




Health Check & Performance



Database Migration



Platform Upgrade



Security Validation



Expert Technical Support



Business Continuity



Project Management



Consultancy & Training

service overview



ORACLE PARTNER




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DBA101 Application Support and Managed Service

DBA101 is a range of application support and Managed Service offerings from ABM, one of the UK's leading providers of software solutions and services to the Public and Private Sector.

High availability of application service is a priority for any business. DBA101 from ABM is a proactive management service designed to keep your applications running. With more than a decade of practical experience, ABM is uniquely positioned to help your organisation maximise application availability, allowing you to focus on your core business.

Health Check & Performance Tuning

The Health Check reviews all aspects of your operating system and database environment, identifying areas for review and optimisation. On completion of the Health Check, ABM will produce a Health Check report that is presented to you detailing diagnostics and recommendations.

Database Migration

Our qualified Technical Consultants have the full set of skills required to migrate your database solution to your desired platform. ABM will ensure you get the full value of your investment by adopting industry-best practice and ensuring your database and application environment is tuned for optimal performance and resilience.

Platform Upgrade

Our DBA team can help with upgrading from older versions of RDBMS, Application Server or Operating System, to the latest version.

As part of the upgrade, ABM will provide a comprehensive Scoping Study that will review the existing environment, assess the impact and the time required to complete the upgrade and identify new features that may be implemented to improve operational efficiency.

Security Validation

Our Security Validation provides a comprehensive security audit of your server, application and RDBMS environments, detailing any hardening recommendations to ensure your application and data is secure.

Expert Technical Support

If you require assistance with general server/database maintenance, patching of server/application software or diagnosis of system errors, then ABM's Expert Technical Support is a secure, cost effective solution that is delivered by our expert team of Technical Consultants.

Business Continuity Planning

DBA101 will help you define a rapid, reliable recovery in your business continuity arrangements.

From basic maintenance packages to full system monitoring, maintenance and performance tuning, DBA101 has been designed to meet the full spectrum of IT requirements for managing and supporting application environments.

About ABM

ABM is a leading supplier of IT solutions and services to the public and private sector. With 180 customers, including many law enforcement organisations such as the Metropolitan Police Service, New York Police Department (NYPD) and Western Australia Police, ABM is uniquely positioned to help your organisation maximise performance and efficiency.



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DBA 101 Health Check and Performance Tuning

DBA101 is a range of application support and Managed Service offerings from ABM, one of the UK's leading providers of software solutions and services to the Public and Private Sector.

Health Check

The DBA101 Health Check examines every aspect of your operating system and database environment, identifying areas for review and optimisation. As a result we build a total picture of your true environment.

The Health Check service has been designed to ensure your organisation benefits from:

- **Maximum performance** of technical infrastructure
- Increased **resilience** and **availability**
- Adoption of industry **best practice**
- Enhanced **security**
- **Knowledge transfer** to internal staff

The DBA101 service is provided by our highly qualified Technical Consultants who have vast experience of working with industry leading technologies including SUN Solaris, Red Hat/SUSE Linux, IBM AIX, Windows Server, ORACLE, Microsoft SQL Server, JBoss, Tomcat, Oracle Application Server and Apache.

DBA101 Health Check is a structured audit that is performed in conjunction with your key IT Stakeholders and will involve:

- **Investigation & Review:** Our Technical Consultant working with your IT Staff to understand the IT Infrastructure, business issues and the impact of those issues. We will then start the process of auditing the required systems. The audit is non-intrusive and has no impact on the running of live systems.
- **Analysis & Report:** Production of a comprehensive report detailing the results of the Health Check, a prioritised list of recommendations, the suggested method of implementation and a full impact analysis.
- **Optional On-site Implementation:** ABM can help you with the implementation of the Health Check Recommendations. Our Technical Consultant will agree a plan of work with you and, working with your IT Staff, will implement the agreed recommendations.

DBA101 Health Check typically takes 5 days to complete - 2 days to undertake the investigation and review and 3 days to produce the report.

Performance

Identifying performance problems can be a complex and time consuming activity. Your architecture is likely to include many tiers and a variety of application software and network bandwidths, all of which can be a factor for poor performance.

Performance issues can occur at any time and in some cases will require immediate diagnosis. Our Technical Consultants can be on hand to provide remote or on-site support to isolate performance issues, often providing a short-term fix to restore system performance. This will act as a driver for a more in-depth Health Check to review your entire system, allowing us to provide you with a range of recommendations for maximising the performance of your IT infrastructure.



