Life In the Trenches:
Database Administration In the Real World

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NYOUG
Who am I and why am I talking about this?

- 30 years IT experience
- 14 years Oracle DBA experience
- 20 years technical & management experience at Citibank
This presentation will NOT:

- teach you how to be a DBA
- teach you how to tune Oracle
- teach you how to find a cab in the rain
This presentation WILL:

- teach you how to deal with the corporate world
- give you some “real world” viewpoints
- help you to maintain your perspective
Getting Started
LISTEN!

Don’t be afraid to ask for help

Establish your credentials

Be willing to pitch in, even if it’s “not your job”
Dealing With Others
Don’t make assumptions

10 + 3 = 1

“I have a problem” not “your stuff is wrong”

Start off pleasant, THEN escalate

Admit your mistakes
Don’t forget to bribe your SA! (chocolate works)

- Pick your battles
  - BCHR (Buffer Cache Hit Ratio) vs. wait events
  - RAID5 vs. ”disk is cheap” (BAARF!)

- Know when to compromise
  - Normalization
  - Indexing/Optimization

- Do unto others

- Be willing to say “I don’t know but I’ll find out”
Managing Others
- Praise in public, critique in private
- Mentor the team members
- Learn to let go: Delegate!
- Publicize the team’s work
- Work with people to set deadlines
- Communicate as much information as you can
- Keep an open door
- Train your replacement
The Ongoing Process
The Ongoing Process

- Get it in writing!
- Put it in writing!
- “Oracle is down”
- Dealing with Oracle Support
  - iTARs
  - Upgrades
Keep records

- Problems and solutions
- Special procedures
- Exceptions

Learn the business and the application

Learn to teach
Self-Improvement
Always keep learning: commit to 1 new skill a year

Mentor yourself

There will always be someone who knows more than you

There will always be someone who knows less than you

ENJOY YOURSELF!

Self-Improvement
Recommended Reading
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- Optimizing Oracle Performance  Cary Millsap
- Expert One-on-One         Thomas Kyte
- Practical Oracle8i          Jonathan Lewis
- Oracle in a Nutshell        Greenwald & Kreines
- Oracle9i DBA 101            Theriault, Carmichael & Viscusi
- Oracle Insights: Tales of the OakTable   
  Enson, Gorman, Norgaard, Millsap, et al
- Oracle Wait Interface      Shee, Deshpande & Gopalakrishnan
Recommended Reading

- The Goal
  Eliyahu M. Goldratt

- The Art of Happiness
  Dalai Lama

- BAARF: The Musical
  Mogens Norgaard

- Atlas Shrugged
  Ayn Rand

- Harry Potter books 1-5 (& 6 soon!)
  J. K. Rowling

- The Kite Runner
  Khaled Hosseini
Helpful websites
Oracle related sites:
- technet.oracle.com
- metalink.oracle.com
- www.orafaq.net

Newsgroups/Email listservs
- comp.databases.oracle.server
- ORACLE-L email list (oracle-l-request@freelists.org)
“Fun” sites:

- www.userfriendly.org/static
- www.gpf-comics.com
- oracle-l-ot-subscribe@yahoogroups.com
- http://www.theregister.co.uk/content/30/index.html

Helpful Websites
Contact Information:

wisernet100@gmail.com