

G-Cloud – Lot 3 Cloud Support Oracle Support – Service Definition



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1 Introduction

1.1 Overview

Pro DBA offers complete solutions to provide high-quality, cost-effective, on-going support for Oracle database and IFS.

- Direct, unlimited access to Oracle and IFS support consultants (immediate technical response) during support hours for both emergency assistance and general help/advice.
- Continual monitoring plus daily comprehensive, proactive database and environment checks for the supported environments.
 - Enables Pro DBA to anticipate and prevent issues before they occur.
 - Enables Pro DBA to perform proactive database and environment maintenance.

1.2 Pro DBA

Pro DBA Limited is a London-based IT consultancy specialising in the design, development and support of databases and related technologies.

We are the only Oracle consultancy recommended to its clients by IFS UK, and we have been providing high quality consultancy and support to IFS users for many years.

Our approach is to minimise database issues through proactive monitoring, tuning and pre-emptive maintenance. The efficiency our low-issue approach yields enables us to offer a premium, service-rich solution for a price that compares favourably with low quality budget solutions from other suppliers.

Our support consultants have many years of industry experience in database support and maintenance environments, and staff turnover is extremely low, ensuring continuity and maximum accountability throughout support contract periods. We encourage our staff to build individual professional relationships, so they can integrate seamlessly with the client organisation.

1.3 Contact details

Any queries regarding this document may be directed to

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2 Resources, standards and warranties

2.1 Pro DBA consultants

Pro DBA has a pool of valued, talented, ambitious and customer-focussed individuals. We work as an extension of the client's team, so our knowledge, experience and professionalism must exceed client requirements at all times. We support the personal development of our team members by providing training and sponsorship of industry certification exams.

All consulting staff go through rigorous checks to guarantee their quality and integrity. These include:

- Technical examination at selection stage
- Reference and background checks
- DBS checks
- BPSS checks
- Credit checks

2.2 ISO accreditations

Pro DBA follows a process driven approach to delivering services, and is ISO 9001:2015 (quality management systems) certified. This ensures that our high standards of quality are consistently maintained.

Pro DBA has passed a number of rigorous, independent security audits in recent years, and is ISO 27001:2013 certified.

Pro DBA is a certified carbon-neutral organisation. All Pro DBA commercial activities have been fully carbon-offset, and the company is ISO 14001:2015 (environmental management) certified.

2.3 Oracle Partner Network status

Oracle Corporation has awarded Pro DBA Oracle Partner Network status.

This affirms Pro DBA's commitment to excellence in the field of Oracle product support and management.

Pro DBA is the only UK support consultancy that exhibits at Oracle's flagship conference, Oracle OpenWorld in San Francisco, each year.

Pro DBA is also a Microsoft Gold Partner, specialising in the data platform (SQL Server).

2.4 IFS Partner

Pro DBA is the only UK Oracle consultancy to be awarded IFS Partner status.

Pro DBA works closely with IFS UK to deliver Oracle support and consultancy services consistent with IFS best-practice.

Pro DBA has been a sponsor and exhibitor at the last four IFS World Conferences (Barcelona, Boston and Gothenburg, and Atlanta in May 2018).

2.5 Warranties

All delivered work is documented to a detailed technical level, and warranties are included with all technical deliverables.

Indemnity insurance is carried for all client work performed.

3 Support options

3.1 Description of offered service packages

All service options include an initial detailed health check.

Table 3-1: Database support service options

Service	Service description
proSAFE	Support of one Oracle database, to include: • Rapid response and resolution service for all database issues • Proactive monitoring, with rapid response to exceptions raised • Preventative maintenance, management and housekeeping • Provision of service desk software access for incident management, historic ticket storage, and maintenance of issue resolution knowledge base • Provision of a dedicated service delivery manager, and direct contact methods for named, very skilled and highly qualified Oracle consultants • Oracle bug resolution • Database change management, heeding client change management processes • Database backup process implementation, management and maintenance • Database restore testing on request, plus emergency database restores • Test database refreshes as required and on request (1 per calendar month*) • Test database refresh issue resolution • Performance bottleneck investigation • Performance and stability optimisation advice • Strategic planning assistance • Consultation and advisory service regarding Oracle and related products • Liaison with third parties appointed either directly or indirectly by the client • Support hours of 9am-5pm, Mon-Fri

