



# 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.

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. If required we can assist your application database administrators in a defined capacity.

## Benefits

- Support provided by specialist staff
- Microsoft Gold Partner benefits apply
- Use of whole-of-government service provision
- Reduced ICT staff costs
- Free up ICT staff to focus on core business

## 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 or business hours - 99.9%

Incident response: 24 x 7 or business hours

Requests: Business hours - Monday to Friday  
8am to 6pm

Fulfilment<sup>1</sup>:

- New service – 2 to 7 work days
- Change to existing service – 1 to 10 work days
- Upgrades can take up to 20 work days

<sup>1</sup>Subject to conditions, dependent upon requirements

## Reporting

Reporting available as agreed.

## Additional and related services

- QGN data connections
- 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

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## Ordering

Please contact your CITEC representative

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