



WARDY IT Solutions Virtual DBA FAQ

What is Virtual DBA?

Virtual DBA is a remote database administration service from WARDY IT Solutions. The Virtual DBA service is designed to meet the Microsoft SQL Server database administration and management requirements of the individual client. Virtual DBA remotely monitors critical SQL Server databases to ensure system availability, optimum performance and trouble-free operation. The Virtual DBA service is backed by a team of Microsoft certified Database Administrators that are available whenever you need them 365x24x7.

How does Virtual DBA work?

- Statistics about your systems are collected in real-time and sent to our Database Operations Centre. A constant heartbeat like process monitors the availability and performance of your systems 365x24x7. Should an issue be detected a specialist Database Administrator will proactively respond to the issue.
- If it is identified that your systems are not performing adequately an alert is automatically generated and our Virtual DBA specialists are notified. A certified Database Administrator will then immediately be notified of any critical issues and based on your escalation process, assist in resolving the matter. If any of the alerts result in values outside desired thresholds (for instance, less than 10% free space in database files) we are alerted immediately by email or pager, depending on the severity of the alert. If non-critical issues are discovered, they are documented and brought to your attention during the regular daily Healthcheck report. The goal of the daily Healthcheck is to summarise events over the past 24 hours.
- The Database Operations Centre reviews past and present operational and performance data for operational trends. These trends are important to system and capacity planning as well as troubleshooting any performance issues. These trends are documented in the reports provided to you and can be discussed with the Virtual DBA at any time.
- We maintain a history of statistical information for each database and server that is monitored, allowing for the proactive identification of trends and for capacity planning. This history is available in the reporting area of the online Virtual DBA portal which is provided at no-cost for each Virtual DBA client.
- A dedicated DBA is always contactable and available for consultation regarding any aspects of your SQL Server environment. Expert help is available when it is needed!

No DBA: Why do I need Virtual-DBA?

Apart from the fact that a full-time DBA is not necessary and is expensive, an often overlooked fact is that most business' have at least one critical database. In order to properly maintain the optimal performance and ensure system availability, the task of supporting this database must be assigned to someone who understands the system. In many cases a full-time DBA may not be a perfect fit, but the Virtual DBA service allows you to have a DBA on your terms, only when you need one.

Full-time DBA: Why do I need Virtual-DBA?

Perhaps your current DBA needs to take annual leave or even just attend off-site training? Do you need more coverage due to increased workload? The Virtual DBA service can support your existing DBA team by managing the everyday monitoring and tuning tasks and alerting them when issues are found. This instantly allows your highly paid DBA team to focus on the high priority tasks at hand.

What do I do if I want some help with my database?

A dedicate DBA specialist is only a phone call away and is always available for telephone, remote and on-site consulting. Their familiarity with your installation and setup will save you time and money in the process.

Is Virtual DBA a tool that tunes the database?

The Virtual DBA service gathers and analyses essential information about your database systems to allow for optimum tuning. Expert guidance and consulting in tuning your database engine is always provided when performance issues are identified.

What are the primary ways a Virtual DBA will save me money?

Here are just some of the examples of how the Virtual DBA service can pay for itself:

- The cost of database downtime or of a poorly performing database system can often be measured in thousands of dollars per minute. Through the regular monitoring of critical database statistics the Virtual DBA services will ensure system availability as well as trouble-free and optimum operation even as your business or usage changes.
- The time spent finding qualified candidates to fill a database management position can be a long and costly exercise. The Virtual DBA services is staffed by seasoned SQL Server specialists who are all Microsoft certified. The team is always available when you need them.
- The cost of a highly skilled database management professional can be very high and not always needed every day of the week. The Virtual DBA services provides you with the quality support you need but at a fraction of the cost.
- The problem of retaining or training your skilled professionals can be expensive. With the Virtual DBA service you no longer have to worry about training your database team as you always know the Virtual DBA managing your systems are expertly trained.