

Data Guard Accelerator Service

SmartDog by **DCC Services** provides an **Oracle 10g Data Guard Accelerator Service**. This is a fixed price, fixed scope offering and is designed to assist in an effective deployment of **Data Guard** in 5 days. **Data Guard** is an important tool that offers data protection against catastrophic failures and augments your high availability environment.

The intent of this offering is to significantly increase your ability to protect your data and increase the reliability of your system. **Data Guard** can be an important component of your complete backup and recovery system.

Some of the Features of This Offering Include:

1	Low cost and fast deployment utilizing SmartDog's fixed price offering
2	Extensive understanding of your Oracle databases capabilities
3	Complete Data Guard Installation
4	Hands on experience

Note: **Data Guard Accelerator** can be combined with other fixed price offerings or other custom offerings including **Oracle** installation, upgrade or migration.

This Service Includes the Following Tasks:

1	Review all activities pre-project with customer including installation of Oracle database (production and failover) and verify recommended initialization parameters for Data Guard are in place
2	Review Oracle 10g Data Guard with client
3	Evaluate operating system and Oracle for patch levels
4	Perform cold backup of production database
5	Restore backup on failover database for Auto/Asynchronous REDO apply
6	Test controlled database switch over and back on non-production system
7	Discuss and determine method and procedure for an uncontrolled database failover
8	Mentor client staff on the installation and configuration of the selected failover solution
9	Review all known issues and risks in the selected Data Guard disaster recover solution with customer
10	Produce project report

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Scope Of Work: 5 Business Days

SmartDog has implemented **Data Guard** for a broad array of customers. It's our experience that the **Data Guard** implementation is a solid first step toward building a solid foundation for a high availability failover system.

Boundaries of This Fixed Price Offering are as Follows:

1	This offering is only for a Maximum Performance Physical mode (REDO apply) data configuration
2	The production database must be shutdown long enough to perform a cold backup
3	The production Data Guard system must be configured to match the Data Guard protection mode in order to conform to the customer's disaster recovery objectives. Additional system analysis for higher degrees of Data Guard protection is out of scope.
4	Customer has Oracle Product Support
5	The production and standby databases must be on the same version of Oracle and that version will be Oracle 10g
6	Sufficient disk space for ALL aspects of the Data Guard offering is available

Key Features:

1	Fixed price offering provides exceptional value for a potentially complicated task
2	Mentoring during the implementation process to provide internal resources with the knowledge necessary post implementation
3	Little down time, implementation is fast and provides all the information

Assumptions:

1	Hardware has been configured, tested and approved by the hardware vendor and SmartDog
2	Hardware support contract with hardware vendor is in place
3	Software support contract with appropriate parties is in place, including, but not limited to Operating System, Database, etc.

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Distribution of Responsibilities:

SmartDog Responsibilities	
.	Produce a document detailing project scope
.	Detailed project plan
.	Project management for the duration of the project
.	Resource, SmartDog Delivery Consultant
.	SmartDog will select a sample of your application to be used for testing
.	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

Customer Responsibilities	
.	Customer is responsible for the selection, purchase, and installation of the hardware and operating system and any supporting equipment such as workstations, printers, routers, network cabling, etc., and will ensure that they are configured properly and operating before the project start date
.	Provide acceptable, reliable hardware/operating system platform to implement the Data Guard and for the duration of the project
.	Copies of all necessary project documentation for review as needed
.	Acquire ALL necessary licenses for the Oracle10g Data Guard implementation including Oracle, Operating System, Hardware, etc.
.	Provide adequate systems support to the project team during the course of the project.
.	Develop and execute test plans, including stress and performance testing, with direction and guidance from Oracle
.	Develop technical procedure manuals and document all new policies and procedures relating to use of the ongoing operation of Data Guard as required
.	Designate functional and operational subject matter expert(s), including but not limited to DBAs, System Administrators, Developers and Project Managers as defined in the project plan
.	Ensure that the project team members participate as defined in the project plan

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	Identify an Executive Sponsor with decision-making authority. This person should have adequate knowledge of the business and systems to be able to review issues and make timely decisions on your behalf, and be responsible for the project from your perspective
	To ensure that all project resources have access to the following: work area, relevant access to the required equipment (network, passwords etc), printers, security badges, access levels and approved guides where relevant, outbound analog phone lines, telephones and access to normal office facilities such as photocopiers, FAX machines, work rooms, whiteboards and administrative support
	Respond to all questions in the required customer pre-engagement checklist have been answered and provide details and access to knowledgeable resources as defined in the questionnaire
	Provide a fully supported and stable hardware environment
	Provide adequate systems support to the project team during the course of the project
	Ensure that the project team has reasonable access to your personnel as needed
	Actively participate in the creation of the Project Work Plan

Project Location:

All project activities will be performed at a single physical location. All necessary resources, both customer and **SmartDog**, will be expected to travel to the identified location for all project activities. Other activities can be performed remotely using **SmartDog** remote access if mutually agreed to by customer and **SmartDog**.