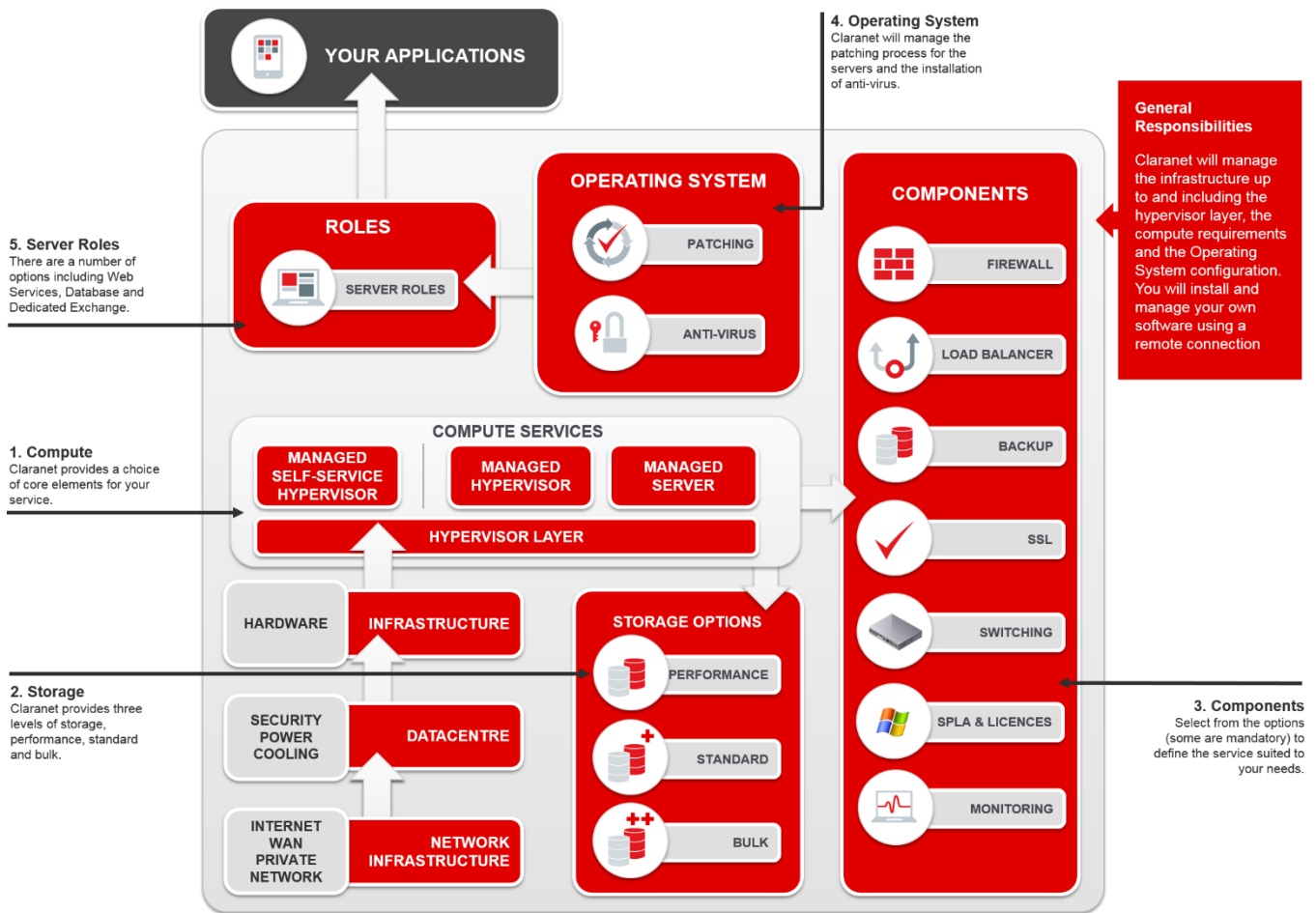# Managed Database Service

You may choose to have your Microsoft SQL Server or MySQL database managed by a Claranet experienced professional Database Administrator (DBAs). The dedicated DBA team support you by performing database specific activities.