proSURE	Support of one Oracle database, to include: • All proSAFE services, plus... • Full manual daily health check • Support hours of 8am-6pm, Mon-Fri
proSURE24	Support of one Oracle database, to include: • All proSAFE services, plus... • Full manual daily health check • 24 x 7 support hours • Support for all databases associated with one production system (including all test, development and DR databases)
proSECURE	Support of one Oracle database, to include: • All proSAFE services, plus... • Full manual daily health check • Unlimited test database refreshes • Support hours of 8am-6pm, Mon-Fri • Support for all databases associated with one production system (including all test, development and DR databases) • Oracle upgrade and patching service • Out-of-hours scheduled maintenance
proSECURE24	Support of one Oracle database, to include: • All proSAFE services, plus... • Full manual daily health check • Unlimited test database refreshes • 24 x 7 support hours • Support for all databases associated with one production system (including all test, development and DR databases) • Oracle upgrade and patching service • Out-of-hours scheduled maintenance

*Test database refreshes in proSAFE, proSURE and proSURE24 are one per calendar month. This is not cumulative.

Database support service options may be customised where none of the available packages provide a suitable match for requirements.

Backup, Restore and Disaster Recovery

All Pro DBA database support packages include the following for supported database environments:

- ☐ Database backup process implementation
- ☐ Database backup process management, support and maintenance
- ☐ Database restore testing
- ☐ Database emergency restores
- ☐ Disaster Recovery planning
- ☐ Disaster Recovery procedure execution

3.2 Limit of liability

The following activities are explicitly not within the scope of the services provided:

Table 3-2: Out of scope services

Out of scope service description
• Application functional support • Amendment of application code • Support of databases and environments not explicitly listed in section 3.3 of this document

3.3 Environments supported

The services relate to the support of the following environments.

Table 3-3: Supported environments

Environments
As agreed with the client.

3.4 Hours of service

Support will be available during the following periods.

Table 3-4: Hours of service

Service	Hours of service
proSAFE	Monday: 09:00 - 17:00 Tuesday: 09:00 - 17:00 Wednesday: 09:00 - 17:00 Thursday: 09:00 - 17:00 Friday: 09:00 - 17:00 Saturday: - Sunday: -
proSURE	Monday: 08:00 - 18:00 Tuesday: 08:00 - 18:00 Wednesday: 08:00 - 18:00 Thursday: 08:00 - 18:00 Friday: 08:00 - 18:00 Saturday: - Sunday: -
proSURE24	Monday: 24 hour Tuesday: 24 hour Wednesday: 24 hour Thursday: 24 hour Friday: 24 hour Saturday: 24 hour Sunday: 24 hour
proSECURE	Monday: 08:00 - 18:00 Tuesday: 08:00 - 18:00 Wednesday: 08:00 - 18:00 Thursday: 08:00 - 18:00 Friday: 08:00 - 18:00 Saturday: - Sunday: -
proSECURE24	Monday: 24 hour Tuesday: 24 hour Wednesday: 24 hour Thursday: 24 hour Friday: 24 hour Saturday: 24 hour Sunday: 24 hour

Pro DBA senior consultants are available for direct contact at our support offices during UK office hours.

Outside of UK office hours, access to our on-call senior consultants is constantly available via telephone call-out and via escalation from our skilled service desk team.

For non-24 hour clients, out-of-hours assistance is available on a best-endeavours basis only, and is separately chargeable.

3.5 Amendments to supported environments

Amendments, fixes and enhancements will be applied to the supported environments only where one or more of the following conditions are true.

- The type of amendment, fix or enhancement to be applied has been generically pre-approved by the client
- Explicit approval has been gained from the client for the particular amendment, fix or enhancement to be applied. In such circumstances the amendment, fix or enhancement will only be applied where this can be done within the agreed implementation window

Service-affecting tasks not pre-approved by the client will be performed within explicitly agreed maintenance windows. These windows may be outside support hours at mutually agreed times for no additional charge.

3.6 Contract term and renewal pricing

The client may choose a contract term suitable for their requirements, subject to applicable minimum contract terms.