Health Check & Performance

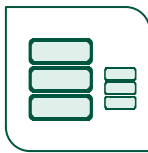
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DBA101 Database Migration

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Database Migration

If you are thinking about transferring your database to another RDBMS platform or simply looking to move your existing database onto another server, ABM can simplify and accelerate the migration process with DBA101 Database Migration. Our Technical Consultants have over 50 man-years of knowledge and experience working with the leading RDBMS platforms and have the full set of skills required to complete the migration.

DBA101 Database Migration is a structured service that is broken down into 3 phases:

Phase 1 - Assessment

Our Technical Consultants will conduct a comprehensive Scoping Study of the migration, assessing the source and suggested target environments, necessary testing and the associated risks and issues. ABM also produces a project plan detailing the following:

1. The activities that form the end-to-end migration process
2. Estimate for the work involved (time and resource)
3. Plan of execution to complete the migration with clearly defined deliverables and milestones
4. Cost estimates for delivering the project
5. Project tracking methodology in line with PRINCE2 recommendations
6. Risks and Issues

The project plan is presented to you for agreement and sign-off prior to executing the migration.

Phase 2 - Execution

ABM will execute the agreed plan completing all required steps prior to handover for acceptance testing and deployment:

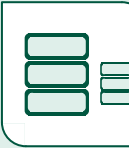
1. Install, configure and review the migration environment
2. Migrate data and required objects
3. Compile and review required database objects (for example stored procedures and views)
4. Validate data integrity
5. Migration testing using customer supplied test plans and scripts

The deliverables from this phase will be Migrated Environment, Test Results and documentation detailing limitations and known issues.

Phase 3 - Handover

The final phase of the process is to hand over the migrated environment for you to conduct final acceptance testing and review prior to rolling out to your users. ABM will be on hand during this phase to support you in successfully completing this phase.

DBA101 will optimise the success of your migration. Our Technical Consultants have the required knowledge and expertise to migrate your database to a range of technologies, including Microsoft SQL Server 2005, Oracle 9i, 10g and 11g, Ingres 2006 and MySQL 5.0.



Database Migration

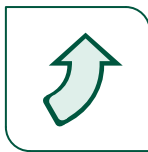
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DBA 101 Platform Upgrade Solutions

DBA101 is a range of application support and Managed Service offerings from ABM, one of the UK's leading providers of software solutions and services to the Public and Private Sector.

Platform Upgrade Solutions

If you need help upgrading to the latest versions RDBMS, Application Server or Operating System, then DBA101 Platform Upgrade is the solution for your organisation. Our skilled team of Technical Consultants are on hand to offer you advice on the best way to tackle your upgrade. With over 50 man-years working with industry leading Operating Systems, RDBMS and Application Server platforms, ABM is ideally positioned to provide you with a complete upgrade service.

To maintain the highest levels of support from your platform vendor, it is necessary to periodically upgrade to the latest major release or service pack. The complexity of the upgrade will depend on the age of the platform you are currently running, capacity of the hardware and the impact on applications running on that platform.

DBA101 Platform Upgrade is designed to reduce the risk and increase upgrade success by adopting industry best practice. As part of the service, ABM provides:

- Scoping exercise to identify the time and resources required to complete the upgrade and any associated risks
- Project Plan with clearly defined milestones and deliverables
- Expert product knowledge and upgrade experience
- Tailored training programme on the upgraded platform for your technical staff

Our Technical Consultants have experience of upgrading most popular platforms including:

Platform	Vendor/Versions
Relational Database	Oracle 9i, 10g and 11g (all editions) Microsoft SQL Server 7, 2000 and 2005 (all editions) MySQL 4 and 5 Ingres 2006, Ingres 2006 Release 2
Application Server	Oracle AS 9i and 10 RedHat JBoss 4.x
Server Operating Systems	IBM AIX 4.x and 5.x SUN Solaris 8, 9 and 10 Microsoft Windows Server 2000, 2003 and 2008 RedHat Enterprise Edition 4 and 5 SUSE Enterprise Server 9 and 10

Whatever your upgrade requirements, DBA101 will provide the right solution for you and will increase the success of your upgrade.



Platform Upgrade

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DBA101 Security Validation

DBA101 is an application support and Managed Service offering from ABM, one the UK's leading providers of software solutions and services to the Public and Private Sector.

Security Validation Services

The web enablement of business-critical applications has allowed organisations to reduce cost and improve efficiency, but with the increased risk of security vulnerabilities common to Internet and Intranet based applications. Maximising the security of your applications and data from external and internal threats should be the top of the IT agenda for every organisation.

