Who We Are:
A 15-member team (8 SQL/1 DB2, 6 Oracle) that manages all database infrastructure for all state agencies.

Our Mission:
Maintain and maximize database uptime while protecting data and keeping up to date on latest technology.

Department:
493016

Manager:
Todd Carpenter

What We Do:
Support all SQL and Oracle databases through the state. This includes licensing, monitoring, and maintenance.

Our Products:
- 1049 Database Maintenance Services
- 1114 Database Hosting
- 1114A Database Size Overage 1GB+
- 1114B Exadata Hosting

Our Tools:
- vFire: Ticket Management and SLA Measurement
- Citrix: Allows connection to servers in restricted zones
- Enterprise Mgr/Cloud Control: Web browser based monitoring/administration tool
- FileZilla: Transferring files to/from agencies/vendors via secured FTP
- Idera Diagnostic Manager: Monitoring and alerting and researching SQL servers
- MS Remote Desktop / RoyalTS: rdp client for connecting to Windows servers
- MS Visual Studio: Managing Integration Services packages
- Notepad, Notepad ++, Wordpad: Viewing and editing text files
- Putty/SSH: Client for connecting to AIX/Unix/Linux (Exadata) servers
- RedGate Backup Pro: Compressing/encrypting backups for older versions of SQL
- SQL Server Management Studio: Managing SQL servers
- SQL plus: Connecting to databases
- System Center Operations Mgr: Monitoring and alerting on SQL servers
- Toad for Oracle: Monitoring/administration tool
- TreeSize Professional 4: Server file admin (finding out-dated/large/hidden files)
- WinSCP: Transfer Oracle software and patching to servers
- Xming/Xlaunch: Allows GUIDs to work on Linux OS

Our Metrics:
- Mon-Fri 6am-6pm excluding state holidays
- Resolve customer issues within 32 IOT business hours 90%+ G; 87%+ Y; <87% R
- Database Server Availability 99.9%+ G; 96.9%+ Y; <96.9% R

Our Customers:
Executive Branch, Judicial Branch and Secretary of State.

Our Budget:
$6 million

Our Growth:
- SQL Databases Supported: 3,265 as of 12/17
- Oracle Database Supported: 489 as of 12/17

Recent Major Accomplishments:
- Establishment of Oracle VM farm for databases
- DOR Motor Carrier moved to the Exadata
- BMV STARS moved to new SQL cluster
- GMIS Financials migration to SQL

Current Projects:
- Enterprise patching tool for SQL 2.0
- SQL 2008 end of life migration to supported versions
- Migration of all Oracle servers to Linux
- Automating patching for Oracle servers