The client may terminate the contract for any reason with one month's emailed or written notice.

Pricing for subsequent contract periods will not increase beyond an inflationary factor (measured by RPI).

4 Service delivery

4.1 Incident response

Support issues are assigned to a skilled Oracle support consultant immediately on receipt. For contractual purposes, the following response times are guaranteed.

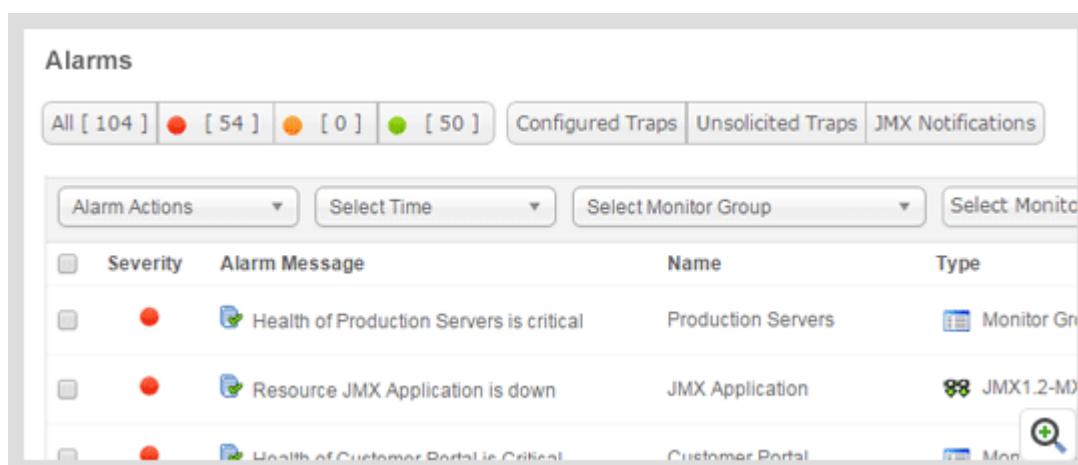
Table 4-1: Incident response times

Incident type	Production environments		Other environments	
	Technical response	Identification of issue cause	Technical response	Identification of issue cause
Critical – Oracle database unavailable, or business otherwise seriously affected	Within 15 minutes	Within 60 minutes	Within 30 minutes	Within 60 minutes
Other service issues – Oracle database available but impaired	Within 30 minutes	Within 60 minutes	Within 60 minutes	Within 120 minutes
Non-emergency enhancement requests	Within 60 minutes	Implementation within 2 working days	Within 120 minutes	Implementation within 2 working days

The above response times apply when remote access to the client's systems is available.

4.2 Database monitoring

All Pro DBA database support packages include proactive monitoring via ManageEngine Applications Manager Enterprise Edition for no additional cost.



Applications Manager includes the following agentless functionality:

- Oracle database monitoring
- IFS Applications monitoring (via custom-developed monitors)
- WebLogic/Oracle Application Server monitoring
- Server/OS monitoring
- Virtualization monitoring
- Cloud monitoring
- Reporting on critical alerts
- Trend analysis and planning reporting

Pro DBA will configure Applications Manager to deliver proactive and reactive alerting for supported solution components, and to offer self-service reporting.

4.3 Contact methods

The client will be assigned a Primary Support Database Administrator (DBA) and a Secondary Support DBA at the start of the initial support period. The Primary Database Administrator will be an Oracle Certified Professional.

The client will also be assigned a dedicated Service Delivery Manager, who will deal with any service-related questions or issues.

Table 4-2: Available contact methods (Mon – Fri, UK 8am – 6pm)

Method	Party
Direct dial telephone	Primary Support DBA
Direct dial telephone	Secondary Support DBA

Direct email	Primary Support DBA
Direct email	Secondary Support DBA
Telephone	Central Oracle support
Helpdesk web portal	Central Oracle support
Email	Central Oracle support

Contact details for all parties listed in table 4.3 will be emailed to the client in PDF form prior to the start of the initial support period.

The incident response times documented in section 4.1 of this document will be adhered to where one or more of the following contact methods are used.