Setting up your Managed Database Service

4. Operating System
Claranet will manage the patching process for the servers and the installation of anti-virus.

YOUR APPLICATIONS

General Responsibilities

Claranet will manage the infrastructure up to and including the hypervisor layer, the compute requirements and the Operating System configuration. You will install and manage your own software using a remote connection

OPERATING SYSTEM
- PATCHING
- ANTI-VIRUS

COMPONENTS
- FIREWALL
- LOAD BALANCER
- BACKUP
- SSL
- SWITCHING
- SPLA & LICENCES
- MONITORING

ROLES
- SERVER ROLES

5. Server Roles
There are a number of options including Web Services, Database and Dedicated Exchange.

1. Compute
Claranet provides a choice of core elements for your service.

COMPUTE SERVICES
- MANAGED SELF-SERVICE HYPERVISOR
- MANAGED HYPERVISOR
- MANAGED SERVER
- HYPERVISOR LAYER

2. Storage
Claranet provides three levels of storage, performance, standard and bulk.

HARDWARE — INFRASTRUCTURE

SECURITY POWER COOLING — DATACENTRE

INTERNET WAN PRIVATE NETWORK — NETWORK INFRASTRUCTURE

STORAGE OPTIONS
- PERFORMANCE
- STANDARD
- BULK

3. Components
Select from the options (some are mandatory) to define the service suited to your needs.

What Claranet will do

Deliverable: A proposal document and a Statement of Works which may be part of a larger solution document, and which forms part of your agreement and is detailed enough to allow a full quotation.

Standard level of design work: Produce design work on your proposed solution at a level commensurate with that of the market. It will be sufficient to allow further decisions to be made and may include input from a Claranet Sales Specialist. However, fully specifying a complex complete new hosting infrastructure is not part of the standard design work. If this is required at this stage, it can be completed using Claranet's Specialist Solution Design service.

Support

24x7x365 days per year once your service is up and running.

Claranet Online

View details of your service, your technical metrics and raise support tickets through Claranet Online.

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helping **our customers** do amazing things

What you will need to do

Information at design: Provide any requested information to allow Claranet to design an appropriate solution including full details of on-going technical contacts within your organisation. This information will form the basis of the Initial Configuration, so it is your responsibility to ensure the information provided is correct and any relevant information added to the 'runbook'.

Your existing database

Claranet will also migrate and on-board your existing live databases with the configuration settings that will bring them in line with the current Managed Database service.

Once it is up and running

Activities performed

Claranet will monitor key technical performance thresholds relating to your Managed Database Service 24x7x365. Examples of the activities performed for the Managed Database Service can be found below. The schedule for these activities is "as required" as determined by Claranet's DBAs.

What Claranet will do

Maintenance: Perform Database Consistency Check (DBCC) integrity checks and checks to the SQL Server logs and agent jobs. We will repair databases where this is required and update the Service Packs where agreed and make necessary configuration changes

Security: Setup the security aspects relating to logins, access and authentication as well as the adding of new user accounts.

General activities: Where appropriate, the replication of logs and log shipping with mirroring and clustering. In the event of hardware or software failure in a replicated environment, Claranet can bring up a second server and make the database live for operation.

Performance: Run regular scheduled integrity checks that will analyse, check, optimize and auto-repair all your databases. Claranet will also perform index optimisation and resource checks on the CPU, memory, IO and capacity planning.

Backups: Perform full database and transaction log backups to the local file system as per Microsoft best business practice.

Monitoring and reporting: Manage a number of technical metrics relating to your Managed Database service and respond to any threshold breaches as part of an automatic alert process with predefined response times depending on the severity of the issue.

What you will need to do

Database administration: Remain responsible for the data in the database and any data security measures you have implemented. This includes database schema management and the resolution of any issues related to code or database elements in your schema.

The Managed Database service is provided in conjunction with the Claranet Managed Hosting service, full details of this can be found in the **Managed Hosting Service Description**

Change requests

You can make change requests or escalate any tickets, through the ticketing system within Claranet Online. It is your responsibility to ensure that any changes that you request will not directly cause a service outage or other disruption of the service.

Managed Backup

This component is mandatory if you select the Managed Server or Managed Hypervisor service. It allows data to be recovered if accidentally deleted and within a certain time window.

SPLA licencing

Claranet provides the necessary SPLA licencing including non-profit options.

Service measurement availability (uptime):

Managed Database: 99.5%

Account review

Claranet will provide you with an annual technical and service review.

High Availability

Claranet will provide high availability variants for Microsoft SQL Server or MySQL as part of High Availability design to suit your business needs and budget.

Professional services

In addition to non standard change window requests, Claranet also provides specific expertise and advice such as a database Health Check. Please see your Account Manager for further details.

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