

Objective:
To create a Availability management Process

Roles within Service Design
- Service Design Manager
- Availability Manager

Define the Criteria
- Constraints
- Which measure data is available
- Reporting environment

Proactive and reactive activities

Service availability
Component availability

Define Service Failure

Define how to calculate risks?
Availability in operation
Availability during updates
Availability when new functionality is presented to users

Design reports:
The most important is to define how reporting should be done.
Reporting must be consistent and stable.
Business must be able to compare information between reports.

2 ways:
1. Do ready to use reports with limited analyse capabilities
2. "Laundry" data to be integrated into a datawarehouse environment

My advice is to have both but start up with 1. It gives atleast the answer if IT is providing service as agreed or not. If Service is provided as agreed 2 only is needed for continuesly improvement...

Example of reports:
Service available (%)
Service unavailable (%)
Service downtime in hours

Service Management Information System (SMIS)
- Actual availability levels versus AST
- Changes
- Scheduling
- Future

Define a schedule framework to measure Service Availability.

Planning of the transition of the Service Availability process.

Availability Management
- Service availability
- Component availability

Reliability (MTBF) = (Available time in hours - Total downtime in hours)/ Number of breaks
Agreed Service time AST is defined in the Service catalogue
Downtime is steered and calculated from Call and Incident management

