

AVAILABILITY MANAGEMENT



PURPOSE

Ensure that the level of availability delivered in all IT services meets the agreed availability needs and/or service level targets in a cost-effective and timely manner. Meet both the current and future availability needs of the business.

Availability management should provide a point of focus and management for all availability-related issues that apply to services, components and resources.



TRIGGERS

- New or changed business needs or new or changed services
- New or changed targets within agreements, such as SLRs, SLAs, OLAs or contracts
- Service or component breaches, availability events and alerts, including threshold events, exception reports
- Periodic activities such as reviewing, revising or reporting
- Review of availability management forecasts, reports and plans
- Review and revision of business and IT plans and strategies
- Review and revision of designs and strategies
- Recognition or notification of a change of risk or impact of a business process or VBF, an IT service or component
- Request from SLM for assistance with availability targets and explanation of achievements



KEY TERMS

AMIS (Availability Management Information System)



INPUTS

- Business impact information
- Reports and registers
- Service information from service portfolio, service catalogue and SLM
- Financial information,
- Change and release information,
- Service asset and configuration management information
- Service targets from SLAs, SLRs, OLAs and contracts
- Component information on availability, reliability and maintainability requirements
- Technology information
- Past performance information
- Unavailability and failure information from incidents and problems
- Planning information from other processes such as the capacity plan from capacity management.

Availability Management

- Plan and design
- Assess and manage risk
- Implement and test countermeasures
- Review and improve
- Monitor, measure, analyse, report and review ...Availability
- Investigate and remedial of unavailability

AMIS

- Availability plan
- Design criteria
- Reports
- Projected service outage
- Testing schedule



OUTPUTS

- The availability MIS (AMIS)
- Availability plan Availability and recovery design criteria
- Proposed service targets for new or changed services
- Service availability, reliability maintainability reports of achievements against targets
- Component availability, reliability and maintainability reports of achievements against targets
- Revised risk assessment reviews and reports, updated risk register
- Monitoring, management and reporting requirements for IT services and components
- availability management test schedule Planned and preventive maintenance schedules
- Contributions for the PSO to be created by change in collaboration with release and deployment management
- Details of the proactive availability techniques and measures
- Improvement actions for inclusion within the SIP