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| **<Customer Name>** | |
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| <Client Logo> | |
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**Site Document**

Version n.n < Year >

**Document Information & Revision History:**

|  |  |  |  |
| --- | --- | --- | --- |
| Document Version No | Revision Date | Authors | Revision Notes |
|  |  |  |  |
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Contact Details

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# Introduction

### 2.1 Objective

This document provides a summary of information about infrastructure supported by Clover Infotech at <Client Name>

The purpose of this document is to provide consolidated information about various database and application infrastructure.

### What this Document Covers

This document covers following sections:

* Introduction : Provides an overview of this document, its purpose and contents
* Service Details : Based on contract, service details captures a brief about supported service window and time
* Instance Summary : Provides version and operating system information regarding instances under support
* System Information : Covers hardware and system information as well as directory structure for database and EBS
* Site Practices : Overview of scheduled maintenance activities
* Monitoring and Maintenance Activity List : Lists all activities performed on database and application server categorized into Daily, Weekly, Monthly, Quarterly, Yearly and On Request Activities
* Known Issues : Lists known issues along with workarounds/ solutions

# Service Details

|  |  |  |  |
| --- | --- | --- | --- |
| Contract Period | Service Window | Service Time | Monitoring Frequency |
|  |  |  |  |

# Instance summary

### Database Instances

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sr. No. | Instance Name | Instance Type | Server IP | RDBMS Version | Operating System Version |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

### Application Instances

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sr. No. | Instance Name | Instance Type | Server IP | Apps Version | Operating System Version | SingleNode/Multi Node | Application URL |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

# system information

### Production

* + 1. Hardware Information

|  |  |
| --- | --- |
| Attribute | Value |
| Server Type |  |
| Computer Name |  |
| CPU Speed |  |
| No. of CPU |  |
| Memory |  |
| RAID Level |  |

* + 1. System Architecture

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Tier | Machine Name | IP Address | Services | OS User |
| Database |  |  |  |  |
| Application |  |  |  |  |

* + 1. Directory Structure

Application Tier

|  |  |
| --- | --- |
| Application Top | Directory Path |
| APPL\_TOP |  |
| COMMON\_TOP |  |
| JAVA\_TOP |  |
| IAS\_ORACLE\_HOME |  |
| ORACLE\_HOME |  |

Database Tier

|  |  |
| --- | --- |
| Database Top | Directory Path |
| ORACLE\_HOME |  |
| DATA\_TOP |  |
|  |  |
|  |  |
|  |  |

### Development

* + 1. Hardware Information

|  |  |
| --- | --- |
| Attribute | Value |
| Server Type |  |
| Computer Name |  |
| CPU Speed |  |
| No. of CPU |  |
| Memory |  |
| RAID Level |  |

* + 1. System Architecture

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Tier | Machine Name | IP Address | Services | OS User |
| Database |  |  |  |  |
| Application |  |  |  |  |

* + 1. Directory Structure

Application Tier

|  |  |
| --- | --- |
| Application Top | Directory Path |
| APPL\_TOP |  |
| COMMON\_TOP |  |
| JAVA\_TOP |  |
| IAS\_ORACLE\_HOME |  |
| ORACLE\_HOME |  |

Database Tier

|  |  |
| --- | --- |
| Database Top | Directory Path |
| ORACLE\_HOME |  |
| DATA\_TOP |  |
|  |  |
|  |  |
|  |  |

# Site Practices

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activity Name | Instance Name | Script | Frequency | Schedule |
| Index Rebuild |  |  |  |  |
| Schema Analyze |  |  |  |  |
| Archive Log Purging |  |  |  |  |
| Purge Logs & Trace Files |  |  |  |  |
| DR Sync Check |  |  |  |  |
|  |  |  |  |  |

# monitoring & maintenance activity list

### Daily Activities

* Check database and application availability
* Monitor space availability in all tablespaces
* Check for errors in Database Alert log files and take appropriate action
* Check Concurrent Managers
* Check /tmp for space constraints
* Check invalid objects and compile if required
* Upload rdf files on Clone, Test and Prod environment
* Check DR Sync

### Weekly Activities

### Monthly Activities

### Quarterly Activities

### Yearly Activities

### On Request Activities

# Known Issues