



Service Catalogue

Your secure data centric guardians

Units 1-3 Trinity Court, Brunel Rd, Totton, Hampshire SO40 3WX

www.amicusits.co.uk

+44 2380 429429

MS SQL Server Database - Management and Administration

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

Our SQL Managed service ensures that our customers have a fully managed database environment that meets the needs of the business and the functionality of their operations.

Additionally, by taking on a SQL managed service, our expertise will help add value by giving the customer greater insight into their data to enable them to make better-informed decisions.

3 Service

The Service is aligned to the outcomes of an initial discovery consultation with the customer on their business objectives, priorities and goals and is expected to vary from customer to customer to create their Statement of Work (SOW).

Amicus ITS managed SQL service includes:

- User administration
- Performance checks with recommendations (advice and consultancy when you need it for better experience)
- Regular health checks with data security safeguards built-in
- SQL server tuning for increased performance
- Performance tuning the indexes
- Making changes to the SQL server settings and the platform hosting the server to ensure maximum throughput
- Indexing
- Stats management and consistency checks
- Backup / Restore and DR support
- Updates and upgrades with Service Pack
- Implementation of high availability solutions
- Dev / test / production SQL server refreshes with enhanced options for BI consultancy.

4 Service Scope

MS SQL Server Management and Administration	Basic	Enhanced	Advanced
Real-time 24x7 agentless monitoring through software / hardware probes	✓	✓	✓
Up to 4 hr tailored SLAs	✓	✓	✓

MS SQL Server Database - Management and Administration / Contd.

Availability and capacity reports – out of the system reports	✓	✓	✓
Remediation of alarms based on an agreed-upon set of tasks and run lists	✓	✓	✓
Remediation of alarms – end to end troubleshooting	Optional	✓	✓
User account and access administration	Optional	✓	✓
SQL performance checks – includes basic reporting and recommendations	Optional	✓	✓
Basic SQL monthly health check (internal) – monitoring tools and scripts	Optional	✓	✓
Basic SQL server tuning for increased performance	Optional	✓	✓
Indexing, stats management and consistency checks	Optional	✓	✓
SQL service health status report (customer) – issues and recommendations	Optional	✓	✓
Advance SQL Health Check - includes information about the Windows server and DB server, status of the services and databases - including HA services and configuration checks. Status of the storage provisioned/ available on SQL Server, resource utilisation check - CPU, memory, disk database status and file usage status, index fragmentation checks. Database backup checks. Check SQL error logs for any persistent errors over a period of time. Check implementation of best practices in reference to backups, index and stats, DB file, features, user, components, consistency checks and upgrade management.	Optional	Optional	✓
Performance tune the indexes, removing unnecessary ones, and make changes to the SQL server settings (in line with best practice from Microsoft and application developer) and the platform (Operating System, server hardware, virtual environment, storage, networking, Operating System) that the SQL server is running on, to ensure maximum throughput	Optional	Optional	✓
Backup and Restore - Recovery Point Objective (RPO) and Recovery Time Objective (RTO) taken into consideration	Optional	Optional	✓
SQL updates, upgrades and service pack installation	Optional	Optional	✓
Technical CSIP – recommendation and best practice	Optional	Optional	✓

5 Clarifications

- Upgrade management will be subject to SQL General Availability – 1 version. Legacy versions of SQL can be upgraded, but this would be at an additional cost due to the complexity of upgrading older estates.
- For larger SQL estates Amicus ITS would seek to utilise a dedicated SQL tool, to enable us to monitor, diagnose, optimise and report on SQL server performance. This could be a customer supplied tool that we could leverage, or our preferred tool that will be priced accordingly.

MS SQL Server Database - Management and Administration / Contd....

6 Service Scope – Optional Extras

Ad hoc on demand professional consultancy services can be provided to include:

- Advance SQL performance checks (on demand): performing performance tests and measurement
- Advanced SQL health checks (on demand – outside planned check)
- Feature management: any of the features can be added/removed at any point of time when required
- Migration of databases across the environment
- Implementation of High Availability Solutions: providing availability solutions based on the requirements and availability of resources, RPO (Recovery Point Objective) etc.
- Dev / Test / Production SQL server refreshes: migrating data between environments
- Business Intelligence / data visualisation

7 How We Provide This Service

This service is built up from the SQL DBA team, Service Desk, Change and Configuration Management team and Service Delivery Managers.

The SQL DBA team maintains the interaction with the customer throughout the service lifecycle unless the customer has availed Service Desk services / SDM services.

8 Service Reporting

The standard monthly reports include:

- SQL Service Health Status Report
- SQL Service Capacity Planning Report
- SQL Service Performance Monitoring Report

9 Service Pricing

The cost of this service is for NOC services priced SQL Server / instances managed plus any identified tooling required by the customer. [NOTE: Does not also include any cost for Optional Services desired].