Customer Benefits

- **Cost savings –** Customers of the shared offering do not have to invest in database server software, licenses and dedicated DBA personnel.
- **Efficiency –** Customers of the shared offering share common equipment and resources which allows for more cost-efficient operations and infrastructure support.
- **Security –** Advanced configurations help maintain a high level of system security.
- **Support –** Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum database server downtime.
- **Choice –** Agency chooses its own application support options: in-house expertise, leverage current vendor support and relationships, beeline contractor, or an external support company that supplies subject matter experts.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

	Database Hosting – Dedicated			Database Hosting – Shared	
Responsibilities	**Admin**	**Customer**		**Admin**	**Customer**
Database Support Requirements					
Identify application requirements for the database.		X			X
Identify data security requirements.		X			X
Identify data backup and retention requirements.		X		X	
Identify data archive and purge requirements.		X			X
Identify data recovery time objectives.		X			X
Database Software Procurement, Installation and Configuration					
Procurement of database management server software (base DBMS licenses).	X			X	
Procurement of database management server software (client licenses); cost passed through to customer.	X			X	
Procurement of database management server utility software.	X			X	
Database management system software installation and configuration.	X			X	
Database management system software utility installation and configuration.	X			X	
Database management system software version upgrades.	X			X	
Database management system software utility version upgrades.	X			X	

Responsibilities	Database Hosting – Dedicated		Database Hosting – Shared	
	Admin	**Customer**	**Admin**	**Customer**
Apply functional patches, service packs, security patches and bug fixes to database management software.	X		X	
Apply functional patches, service packs, security patches and bug fixes to database utility software.	X		X	
Create the database/database instance.		X	X	
Create the database tablespaces.		X	X	
Database Support Activities				
Provide first level support for vendor supported database.		X	X	
Provide first level support for issues with the database.		X	X	
Monitor status of database systems as defined by agency customer and Admin.	X	X	X	
Develop and document standards and acceptance criteria to promote applications database changes from development and/or test into production.		X		X
Coordinate activities for moving code from development and/or test environments to production via change management process.		X		X
Execute activities to support releases to production via change management process for database management.		X		X
Database Monitoring and Fault Management				
Define requirements for database performance monitoring.		X	X	X
Implement database monitoring tool.	X		X	
Monitor database software environment on a 24/7 basis.		X	X	
Automated monitoring of database instance availability on a 24/7 basis.	X		X	
Monitor and respond to application database alerts and events per incident management process.		X	X	X
Database Performance and Capacity Management				
Agency deployment plans and user growth forecasts.		X		X
Define requirements for performance/capacity planning monitoring tools.		X	X	X

Responsibilities	Database Hosting – Dedicated			Database Hosting – Shared	
	Admin	Customer		Admin	Customer
Implement and maintain tools for performance/capacity planning and management.		X		X	
Define performance indicators and establish thresholds to monitor database performance against indicators.		X		X	X
Provide analysis and report on database performance trends and exceptions.		X		X	
Recommend corrective action to resolve database performance and capacity problems.		X		X	X
Implement corrective actions approved by the change management process.		X		X	X
Database Maintenance					
Coordinate and schedule maintenance activities with customer change management process.		X		X	
Install database security patches.		X		X	
Database Security					
Ability to add/remove users for pre-defined active directory groups for user access for application roles.		X			X
Ability to manage users on Microsoft SQL server.		X		X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.