



Databases

Provision and management of databases

CITEC provides database environments to support your application needs. These are run on infrastructure such as QCloud, OVM and Mainframe and can be operated, managed and backed-up by us.

Your databases that are managed, monitored, supported and maintained by us will reduce your own requirements to run Oracle, SQL and DB2.

With our team of expert administrators we can manage all aspects of setup, as well as maintain and back-up your application databases to ensure peak performance.

Our database services fully manage all aspects of your database setup and maintenance. You may however choose to retain your own application database administrators to support your own data level tasks, such as data migration.

Benefits

- Support provided by specialist staff
- Microsoft Gold Partner benefits apply
- Use of whole-of-Government service provision
- Reduced ICT staff costs
- Free up your ICT staff for other activities

Prerequisites

Connectivity: One or more QGN data connection services required.

Platform: Mainframe, QCloud or Public Cloud.

Features

- Setup and maintenance of database
- Database backup
- Scalability
- Minimal service outage
- Licensed Oracle and SQL Server environments available
- Patching and upgrade database
- Performance tuning

Variants

- Microsoft SQL
 - Oracle
 - DB2 (Mainframe)
- (Note: There are version requirements)

Metrics

Availability: 24 x 7 x 365 at 99.9%

Incident reponse: 24 x 7

Requests: 24 x 7 or Monday to Friday 8am to 6pm

Fulfilment¹:

- New service – 2 to 7 work days
- Change to existing service – 1 to 8 work days
- Upgrades can take up to 20 work days

¹Subject to conditions, dependent upon requirements

Reporting

- Operating system service and process monitoring
- Disk utilisation
- Performance and resource utilisation
- System availability

Additional and related services

- QGN data connections
 - ▶ QGN Ethernet (QGNE)
 - ▶ QG Regional Network (QGRN)
 - ▶ QG Data Centre Network (QG DCN)
 - ▶ QGN Cloud Connect
 - ▶ QG Internet Service Provider (QGISP)
- Server Management
- QCloud (private cloud)
- Data Protection

Options

- ➔ Oracle technical database administration
- ➔ Oracle application database administration
- ➔ SQL technical database administration
- ➔ SQL application database administration
- ➔ Customised levels of support and backup
- ➔ Other requirements upon agreement

Optional reporting can include:

- ➔ Database historical space usage
- ➔ Tablespace space usage
- ➔ Data-file space usage

Ordering

Please contact your CITEC representative

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