Intershop®
Database Review

A DATABASE REVIEW aims to provide solutions for configuration, maintenance and a limited set of performance issues commonly found in Oracle database systems used by our customers. A manual review of a database snapshot, supported by a fully automated analysis, delivers a document (PDF) containing suggestions, recommendations and guided solutions for any issues found during analysis.

Benefits

- Enable developers to configure their database system for use with Intershop Commerce Management (ICM)
- Potential performance inhibiting factors are identified and, where possible, mitigated or eliminated entirely
- Regular database checkups may also help to detect various issues early enough to prevent them from becoming a serious problem

Scope of Delivery

- A pdf document containing suggestions, recommendations and guided solutions for any issues found during analysis

WHEN TO CONSIDER A DATABASE REVIEW

Generally, a Database Review is recommended in any of the following scenarios:

- Migration to new major releases (Oracle and/or ICM)
- Final review of a database (system) prior to Go Live
- Regular system check
- Gradually decreasing, unstable or otherwise unclear performance issues Regular reviews may also help to detect signs of major issues coming up in mid or long term.

WHEN TO CONSIDER OTHER OPTIONS

- Complex Performance Issues

A lot of complex performance issues require additional information sources and tools to find a solution to them. These could be SQL traces, STATSPACK/AWR reports, an in-depth analysis of execution plans, building models to reproduce a problem, looking at data distributions and a lot of other things. All these are not available in the context of a Database Review, so it's not going to be useful for solving this kind of issues. A Database Optimization may be an alternative option in these cases.

- No on-site database (administration) knowledge

We strongly recommend to implement any of the proposed changes only after careful review by your own database administrators. If you do not have on-site DBA knowledge available, consider Database Optimization instead, where one of our own database experts will do the review and implementation for you.

CONDITIONS

- Valid Intershop Support contract
- Database snapshot of the target system
- Named technical contact person at customer side or provide access to the system
- Availability at Intershop side (book two weeks in advance)