




AVAILABILITY MANAGEMENT

Availability Management is one of five components in the ITIL Service Delivery area. It is responsible for ensuring application systems are up and available for use according to the conditions of the Service Level Agreements (SLAs).

All areas of a service must be measurable and defined within the Service Level Agreement (SLA).



AVAILABILITY MANAGEMENT

Mission Statement		
Optimize the capability of the IT infrastructure, services and supporting organization to deliver a cost effective and sustained level of service availability that meets business requirements.		
Process Goals	Success Factor	KPI's
 <p>ITIL-aligned policies and procedures</p> <p>Dedicated Availability Management Process Owner</p> <p>Holistic management of IT service availability versus independent technical silos</p> <p>Actions to ensure availability levels meet established service level targets</p> <p>Service Improvement Projects (SIPs) to address availability shortfalls and concerns</p> <p>Actions to proactively seek availability improvements where needed</p> <p>Actions to ensure appropriate levels of availability have been built into new IT solutions</p>	 <p>Maintaining Availability and Reliability of IT services</p> <p>Providing Availability Cost Effectively</p> <p>Proactively Addressing Availability Improvements Where Needed</p>	 <p>Number of incidents caused by hardware failures</p> <p>Number of incidents caused by maintenance failures</p> <p>Number of incidents caused by resilience failures</p> <p>Number of incidents caused by security failures</p> <p>Number of incidents caused by operational failures</p> <p>Number of incidents caused by application failures</p> <p>Number of incidents caused by data issues/problems</p> <p>Number of incidents caused by lack of support skills</p> <p>Number of incidents caused by customer actions</p>

Availability Management and IT Security

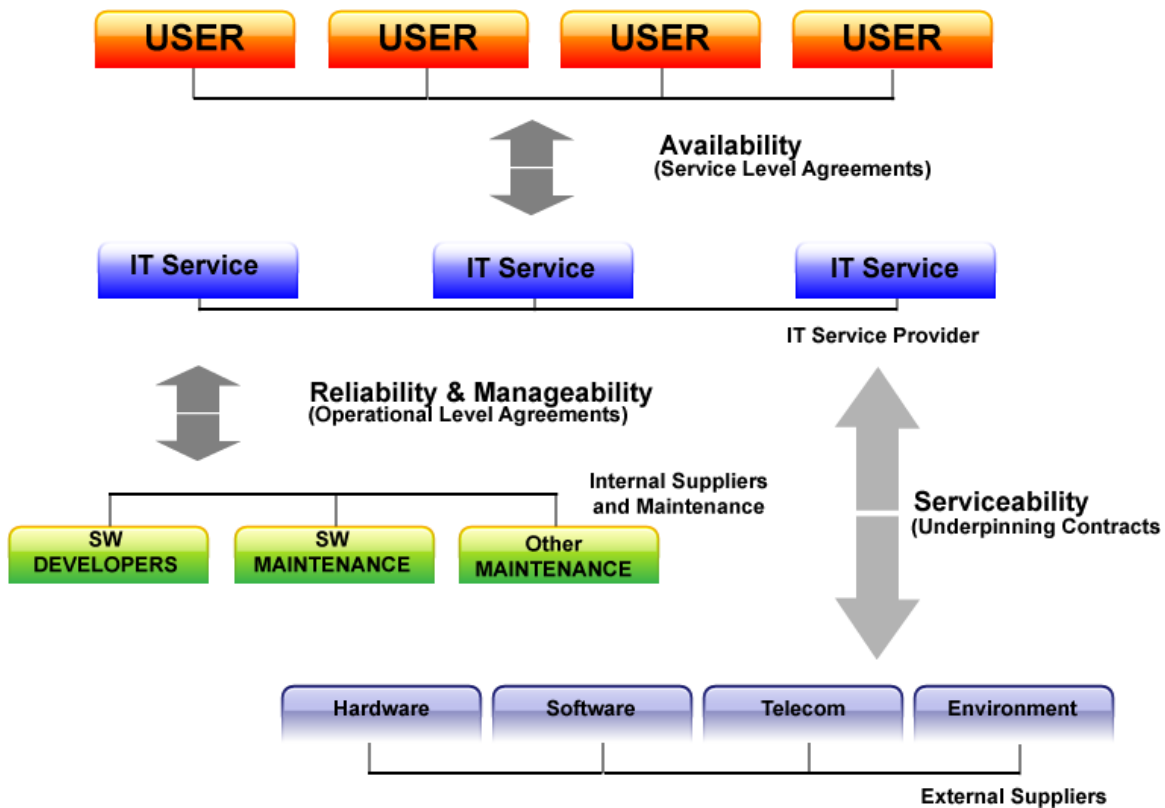


Figure 1 – Availability Management diagram

Availability is usually calculated based on a model involving the Availability Ratio and techniques such as Fault Tree Analysis, and includes the following elements:

- **Serviceability** – where a service is provided by a 3rd party organization, this is the expected availability of a component.

- **Reliability** – the time for which a component can be expected to perform under specific conditions without failure.

- **Recoverability** – the time it should take to restore a component back to its operational state after a failure.

- **Maintainability** – the ease with which a component can be maintained, which can be both remedial and preventative.

- **Resilience** – the ability to withstand failure

- **Security** – the ability of components to withstand breaches of security

IT Security is an integral part of Availability Management, this being the primary focus of ensuring IT infrastructure continues to be available for the provision of IT Services.

Some of the above elements are really the outcome of performing a risk analysis to identify any resilience measures to be put in place, identifying just how reliable elements are and how many problems have been caused as a result of system failure.

The risk analysis also recommends controls to improve availability of IT infrastructure such as development standards, testing, physical security, the right skills in the right place at the right time, etc..

Benefits to implementing Availability Management processes include:

- Services are available for use during expected timeframes as specified in SLAs.
- Services are provisioned on specific infrastructure depending upon their availability needs. This avoids unnecessary costs due to provisioning services with longer recovery times on more expensive high-availability platforms.
- Potential service availability issues are identified and corrected **before** they negatively impact services.

Availability Management processes are tightly integrated with ***Service Level Management, Configuration Management, and Incident Management.***



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