Table 4-3: Available contact methods (24 hours x 7 days)

Method	Party
Telephone	Central Oracle support
Telephone	Service Delivery Manager

4.4 Client points of contact

A list of individuals authorised to contact Pro DBA will be supplied by the client prior to the commencement of the initial contract period. The client will be free to amend this list at any time during support hours and with zero notice. Amendments must be requested by an authorised individual.

Other parties will be routed by Pro DBA representatives to one of more of the authorised individuals.

4.5 Public holidays

During UK bank and public holidays, issues requiring immediate attention should be logged via Pro DBA's emergency call-out service. The incident response times documented in section 4.1 of this document will be adhered to during support hours.

4.6 Incident escalation

In the event that an issue cannot be resolved by the assigned support consultant, it will be immediately and automatically (i.e. no client involvement required) escalated as follows.

- Where specific knowledge regarding an issue is available within Pro DBA, the incident will be reassigned to the appropriate consultant. The client will be notified by email and/or telephone of this reassignment.

- Where assistance from Oracle is required (e.g. if the issue is suspected to be caused by an Oracle bug), Pro DBA will raise a support call with Oracle Product Support and will liaise with Oracle, the client and/or the application vendor as required.
- Where other external assistance is required (e.g. if the issue is suspected to be application-related), Pro DBA will reassign the incident or liaise with the external party as appropriate. Where reassignment takes place, the client will be notified by email and/or telephone of this reassignment.

For all outstanding incidents, the client will be notified of the current status and any progress or developments at least every 1 hour for critical incidents, and at least every 2 hours for other incidents.

Should the client wish to manually escalate an issue or register a complaint, this may be done by contacting the client's service delivery manager. Direct contact details will be supplied to the client prior to the start of the initial support period. All telephone calls to the service delivery manager will be responded to within 30 minutes during support hours.

4.7 Termination Terms

The services may be cancelled by the client with one months' notice and no penalties – as described in the separate Terms and Conditions document.

5 Conclusion

5.1 Why choose us?

We appreciate that there are other UK Oracle consultancies to choose from, but we believe we're the best because our service quality charter guarantees you the highest possible standard of care and best value at all times.

Our service quality charter promises that:

5.1.1 Our consultants are the best in the business

- Our consultants are the most experienced and qualified in the industry, and we can prove this by showing you their certifications
- Our consultants are only ever highly experienced, certified professionals – we don't use Junior technical staff
- We perform Disclosure and Barring Service (Criminal Records Bureau) checks on all of our consultants to ensure that we do not expose clients to undue risk

5.1.2 Continuity of service is assured

- We never outsource work or use contractors, and all of our consultants are full-time permanent employees of Pro DBA
- We value our consultants, so staff turnover is low
- Our consultants are known to our clients, and are familiar with site-specific client configurations

5.1.3 Quality of service is guaranteed

- Our contracts are all backed by legally binding service level agreements
- Each contract is fully managed by a dedicated account manager
- Consultancy and project work performed is fully guaranteed and documented to a detailed technical level
- We guarantee a rapid technical response for all support tickets
- Our clients are delighted with our service, and we're happy to prove this through references
- We do not tie clients into long contracts, as they're keen to renew with us anyway

5.1.4 We offer best value for money

- Our prices are transparent and clearly advertised
- We're flexible, and shape our services to provide a best-fit for our clients' needs
- We provide all-inclusive binding quotes, not estimates, for your requirements
- We never charge in advance for our services
- We never raise contract prices by more than the rate of inflation
- We believe our prices are the best available and will beat any quote for comparable services

5.1.5 Standards compliance is a key focus

- We are ISO 9001:2015 certified and follow standards-based procedures at all times
- We are an environmentally responsible company, are carbon-neutral, and are ISO 14001 certified
- We support clients in highly-regulated industries and offer a SOX-compliant service
- Our security policies and procedures have been assessed and approved by independent auditors, and we are ISO 27001 certified

5.2 Summary

Our wealth of database support experience, the quality of support solution offered and the cost-effectiveness of that solution uniquely qualifies us to fulfil all client requirements.

Services included in our support solutions have been carefully chosen to ensure that supported systems run in an optimal state, service downtime is minimised and data is safeguarded at all times.