



Infrastructure and database management case study

Issue

The company name is withheld to protect its identity. The company wanted to improve the existing database environment through proper management. It wanted to make sure the troubled tickets were resolved in a timely manner and servers were maintained at 99.5% of the time. DBAs needed to attend to the needs of business users and application owners. Major infrastructure projects needed to be managed efficiently. Proper controls and structures needed to be put in place to achieve the goals of the department and the company.

Solution

We implemented a proper strategy to manage the whole team and the database environment. We worked closely with management, DBA manager, DBA team members, application managers, application developers, business users, application managers, system administrators, network administrators and other stakeholders to come up with a strategy to efficiently manage SQL Server, Oracle, Teradata, DB2, Unix and Windows environment. Our strategy included the following:

- DBA team policies and procedures
- DBA policies and procedures
- Developer policies and procedures
- Application policies and procedures
- Documents, forms, templates, tools, etc to communicate effectively with development team and the business users
- Backup and restore strategy
- Monitoring strategy
- Change management
- Help Desk response and resolution strategy
- Project management
- Industry best practices and
- Much more...

Result

The result is a much improved database environment, improved efficiency, reduced cost, better communication, no down time. All business applications were available 99.5% of time. Major infrastructure projects were handled by coordinating with the stakeholders and they were implemented on-time and within budget with no major issues. The IT department's goals were aligned with the goals of the company.