PRIVATE CLOUD SERVICES – SERVICE DESCIPTION

DBA as a Service

This document ("**DBAaaS Service Description**") contains the terms governing the provision of the DBA as a service by Interactive Pty Ltd (ABN: 17 088 952 023) of 461 Williamstown Road, Port Melbourne Vic 3207 ("**Interactive**") to the customer named in the CMS SOW that applies to this DBAaaS Service Description ("**Customer**").

This DBAaaS Service Description forms part of the Agreement, also containing the Private Cloud Terms (found at https://www.interactive.com.au/terms-and-conditions) and the Master Services Agreement.

1   DBA as a Service

1.1   The CMS SOW will set out if the Customer receives Gold, Silver or Bronze level of services. Interactive and the Customer are each responsible for the items attributed to them in the below table.

Pre-On boarding Tasks						
	Bronze		Silver		Gold	
Task	Interactive	Customer	Interactive	Customer	Interactive	Customer
SQL Server Audit + Report	✔		✔		✔	
On boarding Tasks						
	Bronze		Silver		Gold	
Task	Interactive	Customer	Interactive	Customer	Interactive	Customer
Installation of local Interactive database	✔		✔		✔	
Configure Interactive DB Maintenance Plans	✔		✔		✔	
Configure Interactive DB backup plans			✔		✔	
General Administration Tasks						
	Bronze		Silver		Gold	
Task	Interactive	Customer	Interactive	Customer	Interactive	Customer
Advise of application database requirements		✔		✔	✔	✔
Installation of SQL Server Components		✔	✔		✔	
Creation of new databases and tables	✔		✔		✔	
SQL Server configuration changes	✔		✔		✔	
Management of DB User Accounts and roles	✔		✔		✔	
Management of DB service start/stop/restart operations at Customer request	✔		✔		✔	
Management of DB index maintenance	✔		✔		✔	
Management of DB integrity checks	✔		✔		✔	
Database performance monitoring		✔	✔		✔	
Database performance alerting		✔	✔		✔	
24 x 7 DB support	✔		✔		✔	

Task	Bronze Interactive	Bronze Customer	Silver Interactive	Silver Customer	Gold Interactive	Gold Customer
Quarterly SQL Server health report	✓					
Monthly SQL Server health report		✓	✓		✓	

Database backup, recovery and high availability						
	Bronze		Silver		Gold	
Task	Interactive	Customer	Interactive	Customer	Interactive	Customer
Manage DB Backups		✓	✓		✓	
Database level restoration		✓	✓		✓	
Table level data restoration		✓	✓		✓	
Monthly database recovery test & reporting		✓		✓	✓	
High Availability configuration		✓		✓	✓	
High Availability management		✓		✓	✓	

Patch Management						
	Bronze		Silver		Gold	
Task	Interactive	Customer	Interactive	Customer	Interactive	Customer
Patching operating system		✓		✓		✓
Notification of SQL Server patches available	✓		✓		✓	
Patching SQL Server on request		✓		✓	✓	

Premium Services						
	Bronze		Silver		Gold	
Task	Interactive	Customer	Interactive	Customer	Interactive	Customer
Database schema design review		✓		✓	✓	
Database query performance tuning		✓		✓	✓	

2　Definitions

2.1　The following definitions apply to this DBAaaS Service Description:

High Availability means a set of technologies built-in to SQL Server, including Always On availability groups, database mirroring, replication and synchronisation between databases to maintain consistency, and failover-clustering.

Maintenance Plan means a collection of tasks that perform maintenance on database objects to maintain those objects in a good state.