

CASE STUDY – SPVM

Summary

Organization / client

Service de Police de la Ville de Montréal (SPVM)

Sector

Public security

Size

7,000 users, 4,500 of whom work in mobile mode

Project

2008

IT recovery and high availability of the Oracle environment

Results and benefits

- 24/7 data availability and access;
- Validation within actual context of a fully redundant infrastructure;
- Optimization of storage disk utilization rate;
- Effective management;
- Enhanced performance.

Background

- This organization works in a sector where rapid access to information and data security are extremely critical for public safety;
- The SPVM had many storage servers and databases;
- Each system had its own backup system and disk space;
- Recovery time in case of system failure, breakdown or disaster was very lengthy;
- A very high percentage of users must access data via a mobile system.

Needs and challenges

- Implement an infrastructure that assures the high availability of data with no downtime;
- The SPVM must assure redundancy in the availability of the central database;
- Secure and maintain critical SPVM functions in case of disaster or breakdown;
- Protect data and ensure the immediate resumption of activities;
- Optimize database performance;
- Eliminate the potential for data loss caused by the failure of system components or servers;
- Eliminate the RPO (recovery point objective);
- Migrate data to a central database;
- Install a complex solution without impacting users.

Solutions

- Conduct an in-depth analysis of the architecture required;
- Create an ultra-efficient synchronous mirroring recovery infrastructure, including ORACLE RAC, between 2 sites many kilometres apart and that also assures immediate access to information;
- Integrate and centralize data through storage consolidation using a SAN;
- Put in place a pre-production environment to test and secure the solution;
- Transfer knowledge to provide autonomy to IT managers.