Managed DBA 360
We keep your systems completely available and infinitely scalable

What is Managed DBA 360?

Managed DBA 360 is a program of managed services designed to proactively maintain SQL databases by delivering regular maintenance, monitoring, and management. All managed services are delivered by the KTL US Support Team and are designed to reduce the likelihood and impact of an unwanted technology failure for a fixed monthly price.

Why KTL?

KTL Solutions is a trusted Microsoft Gold Partner. Using the best in SQL Server monitoring, we manage and monitor the data your applications rely on every day.

What's included?

- Configure & monitor SQL maintenance plans
- Configure & monitor SQL backup plans
- Test database restores on a quarterly basis
- Verify best practices
- Maintain databases as needed
- Monitor server health/performance and notify customer of potential issues
    - CPU
    - RAM
    - Hard Drive
- Resolve errors or issues related to SQL Server such as:
    - Index fragmentation
    - Data Cluster issues
    - Memory performance issues
    - CPU performance issues
    - Disk space issues
- Monitor that the maintenance plans are running properly
- Monitor Windows updates
- Defrag server when required
- Monitor issues related to SQL jobs and resolve the errors as it relates to database maintenance
- Query analysis and optimization where applicable
- Apply SQL Server patches/service packs/version updates
- Quarterly health check
- Restart server-side services
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- Test the performance of hard drives once a month for degradation
- Restore a backup of the database to a test company and validate the database
- Work with employees and other vendors to ensure SQL performance when changes occur
- Provide support for Microsoft SQL Server related questions or issues.
- Maintain documentation of the monitored SQL environment

Items that are considered out of scope

- Taking any action that may be construed as a violation of copyright laws
- Providing passwords (but will assist Client in resetting passwords)
- Providing or finding CD or product keys unless we are your registered Dynamics-GP, Dynamics-SL, or Dynamics-CRM partner
- Resolve blue screen issues or issues needing Safe Mode troubleshooting
- Resolve HDD issues
- Repair driver issues
- Resolve issues with backup and restore
- Update O/S or applications to the latest version
- Supporting any pre-release or beta versions of software
- Support for operating system registry issues or BIOS flash issues
- Support for issues that are the responsibility of the Internet Service Provider
- Support for digital camera or other single-function digital devices (but will provide help on a best effort basis)
- Building, rebuilding or programming databases
- Project management, system analysis and design
- Support for programming languages
- Support for spreadsheet macros or complex formulas (but will provide help on a best effort basis)
- Website development issues
- Support for advanced network administration tasks, such as configuring network devices
- Accounting software and other applications containing sensitive or mission critical data (but will provide
- help on a best effort basis) that is not Dynamics-GP, Dynamics-SL or Dynamics-CRM
- Site-wide outage troubleshooting
- Server/network device reboots
- Hardware issues (best efforts only)
- PC setups on network (best efforts only)
- CRM tools issues (best efforts only)
- Phone system support (best efforts only)
- Website/Web hosting
- Proprietary applications (best efforts only unless separately contracted)
- Proactive Managed Service work (unless separately contracted)
- PSA modifications outside other than setup and maintenance of GMS' Help Desk
- Anything new added to the environment, on-site services, or new projects client would like to engage the consulting in performing.

Getting Started

In preparation for the delivery of Managed DA 360, KTL assumes the following critical success factors.

- Key Stake Holders will be available and responsive
- Required systems access will be granted
- Organizational and departmental goals are clearly defined