

## **Case Study – PeopleSoft support to a large bank based in Mumbai**

VOW provided PeopleSoft production support for the HR applications of a large bank based on Mumbai.

### **Responsibilities:**

- Installing Oracle 10g on Sun Solaris.
- Monitoring Database, Checking for Table space Availability.
- Monitoring and optimizing the performance of the database and offering assistance to developers in optimizing their applications, queries, etc.
- Cloning Database from production to TEST and Development servers.
- Data and Project Migrations using Data Mover and Application Designer.
- Applying People Tools Patches, application and Oracle patches.
- Installing and configuring Oracle client and configuration TNS files to give two-tier access to developers and users
- Maintain Dev/Prod/Test Database servers.
- Compiling and Re-Linking COBOL Programs, Working with Audit Reports.
- Debugging SQR and Application Engine.
- Troubleshooting of Process Scheduler Servers
- Performing Backup Recovery procedure for Oracle Database including Hot and Cold Backup (Normal & RMAN)
- Configuration/Troubleshooting of tnsnames, listener setup.
- Collecting and diagnosing database problems using AWR report, Alert log, Trace files

### **Platforms:**

People Tools 8.49, People Soft HCM 9.0, Oracle 10g, SUN Solaris SPARCH 10