Sensor Report

A picture containing text, clipart

Description automatically generated

Monthly Sensor Support Report – November-2021

For FREEDOM HEALTH

A picture containing text, clipart

Description automatically generated

Author(s): Patrick Choh

Date: 10-Dec-2021

Revision: 1.1

Architecting Your Success

Document Change History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Change Description** | **Date** | **Author(s)** |
| 1.0 | Document created | 06-20-2021 | Patrick Choh |
| 1.1 | Final review and issue | 07-Sep-2021 | Sumit Kochar |
|  |  |  |  |

Document Distribution

|  |  |
| --- | --- |
| **Name** | **Organization** |
| Raj Nutakki | Freedom Health |
| Dev Kumbhani | Freedom Health |
| Roger Betancourt | Freedom Health |
| Cintra Support Team | Cintra |

Escalation and communication Hierarchy

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Team Members** | **Role** | **Escalation and communication Hierarchy** | **Contact Numbers** | **Email** | **Hours** |
| Raj Nutakki | Sr Oracle DBA | First level Escalation | (813) 506-6000,  313-980-4048 ext.11064 | rnutakki@freedomh.com | EST |
| Dev Kumbhani | Director Information Systems | Second level Escalation | 813-506-6000 ext.11146 | dkumbhani@freedomh.com | EST |
| Roger Betancourt | Vice President | Highest level Escalation | 305.905.1023 | [rbetancourt@simplyhealthcareplans.com](mailto:rbetancourt@simplyhealthcareplans.com) | EST |

*Confidentiality: The material contained in this document represents proprietary, confidential information pertaining to Cintra products and methods. The recipient hereby agrees that the information in this document shall not be disclosed outside of the recipient organization, without prior, written approval from Cintra. The recipient organization will have the right to duplicate, use or disclose the material contained herein to the extent provided for in the contract relating to this work.*

