound foundation and superior support.

### This Service Includes the Following Tasks:

|    |  |
|----|--|
| 1  | Review the current database configuration          |
| 2  | Review the current database backup strategy        |
| 3  | Review the current recovery procedures             |
| 4  | Evaluate operating system and Oracle patch level   |
| 5  | Evaluate the retention policy for backups          |
| 6  | Review the backup storage and retrieval procedures |
| 7  | Ascertain responsibilities for recovery procedures |
| 8  | Check the environment for areas of redundancy      |
| 9  | Review of log/archive performance                  |
| 10 | Identify areas of risk to the database             |
| 11 | Ascertain expectations of the database             |
| 12 | Review data communications                         |
| 13 | Create a list of recommendations                   |

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**Boundaries of This Fixed Price Offering Are As Follows:**

|   |                                     |
|---|-------------------------------------|
| 1 | No more than a 2 instances reviewed |
| 2 | Customer has Oracle Product Support |

**Key Features:**

|   |  |
|---|--|
| 1 | Fixed price offering provides exceptional value for a potentially complicated task |
| 2 | Zero down time, and the work is performed in a very unobtrusive manner             |

**Scope of Work: 2 Business Days + Expenses**

SmartDog is providing services to review and evaluate the current **Oracle** database environment and the ability to recover in the event of a database failure.

**Out of Scope Activities Include:**

|   |   |
|---|---|
| 1 | Modifications to the system and/or database |
| 2 | Any application modifications               |
| 3 | Configuration changes                       |
| 4 | Any backup or recovery activities           |
| 5 | Hardware configuration                      |
| 6 | Installation of any products                |

**Distribution of Responsibilities:**

| SmartDog Responsibilities |  |
|---------------------------|--|
| .                         | Produce a document detailing environment and areas of risk   |
| .                         | Create a guideline for resolution of issues  |
| .                         | SmartDog Delivery Consultant   |
| .                         | Any request to change scope will be handled through SmartDog change management procedures  |
| .                         | SmartDog assumes timely access to subject matter experts and expects ready access to decision makers. Should a situation arise where a question cannot be answered in a timely fashion, SmartDog will move forward utilizing known best practices and document how the decision was reached. |

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**Customer Responsibilities**

|   |   |
|---|---|
| . | Customer is responsible for providing remote access to the environments   |
| . | Customer will make available all persons responsible for the database environment for a short question and answer session |
| . | Provide adequate support to the project SmartDog Team during the course of the engagement                                 |
| . | Ensure that the project team members participate as defined in the project plan   |

**Project Location:**

All project activities can be performed remotely. All necessary resources, both customer and **SmartDog**, will be expected to be available. Other activities can be performed remotely using **SmartDog** remote access if mutually agreed to by customer and **SmartDog**.