

Origin Managed Services

The best support for your Origin application

Capita's Origin Managed Services (OMS) provide a range of database, system and application monitoring, maintenance and upgrade services to customers who have the Origin Resource Management System.

OMS provides peace of mind by delivering the services and technical management skills required to manage and maintain your Origin system, supporting system availability and continuity.

Designed to complement an existing Origin software support contract or for inclusion with a new implementation, OMS provides the opportunity to free up IT resources who may be responsible for the management of multiple force systems. It delivers remote system monitoring, early indication of potential issues, preventative maintenance, access to Capita's specialist database, application and system administrators, and regular system upgrades.

OMS is ideal if you do not have the necessary database administrator (DBA) skills in-house, or if you have these skills but are resource constrained. In short, an OMS contract brings you the reassurance of having access to the right skills at the right time.



Two options for the Origin Managed Service

There are two areas of managed services that Capita can provide: Oracle Database Managed Services and Origin Application Managed Service. Customers can access either or both of these services.

Oracle Database Managed Service

Capita provides DBA resources to perform the tasks necessary for database maintenance. This includes routine database monitoring and maintenance, and less frequent activity such as upgrades and patches.

This service includes the following features:

Performance management

This critical set of tasks is designed to maximise the day-to-day performance of your Oracle database. It includes making sure the database configuration is right for the projected usage, memory optimisation, connection performance management, identifying and tuning SQL statements, maintaining indexes and monitoring historical performance records.

Real-time database alerts

Proactive monitoring of database performance is provided to achieve maximum uptime. Alternatively, you can choose configuration of tools to allow local database management and monitoring through Oracle Enterprise Manager Database Console for local management of single instance databases, or Oracle Grid for larger multiple database installations.

Log management

This includes the multiplexing of critical database log files, redo log generation monitoring and archive log management. This is a valuable housekeeping service that supports backup recovery and efficient storage usage.

Data management

This covers a number of activities to help improve performance and data management. They include archiving historical data, clearing out redundant historical data and the periodic optimisation of data, such as through moving database objects into optimal storage areas. Another aspect is ensuring that the right data access restrictions are in place.

Volumetric management

A significant element in the service, this includes table space management, the identification and management of 'space bound' database objects, extent management, the ongoing evaluation of space requirements and the management of disk usage through transaction log growth.

Database security

We take on the task of creating and maintaining users, for full access or 'read only' access according to an individual's role. This includes the creation of password policies that require specific complexity, history and expiry times for maximum security.

Database process management

Monitoring of matters such as PGA usage, storage, cache hit ratios and errant user processes is performed and corrective action taken to ensure the database application runs smoothly.

Housekeeping management

Database files including logs, audit history, trace files, backup files and core dumps are monitored and tidied up.

Upgrading the database and installing critical patches

A phased implementation (development then production) of the downloading and installation of database upgrades is performed. Patches and fixes can also be applied to aid performance and security. For upgrades and patches alike, the work is only done after consulting with you on its importance and potential system downtime.

Backup and recovery

We implement backup and recovery models based on best practice and your existing infrastructure and backup requirements. Technologies available include Flashback, RMAN, Standby Database and Dataguard.

Database cloning and refreshing (optional)

Your Origin system can be cloned to provide a replication of data into another database instance. Refreshing is the process of taking copies from one environment/schema/database into another, which is useful for keeping copies of pre-year end data or creating up-to-date development environments with copies of production data.

Origin Applications Managed Service

This service delivers the routine monitoring and maintenance of your Origin application, including server process controller administration. Specialised resources can also perform other agreed tasks, such as upgrades, service pack upgrades and critical/ECR patch application.

The components of your Origin applications environment are monitored to detect failure of a process or server as quickly as possible to allow corrective action. Enterprise Manager and the Oracle Intelligent Agent are used to monitor activity and performance outside the database.

This service includes the following features:

Parameter management

This key component of the service includes monitoring of server ports, log files, log errors, version/patch status, login attempts and session histories, and the setting of parameters for configuration of email relay servers.

Concurrent manager management

This is the implementation of concurrent manager tasks including monitoring of the concurrent manager operating system processes and log files, and management of the concurrent manager log file to detect error conditions.

Job batch creation and support

The creation, tailoring and support of batch jobs such as overnight processing, reporting and custom scripts.

Script maintenance

You have access to support in creating customised script jobs within Origin to perform operations outside the scope of the application. Examples include file copies to third party systems and running ad-hoc SQL on a database through automation.

Housekeeping

This includes routine monitoring and maintenance of input/output files, log files and reports created through the Origin software. This facilitates keeping relevant files on disk and enabling report retention for specified periods of time, which in turn allows disk space usage to be kept at specified level.

One upgrade per year

An onsite or remote full Origin Suite upgrade will be carried out annually. The Origin framework and all packages under your maintenance is included, with a customer-specific deployment support of the Origin application to suit your infrastructure and needs.



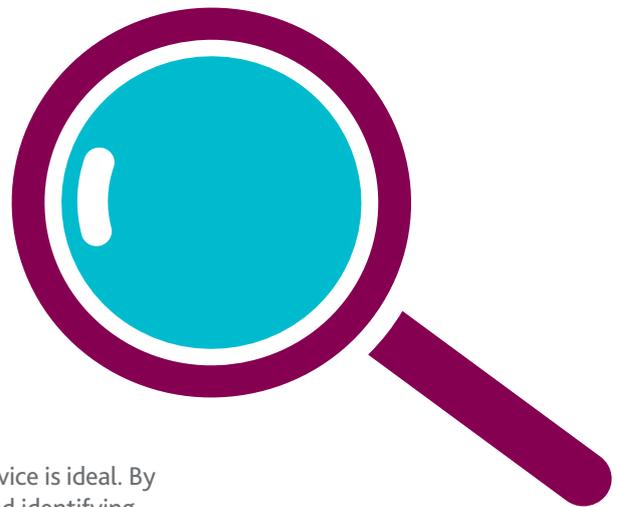
Take a closer look at Capita

Even the best applications can suffer from poor application performance and non-availability if the application infrastructure is not properly maintained. Comprehensive monitoring and maintenance is essential in order to keep applications running at optimal capacity to achieve the best results.

If you do not have this capability or capacity in-house, Capita's service is ideal. By regularly monitoring and fine-tuning your system and database and identifying potential problems when they develop, this service minimises the risk of system unavailability, and ensures continuing high performance and peace of mind.

Each customer is assigned a service manager and a technical consultant available during business hours Monday-Friday via phone or email. You can also book on-site attendance for critical support issues (where additional charges may apply depending on the nature of the issue). Customers also have access to our application support helpdesk team. This combination maximises system availability and performance, and removes the risk of internal staff unavailability or absence.

We would welcome the opportunity to discuss your requirements in order to establish if any or all of these services would be of benefit to you. Separate documentation with comprehensive details of the OMS offerings is also available.



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