

Datavail Database Assessment Project Scope of Services

April 25th, 2018

The City (“Client”) and the Consultant (“Datavail”) have agreed that Datavail shall provide certain database administration (“DBA”) services (the “Services”) in accordance with and subject to the terms in this SOW. In consideration of the mutual covenants contained herein, the parties agree to the following terms and conditions.

1. **Non-solicitation:** The parties agree, during the Term and for one (1) year thereafter, unless agreed otherwise in writing by both parties, not to directly or indirectly solicit for employment (except through general advertisements) any employee or contractor of the other party that was involved in providing or receiving Services hereunder.
2. **Scope of Services:** Datavail shall conduct an assessment of Client’s SQL Server database environment and provide related SQL Server DBA consulting services as described below:
 - a. Assessment services:
 - i. Assess Client’s database environment against database administration best practices, including the following areas:
 1. Configuration setting of each in scope instance
 2. Evaluate wait statistics, disk, memory, and CPU for bottlenecks
 3. Performance - identify issues and opportunities to optimize
 4. Evaluate queries and identify the most costly ones
 5. Evaluate index utilization
 6. Review monitoring - what alerts should be added to DPA
 7. Backup and recovery
 - ii. After the assessment is completed, Datavail will use any remaining available hours to correlate Datavail findings to what is seen in Client’s DPA monitoring software or answer Client’s questions about DPA questions
 - iii. Provide the Client a database assessment report. The report includes: observations, identified risks, recommendations and a discussion of the implementation services available from Datavail
 - iv. Review report findings with the Client after the report has been delivered. Review will be conducted by the Sr. DBA leading the assessment
 - b. Scope: The assessment services will be performed on the following instances unless Datavail and Client agree to modify the list:

Instance Name
GIS
CIS
Laserfiche
WebDB
TrakIt
JDE

- c. Approach: Datavail will perform the assessment using the following approach unless otherwise agreed to by Datavail and the Client:
 - i. Kick-off meeting, including: Introduction of the Datavail DBA, confirmation of the scope and priorities, presentation of the Datavail access requirements, setup of the project communication structure, and review of the project timeline
 - ii. Configuration of the requested access. Datavail's preferred connection to the databases is using VPN access, unless Datavail and the Client agree to an alternative connection method
 - iii. Collection of server and database configuration using Datavail scripts, at a time approved by the Client
 - iv. Interviews with the Client's DBA or other subject matter expert (SME) to understand the environment, future requirements, or current issues being encountered
 - v. Analysis of the database information collected and as appropriate:
 - 1. Review preliminary findings with the Client to confirm findings, or
 - 2. Fast track implementation of needed changes to remediate urgent issues
 - vi. Preparation of the assessment report
 - vii. Submission of the assessment report to the Client
 - viii. Review of the report findings with the Client. Conducted by the Senior DBA leading the assessment
 - ix. Project closure
- d. Query Tuning: After the Assessment is complete, Client and Datavail will prioritize queries to be tuned using the hours available. Five queries are being targeted – 8 hours per query. The actual number of queries that can be tuned with the available hours will vary based on the complexity of the queries that are in scope.
- e. General Database Administration: Datavail will provide general database administration to the Client for general DBA work that may be discovered during the project and agreed upon by both parties.