

APPLICATION AND DATABASE SERVICES

3.3 Database Management

DTI offers database design and development services for Database Management Systems (DBMS) that are compliant with State standards. This includes mainframe-based DBMS (Adabas, DB2) and client/server-based DBMS (Oracle, MS SQL Server, etc.). In general, these services are offered for systems that are DTI-hosted, although consideration will be given to limited support services for other systems.

List of services

1. Adabas services
2. DB2 services
3. Oracle services
4. MS SQL Server services
5. Data modeling

1. Adabas Services

Service Description – Adabas is a DBMS from Software AG available on the William Penn mainframe only. The license and support is under DTI control. DTI has skilled database administrators that provide the technical consulting and support for customer requirements.

Features / Benefits / Costs – Adabas is a very mature non-relational DBMS used for many of the legacy applications developed on the William Penn mainframe. It is a very stable product and has limited query capabilities from outside the mainframe, although several applications make extensive use of the EntireX Broker feature to develop collaborative systems. The cost of the software itself is borne by DTI, but is part of the cost pool recovered through mainframe chargeback (see [*Cost Allocation](#)).

How to request services – For existing database support, contact the [*Systems Engineering](#) mainframe manager. In most cases, a significant level of detailed information is required. For new databases or application integration, see your [*Customer Relationship Specialist](#). The [Adabas Request Form](#) will be required.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) and [DTI Forms](#) on the DTI website. Special attention should be given to [DTI Database Management System Standard](#).

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APPLICATION AND DATABASE SERVICES**2. DB2 Services**

Service Description – DB2 is a DBMS from IBM available on the Biggs mainframe only. The license and support is under DTI control. DTI has skilled DBA's that provide the technical consulting and support for customer requirements.

Features / Benefits / Costs – DB2 is a very mature relational DBMS used primarily for many of the legacy applications developed on the Biggs mainframe. It is a very stable product and has robust query capabilities from outside the mainframe, and several applications make extensive use of other software products to develop collaborative systems. The cost of the software itself is borne by DTI, but is part of the cost pool recovered through mainframe chargeback (see *[Cost Allocation](#)).

How to request services – For existing database support, contact the *[Systems Engineering](#) Client Server manager. In most cases, a significant level of detailed information is required.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to [DTI Database Management System Standard](#).

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APPLICATION AND DATABASE SERVICES**3. Oracle Services**

Service Description – Oracle is a DBMS from Oracle Corp. DTI has skilled DBA's that provide the technical consulting and support for customer requirements. DTI is the sole provider of this service for all DTI-managed applications and platforms. For other applications and/or platforms, DTI will consider providing Oracle services on a case-by-case basis.

Features / Benefits / Costs – Oracle is a widely-used relational DBMS used for client/server systems throughout the State. It is a stable product and has robust query capabilities from any platform. It can be used for small to extremely large enterprise applications. The cost of the software itself is generally borne by the customer and will vary based on the license type and contract terms.

How to request services – For existing Oracle support contracts, contact the *[Systems Engineering](#) Client Server manager. For new databases or application integration, see your *[Customer Relationship Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to [DTI Database Management System Standard](#).

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4. MS SQL Server Services

Service Description – SQL Server is a DBMS from Microsoft. DTI has skilled DBAs that provide the technical consulting and support for customer requirements. DTI is the sole provider of this service for all DTI-managed applications and platforms. For other applications and or platforms, DTI will consider providing SQL Server services on a case-by-case basis.

Features / Benefits / Costs – SQL Server is a widely-used relational DBMS used for client/server systems throughout the State. It is a stable product and has robust query capabilities from any platform. It can be used for small to large enterprise applications. The cost of the software itself is generally borne by the customer and will vary based on the license type and contract terms.

How to request services – For existing SQL Server support contracts, contact the *[Systems Engineering](#) Client Server manager at (302)739-9818. For new databases or application integration, see your *[Customer Relationship Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to [DTI Database Management System Standard](#).

5. Data Modeling

Service Description – DTI has skilled technicians and special tools and techniques to provide data modeling services for most databases in use in the state. Data modeling is usually a part of the early phases of a project, possibly as early as during definition of requirements.

Features / Benefits / Costs – The data modeling tools can be used on most databases in the state to gather information about existing data structures. The captured information can be added to the existing knowledge base to continuously increase the ability for DTI and its customers to have a broader vision of data structures across the State. Such information can be very valuable during project definition and systems design.

How to request services – Please consult your *[Customer Relationship Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to [DTI Database Management System Standard](#).

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