



Why NORAD for INVERCLYDE COUNCIL?

Inverclyde Council has operated two Oracle-based applications for a number of years and in the past has relied on SQL scripts to monitor these and to report problems if found. Whilst these scripts were effective, with the addition of at least four more Oracle instances for other Council systems, it was perceived that their continued use would become cumbersome and a further burden on already stretched DBA resources.



The Council therefore looked for an alternative means of monitoring and controlling the instances, and considered several off-the-shelf packages for this purpose. Amongst these were Spotlight, Patrol and the Oracle Enterprise Manager, together with the NORAD DBControl and Surveillance offerings.

Evaluation copies of these packages were obtained and loaded according to the instructions given. Installation of the NORAD package was certainly the most straightforward of these, and enabled quick and easy access to pertinent information regarding the databases being monitored.

In the opinion of the evaluators, the NORAD interface was less cluttered and easier to navigate than the other packages, and offered the ability

to drill down to levels of reporting which some of the other packages lacked. The pricing of the product also seemed sensible and it was therefore decided that NORAD would be the tool of choice for the existing and future Oracle applications operated by the Council.

Overall, the product has been relatively easy to configure to achieve the aims of the DBA in managing several Oracle instances at once. The additional benefit

of having user-definable scripts which can be plugged in and used as part of the application itself is also useful in tailoring the monitoring to fit with the needs of the particular instance. An example might be to set different parameters for instances with heavy transactional use as opposed to more lightly used systems.

All in all it is this flexibility and user-friendly features that tipped the balance in NORAD's favour and we are finding it a very useful tool in avoiding the common pitfalls which beset any Oracle DBA on a regular basis.

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