

# The New York Oracle Users Group Winter General Meeting – Tue 17 Dec 2013

## Panel Discussion: Making Round the Clock Database Support Work without Losing Sleep

**datAvail**

## Panel Members

**Michael Vergato – Arrow Electronics, Director Oracle Architecture**

**Chuck Ezell – Datavail, Primary DBA (EBS Tuning Practice – US)**

**Chad Cleveland – Datavail, Primary DBA (Oracle Practice - US)**

**Vijay Muthu – Datavail, Tier3 DBA & Team Lead (Oracle Practice – India)**

**Prabhakar Reddy – Datavail, Tier3 DBA & Team Lead (EBS Practice – India)**

### **Moderator**

**Keenan Phelan – Datavail, Head of Global Services**

# Agenda for – Round the Clock Database Support

- ④ Introduction – what drove the suggestion for this Panel
- ④ Top 10 things you will NOT hear today
- ④ Panel discussion 30-40 min.
  - Questions to team from moderator
  - On-site and remote discussion (Mumbai/Bangalore India)
- ④ Audience Q&A last 15-20 min.
  - Questions to team
  - Questions about “how”

## Abstract - Distilled

- Best practices, communications
- “follow the sun”
- Enable DBAs to focus on their strategic priorities
- Eliminate/minimize off hour and holiday operational issues
- Enable DBAs to more effectively and efficiently support their company’s databases
- Planned and ad-hoc communications
- Knowledge sharing
- Escalation and education processes

# What drove this Panel Discussion

- **We realized off hour escalations had dramatically dropped**
  - Throughout Datavail – the entire US Primary DBA team is averaging less than 3 per month
  - Only a couple years ago we considered 10 per week a good number
- **We are a relatively small company, but a sizable, 350, “DBA shop”**
- **QoLife for DBAs is improving, attrition is negligible**
- **We can discuss how to deliver 24x7 at OUG w/o being a commercial**
- **Our experience internally mimics many mid to large enterprises**
  - Global user base
  - Off & onshore DBA’s
  - 24x7 demand
  - Quality of life issues for DBAs
- **Process and organization change are applicable internally or combined with a provider – again, not about Datavail, demonstration of a model that CAN work**
- **Once you get your QoL back...keep it!**
  - Lawn service
  - Cleaning service

**BECAUSE →**

## Top ten things you will NOT hear

1. ...and never require yet another code release just as you are sitting down to dinner on Thanksgiving, Hanukkah, Christmas...
2. ...which will naturally be fully tested in QA and bug free...
3. Going forward all business units will have realistic deadlines and never again demand a weekend emergency code release...
4. Everything in DBA world will be sunshine and rainbows
5. You will never receive another off-hour escalation call
6. Requires no investment of your time, “just add water”, instant on
7. One size fits all and the solution will always work
8. Need for your application and business unit specific knowledge goes away
9. Clients will call to praise uptime and DB performance (this is still IT)
10. 24x7 with offshore support is easy – trust us...

# Characteristics of Successful 24x7 Delivery

## As we discuss delivery, listen for:

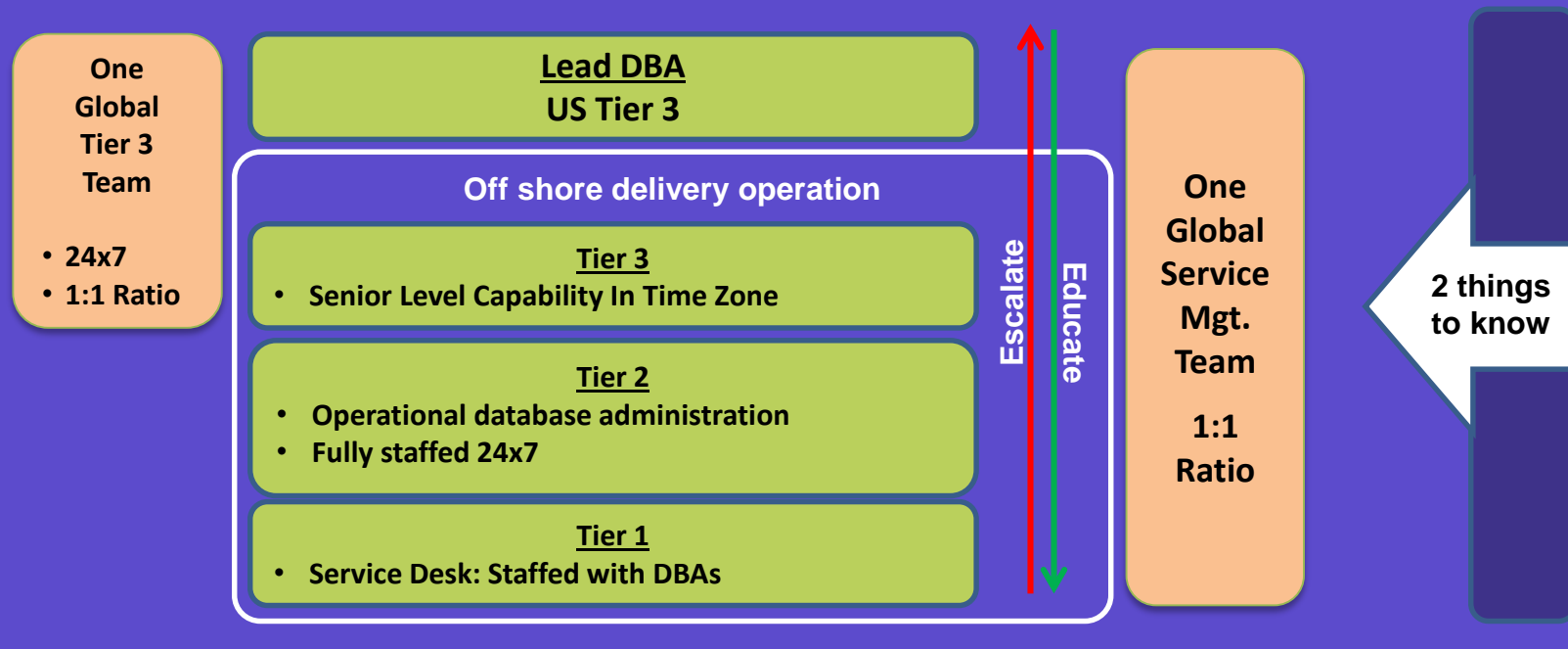
- Empowered local leadership in delivery centers (off and on-shore)
- System of record for ticketing & reporting
  - Incident
  - Request
  - Problem
- Peer trusting relationship between “smart teams”
- Tiers of delivery in a “learning organization”
- Single global reporting and accountability

