Availability Management Process Flow

Customer requirements regarding Availability

Service Level Management

Requirements are captured in Service Level Agreements and supported by internal Operational Level Agreements and external Underpinning contracts

New Technology impact information

Capacity Management

Availability Design regarding ROI against VBF

Financial Management for IT Services

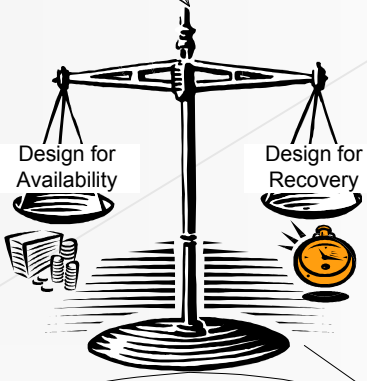
The Vital Business Function (VBF) is a major factor to consider during planning for availability.

The CMDB has a role to play in each process. Even if it is simply holding information about plans, policies and procedures.

Configuration Management Database

External Factors

All processes have external factors that have a bearing on their activities and outcomes. These include market pressures, competitors actions, specific country and local legislative requirements



This flow chart has a specific process focus, but also indicates where other processes contribute.

It is important to point out that the design for availability or recovery is not an exclusive OR, but an inclusive AND. High Availability designs are the proactive approach, Recovery considerations recognize that there will be failures at some point in time.

Availability Planning

Justification

Security Guidelines / Policies / Requirements

Availability Plan

Planned Maintenance Schedules

Change Management
Forward Schedule of Changes (FSC)

The FSC is a powerful information tool for the Service Desk staff.

Availability Targets

Capacity Management;
Demand Management

Availability expectations can be managed in conjunction with Demand Management. Charging is a way to curb demand and adjust customer availability requirements to more realistic levels.

Availability Measures

Availability Reporting

Monitor Performance

Service Level Management;
Service Improvement Plan

"Cost of non-availability"

Availability Management can be considered a 'science' in its own right; in particular the issue of non-availability cost
IT professionals can no longer rely on generating fear in business people regarding potential loss of services. It is now a field that requires realism and believability.

Confidentiality

Integrity

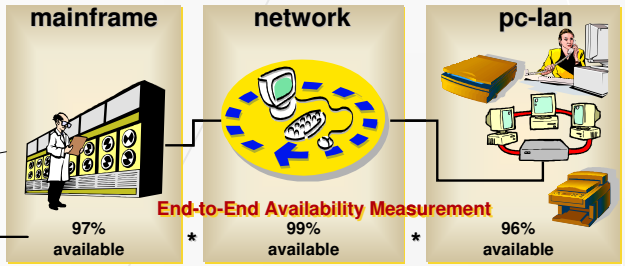
Availability

Organization Factors

The "tripple trouble" areas for availability relate to Security issues and help us understand the factors that can cause non-availability.

The more traditional issues used to measure cost of non-availability are 'lost productivity', 'opportunity cost' and 'damage to reputation'.

Availability and Problem Management are two key processes that help to identify sub-standard service delivery.



Service & Component Availability is measured using the formula:
(Agreed Service Time - Downtime during Service period) / Agreed Service Time * 100%

0.97 * 0.99 * 0.96 = 92.18%

Traditionally we measured availability on individual components – and the numbers looked good. Now we can see that when we combine the **PRODUCT** of the components, the overall availability to the customer/end-user is quite low.

Availability has to be purchased before it can be sold!
Component resilience at every point in the "end-to-end" delivery of services has to be developed before it can be promised to customers.

Component Failure Impact Analysis (CFIA)

Technical Observation Post (TOP)

Systems Outage Analysis (SOA)

While the concept of customer focused measurement of availability is critical; there is still a need to study individual components. These 'tools' are useful in the field.

Important note:
Internationally recognized flowchart symbols are used when their use is unambiguous

Decision

Stored Data

Predefined process

Document

Manual Operation

This flow chart prepared by The Art of Service as a representative example. Errors and Omissions Excepted