Table of Contents

1.0 Introduction 4

1.1 Supported Architecture Diagram 5

2.0 Summary Indicators - Hosts 6

2.1 Status Summary – col-afcccms-01.freedomh.com 6

2.2 Status Summary – prodoraoda01.freedomh.com 7

2.3 Status Summary – prodoraoda02.freedomh.com 8

2.4 Status Summary – col-cloragc-01.freedomh.com 9

3.0 Summary Indicators – Databases 10

3.1 Monthly Operational Summary – col-afcccms-01.freedomh.com 10

3.2 Monthly Operational Summary – prodoraoda01/02.freedomh.com 11

3.3 Monthly Operational Summary – prodoraoda01/02.freedomh.com 12

3.4 Monthly Operational Summary – prodoraoda01/02.freedomh.com 13

3.5 Monthly Operational Summary – prodoraoda01/02.freedomh.com 14

4.0 Operational Summary 15

4.1 col-afcccms-01.freedomh.com 15

4.2 prodoraoda01/02.freedomh.com 16

4.3 prodoraoda01/02.freedomh.com 17

4.4 prodoraoda01/02.freedomh.com 18

4.5 prodoraoda01/02.freedomh.com 19

5.0 Utilization Charts 22

5.1 col-afcccms-01.freedomh.com--Utilization 22

5.2 prodoraoda01.freedomh.com--Utilization 23

5.3 prodoraoda02.freedomh.com--Utilization 24

5.4 col-cloragc-01.freedomh.com--Utilization 25

6.0 Availability Charts 26

6.1 col-afcccms-01.freedomh.com--Availability 26

6.2 col-cloragc-01.freedomh.com--Availability - 26

6.3 prodoraoda01.freedomh.com--Availability 27

6.4 prodoraoda02.freedomh.com-- Availability 27

7.0 Availability Performance Indicators 28

8.0 Service Performance Indicators 29

9.0 Service Summary Charts 30

Incidents and Alert Statistics 300

10.0 Monthly Incident/Problem Log 31

11.0 Monthly Change Control 32

11.0 Risk Register 33

This monthly service report summarizes the database support and monitoring activities for FREEDOM Health and the following environments.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Host** | **Database** | **Role** | **Location** | **Schedule** | **Providing** |
| col-afcccms-01.freedomh.com | AFCCCMSP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/02.freedomh.com | BHIKODMP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/02.freedomh.com | GTIKODXP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/02.freedomh.com | GTIKODMP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/02.freedomh.com | BHAXODMP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| droraoda01/02.freedomh.com | GTIKODMP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| droraoda01/02.freedomh.com | BHIKODMP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| droraoda01/02.freedomh.com | BHAXODMP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| alt-oradbmir-02.freedomh.com | AFCCCMSP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| droraoda01/02.freedomh.com | GTIKODXP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| col-cloragc-01.freedomh.com | CLEMPRD | Repository Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/prodoraoda02 | GORARP01 | Archival database | FL | Weekly / Reactive | Maintenance and Support |

1.1 Supported Architecture Diagram

Diagram

Description automatically generated

2.0 Summary Indicators - Hosts

2.1 Status Summary – col-afcccms-01.freedomh.com

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Server uptime is 83 days |  |
| Availability | Planned Downtime | Server uptime is 83 days |  |
| Capacity | Server File System | Server space usage less than warning threshold 90% |  |
| Capacity | Database Storage | Disk space usage less than warning threshold 85% |  |
|  |  |  |  |
| Server Performance | CPU/Memory Performance | Constant memory utilization observed lower than warning threshold [85%] on both nodes. |  |
| Operational | Monitoring Status | VM server/Database is monitored via both OEM and Cintra standard scripts. No open issues |  |
| Proactive Maintenance | OS Patch Status | Server is up to date with Oracle recommended patch level. |  |
|  |  |  |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

2.2 Status Summary – prodoraoda01.freedomh.com

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Server uptime is 111 days |  |
| Availability | Planned Downtime | Server uptime is 111 days |  |
| Capacity | Server File System | Server space usage less than warning threshold 90% |  |
| Capacity | Database Storage | Disk space usage less than warning threshold 85% |  |
|  |  |  |  |
| Server Performance | CPU/Memory Performance | Constant memory utilization observed lower than warning threshold [85%] on both nodes. |  |
|  |  |  |  |
| Operational | Monitoring Status | VM Server/Database is monitored via both OEM and Cintra standard scripts. No open issues |  |
| Proactive Maintenance | OS Patch Status | Server is up to date with Oracle recommended patch level. |  |
|  |  |  |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

2.3 Status Summary – prodoraoda02.freedomh.com

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Server uptime is 111 days. |  |
| Availability | Planned Downtime | Server uptime is 111 days. |  |
| Capacity | Server File System | Server space usage less than warning threshold 90% |  |
| Capacity | Database Storage | Database space usage less than warning threshold 85% |  |
|  |  |  |  |
| Server Performance | CPU/Memory Performance | Memory/CPU utilization under threshold [85%] on node. |  |
|  |  |  |  |
| Operational | Backups Execution Status | Server/Database backups are successful and maintained as per retention. No open issues |  |
| Operational | Monitoring Status | Server/Database monitored via both OEM and Cintra standard scripts. No open issues |  |
|  |  |  |  |
| Proactive Maintenance | OS Patch Status | Server is up to date with Oracle recommended patch level. |  |
|  |  |  |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

2.4 Status Summary – col-cloragc-01.freedomh.com

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Server uptime is 15 days. |  |
| Availability | Planned Downtime | Server uptime is 15 days. |  |
| Capacity | Server File System | Server space usage less than warning threshold 90% |  |
| Capacity | Database Storage | Database space usage less than warning threshold 85% |  |
|  |  |  |  |
| Server Performance | CPU/Memory Performance | Memory/CPU utilization under threshold [85%] on node. |  |
|  |  |  |  |
| Operational | OMS & Agent Status | OMS and Agents are up and in sync |  |
|  |  |  |  |
| Proactive Maintenance | OS Patch Status | Patched are up to date. |  |
|  |  |  |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

3.0 Summary Indicators – Databases

AFCCCMSP : col-afcccms-01

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for 83days(s), 5 hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for 83day(s), 5 hour(s) on Node1 |  |
| Availability | Remote DR status | DR environment up and sync with production. |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage reaching warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is not up to date with recommended patch level. Current patch level is 11.2.0.4.190716 |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + Review ASM usage over next period and discuss at service review meeting
* Operational/Service
  + None
* Maintenance/Patching
  + Database patching recommended but not able to proceed due to application constraints. Known problem