DBA101 Security Validation Services is designed to review your IT security policies and to provide recommendations for resolving identified vulnerabilities:

Security Policy Review

Your security policy should provide a framework for protecting your business (infrastructure, applications and data) from all threats whether internal, external, deliberate or accidental. DBA101 can assist in all aspects of developing, implementing and managing your security policy to ensure your policy is right for your business, supports your current and future business strategy and makes best use of current security technology.

Server Hardening

The default installation of your server operating system may leave your systems with known vulnerabilities still open which may put your application and data at risk. Whether you are deploying Windows servers or UNIX-based servers, DBA101 will harden all aspects of your servers including Software Inventory Control, Patch Management, Configuration Hardening and Access Control.

RDBMS Security

DBA101 will review aspects of your RDBMS environment to ensure your data is secure. This review will include database set-up and configuration, package availability, network configuration, auditing, patching and critical updates.

Penetration Testing

Why risk hackers exploiting vulnerabilities in your IT infrastructure and business applications? DBA101 can find and fix them before a real risk is presented to your business. Our Penetration Testing Service will assess everything from your server and software builds, to application specific vulnerabilities such as Cross Site Scripting, URL Manipulation, SQL Injection, Data Interception/Manipulation, Spoofing, and Denial of Service.

Key features

Regular penetration remains the best method of verifying your security policies and controls. DBA101 Security Validation Services offers:

- Choice of four service options
- Comprehensive testing of your servers, network, applications and database
- Expert Technical Consultants with over 10-years experience working in high security environments
- Detailed report delivery by our Technical Consultants that will detail identified risks and recommend solutions

As an ISO27001 accredited organisation, ABM is ideally positioned to help you assess the security requirements and countermeasures needed to protect your business.

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DBA101 Expert Technical Support

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Expert Technical Support

If your organisation is lacking the necessary technical skills and in-house knowledge to support your systems, or your IT Department has insufficient time to maintain your applications, then you may be experiencing system performance, stability and availability issues.

DBA101 Expert Technical Support offers a comprehensive technical support service to ensure optimal performance and availability of your IT systems. The service offers remote support using the latest secure technology, allowing your systems to be remotely administered in a fast, secure and cost effective manner. Where it is necessary or preferred for any reason, traditional on-site support is also available.

Service Overview

Proactive maintenance of the system will ensure many years of trouble free operation and, in the event of a failure, expert support is on hand when you need it most. The DBA101 Expert Technical Support service includes the following:

- Server, database and application maintenance and performance tuning
- Patching and upgrades of the operating system, RDBMS and application environment
- Comprehensive Health Check reports on your system
- Access to specialist technical support personnel
- Access to a complete repository of housekeeping tools and performance tuning scripts
- Activity report detailing work undertaken and recommendations for each consultancy day

Service Benefits

DBA101 Expert Technical Support provides essential technical knowledge that you can call on at any time. Key benefits include:

- Optimal performance through proactive management
- On tap technical resource
- Retention of intellectual assets regardless of staff turnover
- Experienced System Administrators (IBM AIX, SUN Solaris, RedHat Linux, SUSE Linux and Windows Server)
- Experienced Database Administrators (Oracle, SQL Server, MySQL and Ingres)
- Flexible service with bundle sizes of between 8 and 48 days per annum
- Competitive pricing and avoidance of usual consultancy expenses
- Reassurance for all key stakeholders

From basic maintenance packages to full system monitoring and performance tuning, our tailored solutions complement your existing arrangements and provide reassurance for all key stakeholders. Delivered by our team of experienced Technical Consultants, rest assured your system will be consistently and professionally managed.

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DBA101 Business Continuity Planning

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Business Continuity Planning

Ensuring your core IT systems are available in the event of unforeseen circumstances is key to the wellbeing of your organisation. DBA101 Business Continuity Planning is designed to help you plan to ensure your key IT systems continue to operate.

DBA101 Business Continuity Planning is broken into four phases:

Phase 1 – Assessment:

Our Technical Consultants conduct a comprehensive review of your nominated key systems essential to the running of your organisation. ABM provides a report detailing the following:

- Technical requirements—identifies the technical prerequisites to successful running of the system
- Service Inventory—identifies dependencies with services and supporting infrastructure
- Service requirements—documents maximum downtime, required number of users and volume of transactions
- Risk assessment—identifies current threats to the availability of the system
- Recommendations—details cost effective options for ensuring continuity of service
- Test scenarios—to ensure the validity of the Business Continuity Plan

The report is presented to you for agreement and sign-off prior to implementing any recommendations.

