

THE UNIVERSITY OF NOTRE DAME

The University of Notre Dame Enriches Student Services with IDERA

OVERVIEW

The University of Notre Dame is one of the top higher education institutions in the United States. With more than 12,000 students and 5,000 employees, Notre Dame includes the main campus adjacent to South Bend, Indiana and remote campuses in London, Rome, Jerusalem, and Dublin.

Notre Dame's Office of Information Technologies (OIT) comprises more than 250 employees, approximately one-third of which are developers and database administrators. The team supports more than 2,200 unique user IDs, including many system users who authenticate at the application level, such as students using the print system.

The database services department manages the following database platforms: SQL Server, Oracle, MySQL and PostgreSQL. Regarding SQL Servers specifically, they have 41 instances containing more than 575 databases. The team provides database support for enterprise-class applications such as Ellucian Banner ERP, CRM systems, document management systems and SharePoint, and small, department-level applications, such as classroom equipment control, student printing management and e-discovery, among others.

ORGANIZATION PROFILE

THE UNIVERSITY OF NOTRE DAME

Industry Higher Education

Headquarters Indiana, US

Website www.nd.edu

CHALLENGE

Given its wide variety of servers, databases and applications across multiple datacenters, Notre Dame's database services department needed to be able to monitor its complex SQL Server infrastructure in a detailed but cost-effective manner. The team also wanted to be proactive in responding to potential database problems such as storage space, memory and slow performance.

SOLUTION

To address these challenges, Notre Dame's database team decided to evaluate three SQL monitoring products: Redgate's SQL Monitor, Dell's Foglight for SQL Server and IDERA's SQL Diagnostic Manager. They installed a trial version of each solution and ran it for two weeks to get a detailed understanding of how each one operated in Notre Dame's database environment. After each trial the team scored the products across approximately twenty criteria and ranked them by total scores, with IDERA's SQL Diagnostic Manager coming out the clear winner for its monitoring and alerting system. The product's easy setup, flexible alerting system and baselines along with its dashboard views were major differentiators for SQL Diagnostic Manager.

BENEFITS AND OUTCOMES

After installing IDERA SQL Diagnostic Manager, Notre Dame realized significant productivity gains and cost savings, thanks to more granular alerting capabilities and faster troubleshooting of potentially disastrous issues. Currently, the database team is using Diagnostic Manager to monitor all of its production SQL Servers and share status updates with management without having to purchase additional tools or add-ons. The team is also digging deeper into the product's capabilities to customize alerting and reporting at the server or server group level based on the different load characteristics they are serving.

"IDERA's SQL Diagnostic Manager is so easy to use. The flexible alerting system and dashboard give us the visibility we need to anticipate outages before they occur, and the IDERA support and sales staff are exceptionally easy to work with," said John W. Grover, MCITP, database administrator at the University of Notre Dame. "SQL Diagnostic Manager has many features available out of the box and provides a wealth of data. Now we're capitalizing on the flexibility we saw during the trial. We have more information at our fingertips than ever before, which just makes being a DBA more fun."

Along with SQL Diagnostic Manager, IDERA's SQL Permissions Extractor free tool saves the Notre Dame database team significant time and effort when moving applications from instance to instance by identifying all the security dependencies that are difficult to remember during a migration.

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John W. Grover, MCITP **Database Administrator**

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SQL Diagnostic Manager

ACHIEVE 24/7 SQL MONITORING

- Performance monitoring for physical and virtual environments
- Query plan monitoring to see the causes of blocks and deadlocks
- Transactional SQL Server application monitoring with SQL Workload Analysis
- Integrated SQL Doctor expert recommendations
- Predictive alerting with settings to avoid false alerts
- Web-based dashboard with at-a-glance views of top issues and alerts

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