BHIKODMP : prodoraoda01/ prodoraoda02

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for 111 day(s), 5 hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for 111 day(s), 5hour(s) on Node2 |  |
| Availability | Remote DR status | DR environment up and sync with production. Current lag 10 minutes |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage is below warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is up to date with recommended patch level. Current patch level is 19.8.0.0.200714 |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

**GTIKODMP : prodoraoda01/ prodoraoda02**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for 111 day(s) 5 hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for 111 day(s), 5 hour(s) on Node2 |  |
| Availability | Remote DR status | DR environment up and sync with production. Current lag 10 minutes |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage is below warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is up to date with recommended patch level. Current patch level is 19.8.0.0.200714 |  |

**BHAXODMP : prodoraoda01/ prodoraoda02**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for 111 day(s),5hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for 111 day(s),5hour(s) on Node2 |  |
| Availability | Remote DR status | DR environment up and sync with production. Current lag 10 minutes |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage is below warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is up to date with recommended patch level. Current patch level is 19.8.0.0.200714 |  |

**GTIKODXP : prodoraoda01/ prodoraoda02**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for on 111 day(s),5 hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for on 111 day(s),5 hour(s) on Node2 |  |
| Availability | Remote DR status | DR environment up and sync with production. Current lag 10 minutes |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage is below warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is up to date with recommended patch level. Current patch level is 19.8.0.0.200714 |  |

4.0 Operational Summary

col-afcccms-01.freedomh.com: AFCCCMSP

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | AFCCCMSP |
| Backups Process | RMAN |
| Backup Schedule | Rman full backup daily at 17:15 PM |
| Backup Runtime | 1.31 MINUTES |
| Backup Size | About 75 GB |
| Backup Retention | RMAN-5 days |
| Location of Last Backup | /u08/AFCCCMSP/RMAN/CURRENT/ |
| **Standby** |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| **Stats** |  |
| Dictionary Stats Schedule | Every Sunday of week 04:30 AM |
| Dictionary Stats Runtime | 10 Minutes |
| Schema Stats Schedule | Every Sunday of week 03:30 AM |
| Schema Stats Runtime | 2hrs 30 minutes |
| **Maintenance** |  |
| Housekeeping | Executed |

prodoraoda01/ prodoraoda02.freedomh.com: BHIKODMP

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | BHIKODMP |
| Backups Process | RMAN |
| Backup Schedule | Rman Full backup daily at 03:15 |
| Backup Runtime | 03 seconds |
| Backup Size | 84 Gb |
| Backup Retention | RMAN –36 days |
| Location of Last Backup | DB\_LEVEL0\_TO\_CLOUD, DB\_LEVEL1\_TO\_CLOUD |
| **Standby** |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| **Stats** |  |
| Dictionary Stats Schedule | Every Saturday of week 09:30 AM |
| Dictionary Stats Runtime | 10 Mins |
| Schema Stats Schedule | Every Sunday of week 09:30 AM |
| Schema Stats Runtime | 1 Hrs |
| **Maintenance** |  |
| Housekeeping | Executed |

**prodoraoda01/ prodoraoda02.freedomh.com: GTIKODMP**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | GTIKODMP |
| Backups Process | RMAN |
| Backup Schedule | Rman Full/INCR backup daily at 02:35 AM |
| Backup Runtime | 44 MINUTES |
| Backup Size | 2.595 TB |
| Backup Retention | 36 days |
| Location of Last Backup | DB\_LEVEL0\_TO\_CLOUD, DB\_LEVEL1\_TO\_CLOUD |
| Standby |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| col-oragc-01-OEM | Maintenance and Support |
| Stats |  |
| Dictionary Stats Schedule | Every Saturday of week 11:30 AM |
| Dictionary Stats Runtime | 15 Minutes |
| Schema Stats Schedule | Every Sunday of week 11:30 AM |
| Schema Stats Runtime | 3-4 Hrs |
| Maintenance |  |
| Housekeeping | Executed |

