Life In the Trenches:

Database Administration In the Real World

Rachel Carmichael

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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:

     ℭℬ teach you how to deal with the corporate world

     ℭℬ give you some "real world" viewpoints

     ℭℬ 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"

Getting Started

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!)

  Five.

➢ Know when to compromise

  ❧ Normalization
  ❧ Indexing/Optimization

➢ Do unto others

➢ Be willing to say "I don't know but I'll find out"

Dealing With Others

Managing Others

- ➢ Praise in public, critique in private

- ➢ Mentor the team members

- ➢ Learn to let go: Delegate!

- ➢ Publicize the team's work

Managing Others

- ➢ Work with people to set deadlines

- ➢ Communicate as much information as you can

- ➢ Keep an open door

- ➢ Train your replacement

Managing Others

The Ongoing Process

- ➤ Get it in writing!

- ➤ Put it in writing!

- ➤ "Oracle is down"

- ➤ Dealing with Oracle Support
  - ❦ iTARs
  - ❦ Upgrades

The Ongoing Process

➤ Keep records

     ❧ Problems and solutions
     ❧ Special procedures
     ❧ Exceptions

➤ Learn the business and the application

➤ Learn to teach

The Ongoing Process

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

➢ 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
                Ensor, 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

Recommended Reading

Helpful websites

➢ **Oracle related sites:**

   ‒ technet.oracle.com

   ‒ metalink.oracle.com

   ‒ http://www.oracle.com/education/oln/index.html

   ‒ www.orafaq.net

➢ **Newsgroups/Email listservs**

   ‒ comp.databases.oracle.server

   ‒ ORACLE-L email list (oracle-l-request@freelists.org)

Helpful Websites

➢ "Fun" sites:
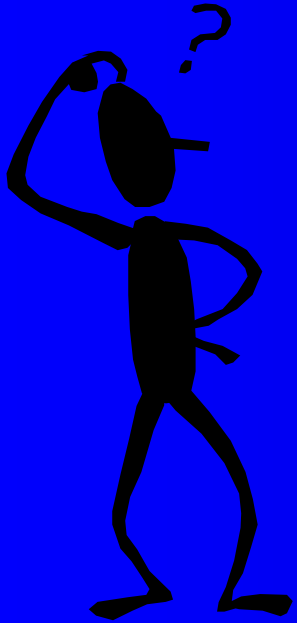
- ◌ www.userfriendly.org/static
- ◌ www.gpf-comics.com
- ◌ oracle-l-ot-subscribe@yahoogroups.com
- ◌ http://www.theregister.co.uk/content/30/index.html
- ◌ http://www.moviepoopshoot.com/brat/index.html

Helpful Websites

Questions???

Contact Information:

wisernet100@gmail.com