Questions? Comments?

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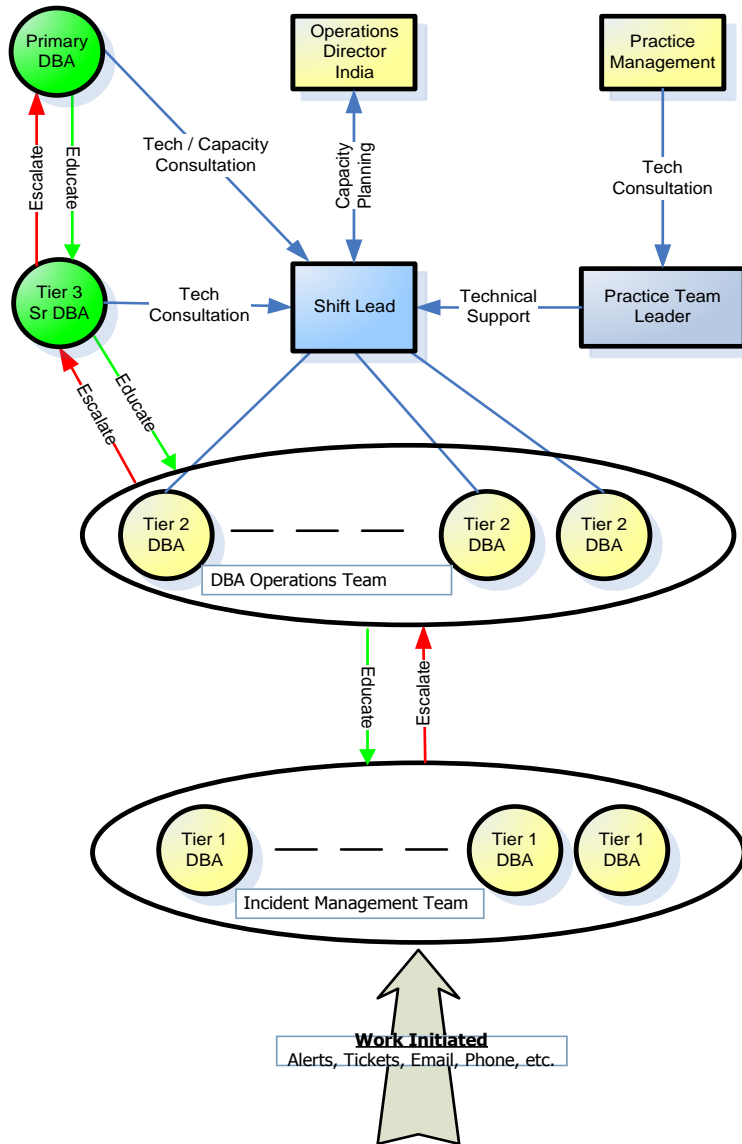


# Reference Model – 24x7 OPS, Integrated & Global



Datavail Web site - <http://www.datavail.com>  
 “Our Delivery Model – Unique and Powerful”

# Daily Operations Model – Incident and Requests



1. Primary DBA – repository of Client specific expertise - Intimacy
2. Primary DBA collaborates with India T3 DBA for knowledge transfer (KT) & training
3. Shift Leader sets priorities and work queues, staff plan w/OPS Dir.
4. Primary & Tier 3 mentor Tier2 OPS, T2 mentor T1
5. Continuous “learning organization” (escalate and educate)
6. Global Practice model for complete accountability
7. Career Path T1→T2→T3

Thank you for your participation!  
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