Phase 2 – Design & Implementation:

ABM works with your key stakeholders to design and implement the recommendations from the assessment, delivering:

- Detailed design of the IT architecture for each nominated system
- Clearly defined processes and procedures on what to do in the event of an emergency
- Disaster Recovery systems documentation including rebuild documentation for nominated systems
- Implementation of agreed hardware and software changes required for the nominated systems
- Training and dissemination of the continuity plan to key stakeholders

Phase 3 – Simulation:

The final phase of the process is to test the new Business Continuity plan by simulating a failure. This ensures your nominated systems continue to operate in line with agreed service requirements.

Phase 4 – Annual Review:

ABM reviews your Business Continuity Plan annually to ensure it still meets the needs of your organisation, updating where agreed to include any new or upgraded systems.

DBA101 is ideal for organisations who have limited or no experience of Business Continuity Planning, helping to define a rapid, reliable plan to safeguard your business in the event of a disaster.

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Project Management

Skilled project management enables ABM to work in partnership with customer project teams to ensure timely and efficient solutions implementation and support.

Project Manager

An ABM Project Manager will work closely with the customer project team to:

- produce a Project Initiation Document
- plan project milestones in a detailed project plan
- define deliverables and associated tasks
- define, control and manage risks
- measure and monitor progress against plan
- establish and manage escalation paths and processes
- co-ordinate project team resources and activities to time and budget
- manage change control
- maintain quality control
- provide regular Project Status Reports

Project Sponsor

For larger projects ABM can provide a Project Sponsor - an executive who is responsible for ensuring project delivery. This executive chairs ABM Project Board meetings and provides an important link with the customer's senior project personnel. Specific duties include:

- provide detail on high level project progress
- make strategic decisions
- support the project team
- facilitate high level communication throughout the business
- assist in the mitigation of risks
- ensure sufficient resource is available as required

Communication

Communication is key to a successful project. Scheduled meetings and frequent unscheduled discussions guarantee effective communication. Documentation is provided in line with the quality assured and ISO 9001-2000 compliant business system, further enhancing mutual understanding of the project delivery.

Qualified Service

All ABM Project Managers are PRINCE2 and ITIL accredited ensuring that project management best practices are adhered to in any project.



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Business Consultancy and Training Services

Business Consultancy and Training is a supporting service offered to compliment the technical implementation services provided by ABM, one of the UK's leading providers of software solutions and services to the Public and Private Sector.

Business Consultancy

Many businesses implement new IT solutions which ultimately fail to deliver the expected benefits to the organisation. ABM's Business Consultancy, helps you to deliver these benefits by supporting you through your business transformation projects, reviewing processes, people, and technology and ensuring your business has the necessary skills to further enhance performance. Our Business Consultants will work alongside your process owners to fully understand how your current processes impact the business. More importantly, we will identify where processes fit best in your organisation and where process changes will deliver the most benefit. ABM Business Consultancy will help you realise the expected benefit and full potential of your systems implementation.

Training Services

Once your system is up and running, ABM offers professional training to maximize the return on investment in your systems implementation and ensure your organisation is able to protract the efficiency and longevity of the solution. Our training services have been designed for your convenience with the option of classroom training or onsite consultative training:

Classroom training

Held at our headquarters in Nottingham at a basic delegate day-rate, the main benefits are:

- Provides the more cost effective solution for individual attendees (charged on a per head basis)
- Flexibility (attend sessions as required)
- Structured training sessions
- Learning reviews and workshops to consolidate understanding
- Meet and swap ideas with delegates from other companies

Consultative Training

The more popular option, provided on your premises:

- Experienced ABM training consultants
- Advice and guidance in how the product may be used to best advantage in your own organisation
- Individually tailored sessions to suit your specific requirements

Whichever option you choose, each delegate is only required to attend the course modules that apply to them, minimising the overall training time required. Delegates will be aligned to training in the use of modules that are appropriate to their position within the organisation.

Aftercare Services

ABM's aftercare services assist in continued development of IT skills. This may be in the form of 'top-up' workshops to refresh staff knowledge, one-to-one training for new arrivals, or assistance during product roll-out to provide guidance with system set-up and tips for more effective system use. In addition ABM can provide an audit service that is instigated at a pre-determined time after implementation to facilitate a complete review of the application and its setup. ABM will deliver a report detailing any recommended business or application configuration changes and provide the services and support necessary to implement the improvements.



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