IT Operations Best Practices

Reference Guide

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IT Operations Best Practices

The following recommendations are being provided to help ensure that applications are operating consistently.

- Perform regular backups
- Execute an Oracle stats recalculation on a weekly basis as **im_owner** using this CrunchTime script:

```
connect im_owner
begin
    imfpkg_utl_schema.pr_analyze(p_force => 'TRUE');
end;
/
```

- Do not add/change/remove objects in the CrunchTime schema. Any changes made will cause problems for upgrades and will have to be resolved before any upgrade can occur.
- Ensure tablespaces remain set to *autoextend* and there is enough space available.
- Ensure Database monitoring is in place for performance metrics and that there are no broken jobs.
- Ensure Application Server monitoring is in place for performance metrics such as RAM, CPU, and Disk Space usage.
- Use an http check to monitor for site availability.
- If sites are down, or if the sites are sluggish and the database is not stressed, the sites can be restarted using the command `/etc/init.d/ct-ncem restart`
- Before applying any database patch check with CrunchTime to verify compatibility.
- When applying OS patches to the database server, follow Oracle procedures and relink Oracle binaries after applying.
- Application Server patches can be applied on your schedule. Communicate any changes made to CrunchTime so they are accounted for when troubleshooting any problems reported in the future.

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