**prodoraoda01/ prodoraoda02.freedomh.com: BHAXODMP**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | BHAXODMP |
| Backups Process | RMAN |
| Backup Schedule | Rman full backup daily at 00:05 AM |
| Backup Runtime | 45 minutes |
| Backup Size | 2.78TB |
| Backup Retention | RMAN -14 Days |
| Location of Last Backup | DB\_LEVEL0\_TO\_CLOUD, DB\_LEVEL1\_TO\_CLOUD |
| Standby |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| col-oragc-01-OEM | Maintenance and Support |
| Stats |  |
| Dictionary Stats Schedule | Every Saturday of week 10:15 AM |
| Dictionary Stats Runtime | 15 Minutes |
| Schema Stats Schedule | Every Sunday of week 10:15 AM |
| Schema Stats Runtime | 5-6 Hrs |
| Maintenance |  |
| Housekeeping | Executed |

**prodoraoda01/ prodoraoda02.freedomh.com: GTIKODXP**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | GTIKODXP |
| Backups Process | RMAN |
| Backup Schedule | Rman full/Incr backup daily at 1:05 AM |
| Backup Runtime | 47 MINS |
| Backup Size | 3.5 TB |
| Backup Retention | 36 days |
| Location of Last Backup | DB\_LEVEL0\_TO\_CLOUD, DB\_LEVEL1\_TO\_CLOUD |
| Standby |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| col-oragc-01-OEM | Maintenance and Support |
| Stats |  |
| Dictionary Stats Schedule | Every Saturday of week 14:05 PM |
| Dictionary Stats Runtime | 15 Minutes |
| Schema Stats Schedule | Every Sunday of week 14:05 PM |
| Schema Stats Runtime | 2-3 Hrs |
| Maintenance |  |
| Housekeeping | Executed |

**col-cloragc-01:CLEMPRD**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | CLEMPRD |
| Backups Process | RMAN |
| Backup Schedule | Rman Incr backup daily except Saturday (Full Backup) at 21:30 PM |
| Backup Runtime | 2 minutes |
| Backup Size | 41 GB |
| Backup Retention | 16 days |
| Location of Last Backup | SBT\_TAPE (DD\_DB\_LEVEL0\_TO\_FS) |
| Standby |  |
| DR in sync | N/A |
| Monitors Running | N/A |
| col-oragc-01-OEM | N/A |
| Stats |  |
| Dictionary Stats Schedule | Every Saturday of week 09:30 AM |
| Dictionary Stats Runtime | 5 Minutes |
| Schema Stats Schedule | N/A |
| Schema Stats Runtime | N/A |
| Maintenance |  |
| Housekeeping | Executed |

**prodoraoda01/02:** **GORARP01**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | GORARP01 |
| Backups Process | RMAN |
| Backup Schedule | Rman Full backup Every at 04:45 |
| Backup Runtime | 5 minutes |
| Backup Size | 368 GB |
| Backup Retention | 36 days |
| Location of Last Backup | DB\_LEVEL0\_TO\_CLOUD, DB\_LEVEL1\_TO\_CLOUD (OCI) |
| Standby |  |
| DR in sync | N/A |
| Monitors Running | N/A |
| col-oragc-01-OEM | N/A |
| Stats |  |
| Dictionary Stats Schedule | N/A |
| Dictionary Stats Runtime | N/A |
| Schema Stats Schedule | N/A |
| Schema Stats Runtime | N/A |
| Maintenance |  |
| Housekeeping | Executed |

5.0 Utilization Charts

**Colour Meaning**

* No shade => Below threshold i.e. [Value < 80%]
* Yellow Shade => Warning threshold [95% > Value > 80%]
* Pink Shade => Critical threshold [Value > 95%]

