**Mail**

* Always let Vasanthi know that we are looking the issue at the first place.
* Always reply Vasanthi’s mail as soon as possible to let her know that we already received and read her mail.
* Change your mail signature as like as my one.

Thanks,

Saiful Azam.

*Available Hours [EST/EDT]: 1.00 AM – 10.00 AM*

Next OOO:

**26th March, 2020**

**14th April, 2020**

**Send password**

JIRA ticket number in SUBJECT; only pass in the body; send the mail to reporter only with VV and SA in cc.

* Do not share the password with anybody
* Only ask password from Vasanthi whenever you need to resolve a JIRA ticket.
  + JIRA ticket number in SUBJECT;
  + In body: “pass for [USER\_NAME]”.
  + if you need the password to resolve the ticket, do not keep ticket reported in mail as s/he don’t need the pass
  + If reporter create a ticket only for pass. Just send the mail to vv to send the pass to the reporter only.
    - Ticket number in subject
    - In body : “send the pass to <reporter> only”
* Only use mail to give password
  + Use JIRA ticket number as Subject.
  + Mail To reporter; keep Vasanthi and Saiful in Cc.
  + To share the password, do not write anything in the mail body BUT the pass only.
  + If your ticket have many server address and login name then mention the login name/server name hint.
* It is suggested to use <https://passwordsgenerator.net/> to create strong password.
* Do not use special character [( e.g. @#$% ) ( { } [ ] ( ) / \ ' " ` ~ , ; : . < > )], only if the pass used in web apps/report tools directly.

**Creating new DB or restore – PROD to DEV\UAT\QA**

* Change db owner to SA…Don’t make the requester as owner.
* Change recovery to simple
* Truncate/shrink log file

**What to look for in SQL access request – Confirmation & Close**

* After providing access, we have to wait for the confirmation from requester
* Ensure the last comment would be “.. done .. please check and confirm” OR “ .. looking forward to your response” to avoid the unexpected status change to “Waiting for IT”.
* Do not close the ticket without reporter’s confirmation  - If you don’t get any response for a week then add your comments and close the ticket
* **DEV\UAT to PROD** – try to delete Orphan users except requester/provided user list  -- Don’t delete anything in prod unless if the user is not specific to prod

**JIRA**

1. Always add the IM conversation in a comments as a proof of the work, if required.
2. If any non-DBA request comes to our queue and we are not sure which group to assign,  please reassign to ITS- Service Management Queue.

**APPROVAL**

1. Ask for requester’s manager’s approval and then ask Vasanthi to approve the request (if required). Add Tory as watcher.
2. Any access on Production database.
3. Need business requirement/explanation for server level access on any server (DEV/QA/UAT/Validation/PROD).
4. No SysAdmin access would be provided to any non DBA user.
5. Any kinds of configuration change (DB/Server level - DEV/QA/UAT/Validation/PROD) need approval.
6. Do not create any SQL user for personal request/use.

**Create New SQL login - Ask below questions and bring it Vasanthi’s attention.**

1. Why SQL server authentication is needed?
2. What is the business reason for it?
3. Is it an application service account?
4. Where (app, web, etc) it will be used?
5. Are you using it in connection string?
6. Is password hard coded in the connection string?
7. If 6 is YES, is your connection string/conf file encrypted?

**Use below location to save bak files/scripts related to JIRA ticket.**

1. create a directory with name jira ticket number “WCGHD-xxxxx“
2. Remove all once resolved the ticket. OR wait for some days (7days) then delete all.
3. path : [\\dce-p-fps02.epsnet.wan\sql\_nonprod\_backup](file:///\\dce-p-fps02.epsnet.wan\sql_nonprod_backup)

**SSIS Install**

* + - 1. Create a ticket to grant access on “Replace a process level token” Policy [GPO – Global/Domain level] to the MSSQL Server & Agent service account. Example ticket- WCGHD-70452

**DROP DB Objects**

Nothing would be deleted without backup ... if it’s a procedure / login / Job, take script backup but ensure there is a backup to revert back from our side.

**RELISOURCE**

**5.1          Service Scope**

Database Service Installation & Configuration

Report Service Installation & Configuration

Integration Service Installation & Configuration

Database Engine Upgrade & Patching

Database Clustering & Always On High Availability (AOAG) Setup

Configure Failover Cluster Manager

Database Mirroring & Log Shipping

Database Replication & Cloning

Database Backup Assurance & Recovery

Performance Analysis

Database Optimization

Database Monitoring and Alerting

Database Deployment to Production

Database Security/Access Assurance

Assurance the Latest Production Backup for DEV/QA

Emergency (down/slow database) support

Strictly Follow the Protocol

