Oracle Database Administration

Client: Anonymous
Business Size: Corporation
Industry: Personal Mobility
Country: UK
Technology: Oracle SQL and supporting tools, Weblogic, Linux, Windows

Objective: Corporate Database Management

The Brief
The client needed additional DBA skills to ensure their Oracle systems receive robust updates and continue to function in a performant and reliable manner.

More Detail
A database administrator's (DBA) primary job is to ensure that data is available, protected from loss and corruption, and easily accessible as needed. Oracle Health checks are key to maintaining the performance of various applications depend on the database. Some of the responsibilities that make up the day-to-day work of a DBA are Database backup, Security, Capacity Planning, Performance Monitoring and troubleshooting. Database maintenance and performance is key for various teams to gather the data using different tools like ODI, OAS, Snowflake etc.

Challenges
Challenges include:
- Performance Tuning
  It is necessary to monitor and analyse database performance to identify any issues or bottlenecks that may affect the user experience, application functionality, or system resources.
- Change Control
  We work closely with developers while implementing the releases for the database and coordinating any changes that require a database restart. Due to the amount of data generated by users we faced challenges on Scalability and Data Volumes.

- Issue Resolution
  We used daily standups to discuss various issues related to Databases and Applications and how to resolve them by involving different teams if needed.
- Server Location
  Some are on premises, others in AWS and RDS.

OCS Contribution

OCS supplied a consultant with appropriate Oracle DBA skills who supported the client's existing team.

- Performing daily checks for production and non-production environments to check for any issues related to databases, applications, backups, tablespaces, and filesystem.
- Monitoring database performance, checking for any long running queries affecting the Load plans in ODI.
- Implementing releases in the Database as well as ODI by coordinating with developers and change release management. This included in bringing down and restarting the Application and Databases for Infrastructure patching both in AWS and on-premises.
- Addressing JIRA support tickets raised by users according to the SLA and responded to production queries in channels such as Teams and Slack.