col-afcccms-01.freedomh.com

**CPU Utilization**Chart

Description automatically generated**Memory Utilization**

A picture containing chart

Description automatically generated

**Disk Utilization**  
Graphical user interface, application, Word

Description automatically generated

**prodoraoda01.freedomh.com**

**CPU Utilization**

Graphical user interface, chart, scatter chart

Description automatically generated

**Memory Utilization**

Chart, scatter chart

Description automatically generated

**Disk Utilization**

Graphical user interface, chart

Description automatically generated

**prodoraoda02.freedomh.com**

**CPU Utilization**

Graphical user interface, chart, scatter chart

Description automatically generated

**Memory Utilization**

A picture containing chart

Description automatically generated

**Disk Utilization**

Graphical user interface, application

Description automatically generated

**col-cloragc-01**

**CPU Utilization**

Chart, histogram

Description automatically generated

**Memory Utilization**

Graphical user interface, chart

Description automatically generated

**Disk Utilization**

Graphical user interface, application

Description automatically generated

6.0 Availability Charts

col-afcccms-01.freedomh.com

Chart, bubble chart

Description automatically generated

**col-cloragc-01**

Chart

Description automatically generated with medium confidence

**prodoraoda01** Chart

Description automatically generated

**prodoraoda02**

Chart

Description automatically generated with low confidence

7.0 Availability Performance Indicators

|  |  |  |  |
| --- | --- | --- | --- |
| **Host Availability (30 Day Month = 43,200)** | **Outage Minutes** | **Outage %** | **Availability**  **%** |
| col-afcccms-01.freedomh.com | 0 | 0 | 100% |
| prodoraoda01.freedomh.com | 0 | 0 | 100% |
| prodoraoda02.freedomh.com | 0 | 0 | 100% |
| Total | 0 | 0 | 100% |

|  |  |  |  |
| --- | --- | --- | --- |
| **Database Availability (30 Day Month = 43,200)** | **Outage Minutes** | **Outage %** | **Availability**  **%** |
| AFCCCMSP | 0 | 0 | 100% |
| BHIKODMP | 0 | 0 | 100% |
| GTIKODMP | 0 | 0 | 100% |
| BHAXODMP | 0 | 0 | 100% |
| GTIKODXP | 0 | 0 | 100% |
| Total | 0 | 0 | 100% |

8.0 Service Performance Indicators

|  |  |  |  |
| --- | --- | --- | --- |
| **Incident Response/Resolution Counts** | **P1** | **P2** | **P3** |
| Number of Incidents/Faults in Month | 1 | 10 | 0 |
| Number of Incidents/Faults Responded within SLA | 1 | 10 | 0 |
| Number of Incidents/Faults Not Responded within SLA | 0 | 0 | 0 |
| Number of Incidents/Faults Resolved within SLA | 1 | 10 | 0 |
| Number of Incidents/Faults Not Resolved within SLA | 0 | 0 | 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Incident Response/Resolution Percentages** | **P1** | **P2** | **P3** |
| Percentage of Incidents/Faults in Month | 1 | 10 | 0 |
| Percentage of Incidents/Faults Responded within SLA | 100% | 95% | 0 |
| Percentage of Incidents/Faults Not Responded within SLA | 0 | 5% | 0 |
| Percentage of Incidents/Faults Resolved within SLA | 0 | 100% | 0 |
| Percentage of Incidents/Faults Not Resolved within SLA | 0 | 0 | 0 |

9.0 Service Summary Charts

Incidents and Alert Statistics

Graphical user interface, application

Description automatically generated  
  
Graphical user interface

Description automatically generated

11.0 Monthly Change Control

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Change Ref** | **Environment / DB** | **Description** | **Actions** | **Status** | **Date** | **Actioned by** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

11.0 Risk Register

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk Ref** | **Description** | **Impact** | **Status** | **Priority** | **Created** | **Closed** | **Owner** |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

*A red and white sign

Description automatically generated with medium confidence*

|  |  |  |  |
| --- | --- | --- | --- |
| *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleLinux5_clr.bmp* | *O_SpecPlat_OracleDB12c_clr* | *O_SpecPlat_DatabasePerformingAndTuning_clr* | *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleVM3_clr.bmp* |
| *O_SpecPlat_OracleDatabaseAppliance_clr* | *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleExadataDatabaseMachine_clr.bmp* | *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleRAC12c_clr.bmp* | *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleZFSStorage_clr_rgb.bmp* |
| *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleGoldenGate_clr.bmp* | *O_SpecPlat_OracleBIFoundationSuite11g_clr* | *O_SpecPlat_OracleDB11gDataWarehousing_clr* | *O_SpecPlat_OracleEntMngr12c_clr* |
|  |  |  |  |