



Remote DBA Services for Informix Products

When you need expert database administrators to assist with or perform day-to-day database monitoring and maintenance, IBM Data Management Technical Support and Services is ready to help. Maintaining enough DBA expertise on your staff to cover both your ongoing database management and new application development can be particularly challenging, especially when IBM Informix technology is at the center of your organization's critical business systems.

Our comprehensive Remote Services programs are an invaluable addition to your current resources when:

- You need to reassign your DBA from routine maintenance to critical new projects
- You require only a part-time DBA
- You need coverage due to attrition or an increased workload
- You are in the process of hiring and training a new DBA

Whether you find yourself needing short- or long-term DBA assistance, Remote Services are cost-effective solutions that allow your staff to focus on key activities required to support your most critical business needs.

As a Remote Services customer, you will have direct access to highly trained IBM Informix experts, a proven DBA support structure, and a wealth of proven best practices designed to keep your systems running at peak efficiency while reducing your operating costs.

Program Benefits

Remote Services are designed to give you unprecedented access to experienced IBM Informix database administrators for cost-effective management of your IBM Informix systems. IBM Data Management's Remote Services can:

- **Deliver a consistent framework for monitoring and diagnosing problems in your systems**
- **Reduce the risk and cost of managing your database operations**
- **Enhance the reliability and availability of your systems**
- **Improve the effectiveness of your internal resources assigned to manage your databases**
- **Provide you with direct access to a team of skilled analysts experienced with managing IBM Informix environments**

Expert Assistance, Direct to Your Site

Remote Services is a complete set of services designed to bring IBM world-class support skills direct to your site via secure Internet or modem dial-up connections. The services combine proven tools and methodologies with best practices, all under the guidance of our experienced Remote Services analysts.

Remote Services for IBM Informix products is designed for customers using IBM Informix Dynamic Server™-based applications. The type and frequency of system monitoring and maintenance activities are tailored to meet the needs of your business.

Our Role in Your Success

Service delivery begins with a thorough assessment of your database management system and operating environment by an IBM Remote Services Implementation Team. The on-site system assessment provides our Remote Services staff with an in-depth understanding of your databases, operating environment, hardware, and instances. You will subsequently receive recommendations for improving system availability, and you may choose to arrange with IBM Data Management Consulting Services to implement any of those recommendations.

For all Remote Services, IBM's remote monitoring toolset provides the data, notifications, and event alarms required to proactively and reliably manage your IBM Informix systems. The IBM Remote Services Implementation Team will install the remote monitoring toolset during the initial on-site assessment visit.

Regular reporting and monthly conference calls to discuss your system's status will keep you up-to-date with timely analysis of system performance and any recommendations for improvements as well as planning for future changes and upgrades. Conference calls also serve as valuable skills transfer and mentoring opportunities for your own IT staff. With our database products serving as the backbone of your critical business operations, system stability and performance over time are key measures of your success.

For any additional remediation assistance, on-site visits, or systems modification falling outside the scope of Remote Services, the Remote Services team will engage a local, experienced IBM Data Management consultant at a special time and materials rate. The Remote Services team covers only activities that can be performed remotely.

Remote DBA Advise *Database Monitoring*

Database monitoring is the foundation of Remote Services. Remote DBA Advise is a proactive remote monitoring and reporting service designed to provide DBA staff with consistent, timely, and accurate data on the “health” of your IBM Informix system. With Remote DBA Advise, your company will receive regular reports on the following aspects of your IBM Informix systems:

- **Space Management**
Our Remote Services analysts will monitor space management components of your system such as disk space capacity, extent sizes and growth, and free space. You will receive alerts and notifications should the values reach or exceed established thresholds.
- **Performance Management**
Our Remote Services analysts will monitor performance management components like buffer cache rates, CPU utilization, memory consumption, or network I/O. You will be notified whenever the system’s established thresholds are met or exceeded.
- **Resource Management**
Our Remote Services analysts will monitor and report back to you on resource management components associated with the IBM Informix system configuration file.
- **Fault Management**
Our Remote Services analysts will monitor your system and alert you when specific events occur like system outages, network outages, and system alerts appear in the system log.

These system reports, in addition to any specific recommendations from IBM, provide your IT staff with timely information they can use to make any necessary changes to the database or its environment for optimal performance.

Remote DBA Assist *Database Monitoring and Troubleshooting*

For customers who require a more proactive, hands-on approach to database administration, IBM offers Remote DBA Assist. With Remote DBA Assist, IBM can serve as your primary DBA, depending on your business needs.

Acting as members of your own IT staff, our Remote Services analysts will monitor and remotely troubleshoot the system based on the data provided by our remote monitoring toolset. Any troubleshooting tasks that require on-site assistance are available on a time and materials basis.

Analysts will also regularly perform routine database maintenance tasks as well as resolve administration

issues as they arise. To ensure your system is operating at peak efficiency and effectiveness, they will also provide recommendations to you on improving your system’s reliability, availability, and performance.

Remote DBA Assist, which includes all of the activities of Remote DBA Advise, puts an additional focus on diagnosis and troubleshooting of IBM Informix system problems that may arise.

Remote DBA Manage *Database Monitoring, Troubleshooting, and Management*

With Remote DBA Manage, IBM Support Services offers complete, short- and long-term database administration and management of your IBM Informix systems by combining sophisticated remote database monitoring services with on-site IBM DBA expertise. Remote DBA Manage includes all of the services provided in Remote DBA Advise and Remote DBA Assist for a total database management solution. This service is available only by prior arrangement with IBM Data Management.

Initiating the Remote DBA Support Program

IBM Data Management Remote Services programs for IBM Informix products are available to IBM Informix customers with a current technical support contract at a monthly flat rate plus a one-time initiation fee. The monthly fee does not include the cost of annual maintenance or additional consulting services that may be needed.

Our Remote DBA teams are available during IBM local business hours, Monday through Friday, by contacting your local IBM support center. Remote Services programs are delivered in English or in local language wherever possible.

To initiate an IBM Remote Services program or to request more information please send an email to RemoteDBA@informix.com. These services are not yet available in the Latin American or Asia-Pacific regions.

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