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**Site Document**

**Version 1.0Y\_2018-19**

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|  |  |  |  |
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# Introduction

2.1 Objective

This document provides a summary of information about infrastructure supported by Clover Infotech at Bluedart.

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 |
| 1 Year | 24\*7 | 24\*7 | Twice in Day |

# Instance summary

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Server Type | Server IP | No. of CPU | Memory | OS Version | Application/Database Version | Single Node/ Multi Node |
| SPARC-T7-1 |  | 192 | 512 GB | 11.3 |  | Single Node |
| SPARC-T7-1 |  | 192 | 512 GB | 11.3 |  | Single Node |
| SPARC-T7-1 |  | 192 | 247 GB | 11.1 |  | Multi Node |
| SPARC-T7-1 |  | 64 | 96 GB | 11.3 |  | Multi Node |
| SPARC-T7-1 |  | 32 | 64 GB | 10.9 |  | Single Node |
| SPARC-T7-1 |  | 64 | 64 GB | 11.3 |  | Single Node |

# Site Practices

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activity Name | Instance /Server Name | Script | Frequency | Schedule |
| Purge Logs & Trace Files  DR Sync Check | C2PC101 | /oracle/clover/delete\_trace.sh | One in Week | 7:30 PM |
| (Project name)  SMART  SAFIRE  C2PC  WEBDB | Manually | Daily Twice | Morning-Evening |
| Monitoring of the tablespaces | (Project name)  SMART  SAFIRE  C2PC  WEBDB  C2PC101 | Manually | Daily Twice | Morning-Evening |

# monitoring & maintenance activity list

### Daily Activities

* Check database availability
* Monitor space availability in all tablespaces
* Check for errors in Database Alert log files and take appropriate action
* Check Concurrent sessions on database
* Check /tmp for space constraints
* Check invalid objects and compile if required
* Check DR Sync
* Monitor space availability in all mount points and ASM diskgroups

### Weekly Activities

* Online Index Rebuilding
* Table Level stats gather
* Table De-Fragmentation

### Monthly Activities

* Prepare MONTHLY SERVICE REPORT (MSR) for all production databases. The monthly report is to be made before 05th of the next month. The report is to be submitted to Clover’s Manager – Professional Services and the Local Technical Contact at the site
* Alert Log check
* Check the disk space on server.
* Check the free space in the Table spaces.
* Check Listener Log size and purge it when it grows beyond 20-25MB
* Check Backup Status

### Quarterly Activities

* Latest Patch applications on database homes
* Backup policy and site documents analysis to be carried out

### Yearly Activities

* Fresh Backup policy and site documents to be submitted
* Review of backup policy
* Review of Site Document
* Backup Contingency Test to be carried out

### On Request Activities

* Index Rebuilding
* Export and Import
* DR-Restoration

# client specific details

No client specific details