

Database Assessment Service

SmartDog by **DCC Services** provides a fixed price offering; **Database Assessment Service**. This fixed price, fixed scope offering is designed to assist in a thorough assessment of your database resulting in recommendations for improvements when warranted.

This service is designed to ensure that your database is running optimally and identify areas for improvement. Your **SmartDog** consultant will work directly with your DBAs and system administrators to investigate the configuration of your environment. This service is designed to provide an unbiased evaluation in order to identify bottlenecks and configuration issues before they become a problem.

SmartDog's Database Assessment Service has helped many clients to isolate issues and improve performance. The database assessment is designed to not only analyze the current state of your environment but to also help create a roadmap for the future. With the **SmartDog Database Assessment Service**, clients have been able to make their systems more stable, more secure, and better able to cope with the day to day issues.

The **SmartDog Database Assessment Service** in conjunction with the **SmartDog Remote Services Support** will provide any **Oracle** 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 systems for excessive permissions
6	Review the security constraints
7	Check the database for performance bottlenecks
8	Review of log/archive performance
9	Identify areas of risk to the database
10	Ascertain expectations of the database
11	Create a list of recommendations

Boundaries of This Fixed Price Offering are as Follows:

1	2 instances reviewed (additional instances can be priced separately)
2	Customer has Oracle Product Support

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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:

SmartDog is providing services to review and evaluate the current **Oracle** database environment, recommendations for improvements will also be made when warranted.

Out of Scope Activities Include:

1	Modifications to the system and/or database
2	Application modifications
3	Configuration changes
4	Backup or recovery activities
5	Hardware configuration
6	Installation of 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 question and answer sessions
.	Provide adequate support to the SmartDog team during the course of the engagement
.	Ensure that the project team members participate

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**.