

## **Maintenance Agreement**

**Between Application Owner and HSSBC Database Services**

**For**

**SQL databases on HSSBC Shared SQL Servers**

### **Objective**

The objective of this document is to establish a common understanding of the roles, responsibilities and accountabilities regarding the ongoing maintenance and support of the shared SQL database resource.

### **Scope**

The scope of the Maintenance Agreement will include the following entities:

- HSSBC and all participating Health Authorities.

### **Application Owner Responsibilities**

- Provide primary contact name and secondary contact name (for when the primary contact is unavailable).
- Report problems using the Support and Escalation process via service desk.
- Agree to provide staffing and support HSSBC Database Services during Quarterly maintenance downtimes.
- Quarterly downtime maintenance will occur on a predetermined schedule for the server your database resides on. Example: The third Saturday of the following months January, April, July and October. You will be informed of the server name and related schedule when Database Services has mounted your database.
- Inform HSSBC Database Services with a service request in a timely manner when updates, changes or additions are needed.
- Contact or communicate with vendor if problems cannot be resolved internally (provide vendor contact information).

### **HSSBC Database Services Responsibilities**

- Create and monitor SQL database maintenance plans
- Monitor and maintain Server hardware.
- Perform quarterly Server and Database maintenance functions. This includes Windows security hot fixes and service packs as well as SQL service pack upgrades.
- Ensure that data backups and database growth is being monitored.
- Control (maintain) Security and Access to the SQL Server.
- Assess and assist if possible Application Owners/Vendors service requests.

## Maintenance Agreement

### Application Contact Information:

**Tony Mitchell**

**Melanie Worobec**

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Primary Contact

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Secondary Contact

[Tony.Mitchell@phsa.ca](mailto:Tony.Mitchell@phsa.ca)

[Melanie.Worobec@phsa.ca](mailto:Melanie.Worobec@phsa.ca)

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Primary Email (Group Distribution List Preferred)

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Secondary E-Mail

N/A – For direct use by EMPI Integration & Redesign  
data remediation team

9a – 5p

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Application Name

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Typical Business Hours

### Acknowledgement

The Application Owner and HSSBC Database Services have both acknowledged and accept terms and responsibilities required for effective and efficient delivery of service.

**Tony Mitchell, Enterprise Architecture / IMITS**

**May 24, 2012**

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Leader/Manager, Department

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Date