

# SQL Administration SC

Service	SQL Administration
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Department	Enterprise Reporting and Development
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Service Owner	AVP/CIO - Stephen Rieks
Description	Perform typical SQL Server Administrator (DBA) tasks such as performance monitoring and tuning; login and user security management; backups and restores; moving databases; index defragmentation; log review
Service Users	SQL Server Administration is a background service provided by ITS.
User Services	Creation and installation of databases for locally developed or third-party applications.
Business Services	Work with functional users and third party vendors to determine appropriate installation and configuration needs.
Technical Services	
Requirements	
Rates / Cost of Use	No fees
Getting Started	
Availability	<ul style="list-style-type: none"> <li>Once installed, databases tend to be available 24 hours a day, 7 days a week.</li> <li>Determined by security.</li> </ul>
Getting Help	<p>How does a user request assistance for the service? Via FredQuest.</p> <p>Who can ask for certain aspects of assistance?</p> <ul style="list-style-type: none"> <li>Users do not typically ask for assistance directly with database, but rather with front end applications that interface with a database back end. However, analysis may show that the problem is in the database.</li> </ul> <p>Requests for assistance are typically completed using FredQuest:  <a href="https://fredquest.fredonia.edu/">https://fredquest.fredonia.edu/</a></p>
SLA Notes	<p>Development or vetting of third party products requires substantial up-front time. Late requests for immediate needs are not advisable as they generally cannot be met successfully or end up being met by inadequately vetted third party products. Depending on the complexity of the business need, advance requests should be in the range of many months for new services.</p> <p>Modifications to existing services also take analysis as what appears to be simple may indeed not be simple at all. Adequate time is one of the keys to allowing us to provide the right kind of service and meeting the business need.</p> <p>If there is interruption in service due to server issues, bugs or undetermined factors, attention to such issues will be as soon as priorities allow. The priority level of all sql databases is not equal, so the SLA will be somewhat based on what else is happening at the time and a sense of how critical a particular application is. Generally, responses to problems are speedy.</p>
Business Procedures	
Change Procedures	<p>Requests for changes can be made via FredQuest and should allow adequate time for analysis, collaborative discussion and implementation.</p> <p>This would include updates to third party applications when the vendor releases such.</p>
Assigned Primary Support	
Assigned Secondary Support	

<b>RACI Chart</b>	<p>Who is responsible, accountable, consulted and informed for each function of your service?</p> <p>Function 1</p> <p>Name: SQL Administration</p> <p>Description:</p> <table border="1" data-bbox="285 327 911 478"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Service Team</td> <td>Service Manager</td> <td>Possibly 3<sup>rd</sup> Party Vendor</td> <td>CIO</td> </tr> <tr> <td>Secondary</td> <td>Service Manager</td> <td>Service Manager</td> <td>Possibly 3<sup>rd</sup> Party Vendor</td> <td>CIO</td> </tr> <tr> <td>Tertiary</td> <td>Service Manager</td> <td>CIO</td> <td>Possibly 3<sup>rd</sup> Party Vendor</td> <td>Provost</td> </tr> </tbody> </table>	Level	Responsible	Accountable	Consulted	Informed	Primary	Service Team	Service Manager	Possibly 3 <sup>rd</sup> Party Vendor	CIO	Secondary	Service Manager	Service Manager	Possibly 3 <sup>rd</sup> Party Vendor	CIO	Tertiary	Service Manager	CIO	Possibly 3 <sup>rd</sup> Party Vendor	Provost
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