

SQLCare, Inc.

		24/7	On Failure SQL Care Alert			On Failure Client Alert		
		Frequency	Emailed	Pages	Record	Emailed	Phone	Action
	Server Connectivity	3 Min.	x	x		x	x	Call Client
DATABASE STATUS								
	Marked Suspect	18 Min.	x	x		x	x	Attempt repair
	Marked Emergency Mode	18 Min.	x	x		x	x	Attempt repair
	Is Offline	18 Min.	x	x		x	x	Attempt repair
	Recovering	18 Min.	x			x		Email Client
	Loading	18 Min.	x			x		Email Client
DATA								
	Data Corruption	3 Hours	x			x	x	Attempt repair
	Index Corruption	3 Hours	x			x	x	Attempt repair
DATABASE								
	Fragmentation	Daily	x			x	x	Defrag weekly
	Transaction Log Full	12 Min.	x	x		x	x	Shrink Log
	Transaction Log Size	12 Min.	x					
	Backup Alerts	2 Days	x			x		Backup Database
	Backup Verification	Daily	x					
	Tables without Indexes	Weekly	x			x		
SQL SERVER								
	Error Log File	90 Min.	x		x	x		Attempt repair, notify Client
	Job Failed	20 Min.	x		x	x		Attempt repair, notify Client
	Jobs Running Over 1 Hour	45 Min.	x		x	x		Attempt repair, notify Client
	Security Violation	90 Min.	x		x	x		Notify Client
	Database Space Utilization	90 Min.	x		x			Notify Client
	Recycle Error Log	Weekly						
PROCESSES								
	Blocking over (1/2 seconds)	1 Min.	x		x	*		Notify Client
	Blocking Over 3 minutes	2 Min.	x	x	x	x		Notify Client
	Queries Running Over 1 Minute	4 Min.	x		x	*		Notify Client
	Queries Running Over 90 Minutes	75 Min.	x		x	x		Notify Client
	Dead Locks (new)	90 Min.	x			x		Notify Client
OS								
	Memory Less Than 80%	5 Min.	x		x	x		Notify Client
	Disk IO Over 70%	5 Min.	x		x	x		Notify Client
	Disk Queuing Over 20	5 Min.	x		x	x		Notify Client
	CPU Utilization Over 80%	5 Min.	x		x	x		Notify Client
	Disk Drive Below 2GB	35 Min.	x	x	x	x		Notify Client
	Disk Drive Below 500 MB	10 Min.	x	x	x	x	x	Notify Client
SCRIPTING								
	All Databases	Weekly	x					
	Logins and Encrypted Passwords	Weekly	x					
	*=Upon request							