

## EDB Remote DBA Monitor Only Service

For customers who have good in-house database administration (DBA) capabilities, but don't want to have to constantly monitor their systems, EnterpriseDB (EDB) offers EDB Remote DBA Monitor Only, a variant of our RDBA service that delivers 24x7 monitoring.

We keep an eye on your system at all times with more than 80 monitoring checks per server to ensure your system is performing optimally. We generate an alert for any degradation of service or issues that threaten operations, and keep you apprised of the ongoing health of your database through regular status reports.

Unlike our hands-on, proactive RDBA service variant, where access to the underlying operating system must be available, RDBA Monitor Only may grant only limited rights for the RDBA Service. EDB can further adapt the RDBA service to meet specific customer needs, but tasks can only be performed if sufficient system access is available. The actual RDBA variant you select is specified on the applicable Statement of Work.

### Frequently Asked Questions

#### What is RDBA Monitor Only?

Remote DBA Monitor Only is 24\*7 hands-off support provided by an expert, certified Postgres DBA. Only Sentinel has access to customer systems in order to gather/scrape data. No remote access is provided to RDBA engineers by the customer.

#### Why do RDBA and RDBA Monitor Only have different procedures?

Without access to the customer systems, the RDBA team is unable to provide a full service experience, e.g., verify the up/down status of a system when Sentinel fails a heartbeat.

### Summary of work areas included in RDBA Monitoring Only

Work Area	RDBA	RDBA Monitor Only
Type of support	Hands-on	Hands-off
Customer communications	Yes	Yes
Monitoring	Yes	Yes
Incident / issue Response	Yes	Yes (Alert the customer, no remediation action)
Database health check	Yes	Yes
Database maintenance	Yes	No
Bug fixes	Yes	Notification only
PostgreSQL performance tuning	Yes	No
Database major version upgrades	Yes	Notification only
Database minor version upgrades	Yes	Notification only
Contingency drills	Yes	No
RDBA Tech Lead assignment	Yes	No