**REQUEST FOR PROPOSALS**

**RFP NO. 21-135**

**DATABASE MONITORING AND ON-DEMAND SERVICES**

**ATTACHMENT 2: Monitoring and Support Event Response**

**Priority 1 – High**

1. Notify DST Database and Enterprise Teams by email and phone. Contact details to be provided.
2. For Oracle Databases - Start research immediately. Do not perform any activities that would change the database status until there’s been a response from DST DB Team.
3. For SQL Server Databases – Start work immediately to bring up the database. DST Jail databases identified in [Appendix B] require an immediate response.

**Priority 2 – Medium**

1. Notify DST Database and Enterprise Teams by email. Contact details to be provided.
2. Test database for accessibility and report to DST Database and Enterprise Teams by email. Start analysis immediately. Do not perform any activities that would change the database status until there’s been a response from DST DB Team.
3. If a Medium event escalates to High, follow processes for P1 - High.

**Priority 3 – Low**

1. Notify DST Database and Enterprise Teams by email. Contact details to be provided.
2. No work is required.
3. If a Low event escalates to Medium or High, follow the processes for P1 – High or P2 – Medium.