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# 1. Purpose

The purpose of availability management is to ensure that services are available at agreed-upon levels to suit the needs of customers and users. The more important a service is to a consumer, the more money the organization should put into making sure it's available.

# 2. Responsibilities

## 2.1 Availability Manager

1. Ensures that all IT services meet target levels of availability.
2. Provides guidelines for ensuring that new or changed IT services fulfil availability objectives.
3. Ensures that new or updated IT services adhere to availability tests and plans, after a major business change.
4. Ensures availability related risks are identified, prioritized, assessed, and treated.
5. Collects availability requirements from stakeholders
6. Works to improve the availability of IT services in a proactive manner.
7. Produces and maintains an Availability Plan that prioritizes and plans enhancements to IT availability and participates in availability design, testing, reviews
8. Ensures that incidents and concerns relating to availability are resolved.
9. Approves the availability plan, and any deviations or changes will be informed prior to approval. Once the changes are made, the availability manager reviews the availability plan and approves it.

## 2.2 Team member

1. Provide technical guidance on the availability of specific Configuration Item classes (Cis).
2. Carries out proactive and reactive availability process activities.
3. Keep an eye out for new product availability characteristics, gather availability measurements data, analyzes them and presents to the management.
4. As needed, provide Tier III assistance in the restoration of services following major incidents.
5. Participate as an Availability Expert in Major Incident Reviews and Root Cause Analyses at the request of the Problem Manager.

## 2.3 IT operations Manager

1. Maintaining CIs on a regular basis that has an impact on their availability.
2. Participate in availability and recoverability discussions.
3. Meet operational goals and explain deviations from them.

# 3. Contribution to service value chain

Chart, diagram, funnel chart

Description automatically generated

* Plan- Considers service portfolio decisions, as well as goal setting and direction for services and practices. Collecting availability requirements from stakeholders and puts a plan to design as per the requirements, cost and technological constraints.
* Improve- focuses on increasing and improvement of service availability.
* Engage- focuses on finding and engaging with stakeholders to gain a better knowledge of their availability requirements
* Design and transition- focuses on identifying, creating, and transitioning services in line with service availability requirements. Availability related risks are treated during this phase.
* Obtain/build- focuses on acquiring and developing the components that support the provision of services
* Delivering and support- focuses on service monitoring and management to guarantee that services are available as needed.

# 4. Availability Management steps

1. Plan and design- The availability management process guarantees that new or modified services are designed to fulfil the customer's availability requirements, as defined by service level targets. It involves determining the business's availability requirements for a new or expanded IT service, as well as the supporting IT components availability and recovery design criteria.
2. Risk assessment and management- The Risk Assessment and Management step's goal is to provide cost-effective risk reduction and recovery from service and component availability.
3. Implement cost effective measures- The objective of this stage is to design risk-reduction strategies and effective recovery mechanisms that address the risks identified during the risk assessment review.
4. Review the new and changed services- This stage is to conduct a review of all new and updated services, as well as to test all availability and resilience strategies. All aspects meant to contribute to service and component availability must be examined and tested throughout the service transition stage. To ensure that the promised levels of availability are met, availability review and testing procedures and rules should be integrated into overall transition techniques, processes, and practices.
5. Continual Improvement- The purpose of this phase is to keep looking for new ways to improve and identify areas of availability of the IT infrastructure. The advantages of this regular review method are that it may be possible to achieve higher levels of availability at reduced costs.
6. Monitor and ensure component availability- This step’s purpose is to detect unavailability events and SLA/OLA violations then send out necessary messages.
7. Investigate service and component outages unavailability- This step investigates and takes appropriate corrective actions when services or components become unavailable.

# 6. Business Impact Analysis

| **Service** | **Value** | **Impact** | **Cost of impact** | **Details** |
| --- | --- | --- | --- | --- |
| Service desk | Resolves IT related issues. | Knowledge hub | $20000 | Knowledge hub platform is hacked and requires immediate response from cyber team |
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# 7. Key Performance Indicators

* IT Service Availability in Relation to the SLAs and OLAs Agreed Availability
* Number of service disturbances
* Average duration of service interruptions
* Percentage of services and infrastructure components under availability monitoring
* The number of steps that have been implemented with the goal of enhancing availability.

# 8. Improvement Schedule

| **Service** | **Outage** | **Impact** | **Description** | **Benefit** |
| --- | --- | --- | --- | --- |
| Service desk | Knowledge hub hacked | $20000 | Cyber team takes control of the knowledge. All bugs are removed |  |
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# 9. Availability plan record

| **Availability ID** | **Requester** | **Description** | **Availability owner** | **Service that must be redesigned** | **Service reliability** | **Service resilience** |
| --- | --- | --- | --- | --- | --- | --- |
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# 10. Availability Transition record

| **Availability transition id** | **Transition requester** | **Availability transition description** | **Availability transition agent** | **Availability transition owner** | **Configuration items affected by change** |
| --- | --- | --- | --- | --- | --- |
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# 11. Proactive and Reactive Activities

Reactive activities are those that play a part in operational duties. Reactive tasks include monitoring, measuring, analyzing, and managing all events, incidents, and problems regarding unavailability.

Proactive activities are those that play a part in design and planning tasks. Proactive activities include things like proactive planning, design, and availability enhancement. The availability management process is completed at the two interrelated levels listed below:

* Service availability- Service ability is calculated based on the following equation:

Availability % =

The agreed service time is estimated time the service will be in operation. Your agreed service time is equal to 18 hours, 1,080 minutes, or 64,800 seconds every workday if your service level mandates that users have access to an ERP system from 6:00 AM to Midnight on workdays.

* Downtime- Downtime is the amount of time the service is unavailable during the scheduled service time.