



## NORAD Software in use at The Patent Office

### Reviewer:

Steve Legge, Contract Oracle DBA, has worked for the UK Patent Office for 6 years. Steve is responsible for all aspects of Oracle maintenance and support, including routine DBA tasks through to Oracle version migration planning and implementation.



NORAD DBControl is used to manage and control:

- Redo Logfile sizes
- Rollback Segments (both offline and online)
- General Table information

### Background:

The UK Patent Office is located in Newport, South Wales and shares its site with the National Statistical Office. The primary function of the office is to accept, register and maintain Patents, Designs and Trade Marks for individuals and corporations.

### Platforms:

The main server platform is Sun Solaris. Oracle Financials data is transferred overnight to and from ICL Mainframe systems for further processing.

### Customer Issues:

The UK Patent Office had a rapidly growing Oracle environment and whilst the Oracle Corporation provided a tool to monitor and manage a single Oracle database, there was no tool to monitor their 15+ Oracle databases simultaneously from one client. **NORAD Surveillance** was able to provide a cohesive solution to this requirement of comprehensive and proactive database management. Norad Surveillance is currently used to monitor the following critical Oracle issues:

- Table Space usage
- Oracle Alert logs
- Space Bound Objects
- System User counts

Additionally, whilst most DBA functions are handled locally, certain other functions are performed by a remote DBA support company. The UK Patent Office needed a product to monitor and measure this remote activity and **NORAD DBControl** provided this functionality.

Steve has now been assigned two mainframe DBAs to cross-train to Oracle in order to free up his time to resolve overdue Oracle migration issues. The new guys have quickly set up basic monitoring using Norad's straightforward GUI interface. On a recent visit by Bradmark's support team, latest versions of Norad were installed and additional training was given to the DBA group. As usual with this type of software, it was only being used to 10% capacity so on-site vendor training was essential for the DBA team to extend and maximise the benefits of the software.

### Reviewers comments:

"The strength of NORAD Surveillance, is that it can be configured to monitor all databases on all the servers simultaneously; reporting, on an event type basis, at a frequency that enables the DBA to relax in the knowledge that he/she will be afforded sufficient warning so as to allow him/her to take any actions, necessary, to address any impending issues.

This is then augmented by NORAD DBControl; that allows the DBA, having been warned of an impending situation, to quickly and easily gather the required data, to assist him/her in the decision process required, to formulate the best response.

The combination of these two tool sets thereby alleviates the DBA of the need to be continually checking his/her already installed, and running, databases; and facilitates the concentration of his/her efforts on more pressing tasks; such as upgrades and patching."

— Steve Legge  
The Patent Office, Newport

