

<h1>Availability Management Plan Template</h1>	Your Logo
	(v 1.0)

Author	Reviewers	Signatories

DOCUMENT INFORMATION

<i>Master Location</i> :	
<i>File Name</i> :	
<i>Distribution</i>	

CHANGE HISTORY

Version No.	Date	Details of Changes included in Update	Author(s)
			<i>Authors name</i>



Noja Consulting Ltd

This free template is provided by Noja Consulting Limited. It may be used by your organisation but must retain the logo and wording provided by Noja Consulting. For more information on the services offered by Noja Consulting visit www.noja.co.uk.

AVAILABILITY PLAN

PURPOSE: A Plan to ensure that existing and future Availability Requirements for IT Services can be provided cost effectively.

GOAL: To improve the overall availability of IT services and infrastructure components, to ensure that existing and future business availability requirements can be met.

SCOPE: As agreed, but as a minimum should include existing key IT services, new and planned services in development. *(State the services covered by the plan)*

(Guidelines)

The Availability Plan should be updated on a regular (Monthly) basis and aligned to Capacity and Financial plans.

Availability Management Plan

EXECUTIVE SUMMARY:

(Guidelines)

The Executive or Management Summary should contain a one or two page overview of the most important aspect of the overall plan.

Availability Management Plan

PERFORMANCE:

(Guidelines)

Document actual levels of availability versus agreed levels of availability for key IT services. Availability measurements should always be business- and customer-focused and report availability as experienced by the business and users.

Service Summary

Service	Outage	Impact	Description	Target	Projected Availability

Component Summary

Service	Outage	Impact	Description	Target	Projected Availability

Availability Management Plan

ACHIEVEMENTS / PERFORMANCE IMPROVEMENTS:

(Guidelines)

Document those activities being progressed to address shortfalls in availability for existing IT services. Where investment decisions are required, options with associated costs and benefits should be included.

Summary

Service	Outage	Impact	Description	Benefit	Cost

Availability Management Plan

OPTIONS FOR IMPROVEMENT:

(Guidelines)

This section should contain details of changing availability requirements for existing IT services. The plan should document the options available to meet these changed requirements. Where investment decisions are required, the associated costs of each option should be included.

Details of the availability requirements for forthcoming new IT services. The plan should document the options available to meet these new requirements. Where investment decisions are required, the associated costs of each option should be included.

Summary

Service	Outage	Impact	Description	Benefit	Cost

Availability Management Plan

IMPROVEMENT SCHEDULE

(Guidelines)

A forward-looking schedule for the planned SFA assignments.

Regular reviews of SFA assignments should be completed to ensure that the availability of technology is being proactively improved in conjunction with the SIP.

Summary

Date	Area/System	Description	Achievements	Status

Availability Management Plan

TECHNOLOGICAL OPPORTUNITIES:

(Guidelines)

The technology futures section provides an indication of the potential benefits and exploitation opportunities that exist for planned technology upgrades. Anticipated availability benefits should be detailed, where possible based on business-focused measures, in conjunction with Capacity Management. The effort required to realize these benefits where possible should also be quantified.

Summary

Date	Description	Area/System	Potential Benefit	Resource requirement

Availability Management Plan

Glossary of terms

Availability	Key indicator of the service provided. It should be defined in the Service Level Agreement
Impact	A measure of the effect of an Incident, Problem or Change on Business Processes. Impact is often based on how Service Levels will be affected. Impact and Urgency are used to assign Priority.
Maintainability	The ability of the IT group to maintain the IT infrastructure in operational state and available according to the agreed service levels
PSO	Projected Service Outage
Reliability	Reliability of the service is made up out of the reliability of Service Components and the resilience of the IT infrastructure.
Resilience	The ability of individual components to absorb or be flexible in times of stress.
Security	Confidentiality, Integrity and Availability (CIA) of Data or a Service.
Service	A business defined deliverable supported by one or more I.T. Systems, which enables the business to deliver its objectives
Serviceability	The ability of a Third-Party Supplier to meet the terms of its Contract. This Contract will include agreed levels of Reliability, Maintainability or Availability for a Configuration Item.
Vital Business Function	The business critical element of the business process that is supported by the IT service.

Acronyms

AMIS	Availability Management Information System
BIA	Business Impact Analysis
CFIA	Component Failure Impact Analysis
MTBF	Mean Time Between Failures - mean time between the recovery from one incident and the occurrence of the next incident.
MTBSI	Mean Time Between System Incidents - mean time between the occurrence of two consecutive incidents. The MTBSI = MTTR + MTBF.
MTRS	Mean Time to Recover System -average time between the occurrence of a fault and service recovery (or the downtime).
SFA	An Activity that identifies underlying causes of one or more IT Service interruptions. SFA identifies opportunities to improve the IT Service Provider's Processes and tools, and not just the IT Infrastructure. SFA is a time-constrained, project-like activity, rather than an ongoing process of analysis.

Availability Management Plan

SPOF

Single Point of Failure - Any Configuration Item that can cause an Incident when it fails, and for which a Countermeasure has not been implemented. A SPOF may be a person, or a step in a Process or Activity, as well as a Component of the IT Infrastructure.

Availability Management Plan

General Guidance for Availability Management and using the Availability Plan

During the initial production of the Availability Plan, it is recommended that liaison with all functional, technical and process areas is undertaken.

The Availability Plan should cover a period of one to two years, with a more detailed view and information for the first six months.

The plan should be reviewed regularly, with minor revisions every quarter and major revisions every half year. Where the technology is only subject to a low level of change, this may be extended as appropriate.

It is recommended that the Availability Plan is considered complementary to the Capacity Plan and Financial Plan, and that publication is aligned with the capacity and business budgeting cycle.

If a demand is foreseen for high levels of availability that cannot be met due to the constraints of the existing IT infrastructure or budget, then exception reports may be required for the attention of both senior IT and business management.

In order to facilitate the production of the Availability Plan, Availability Management may wish to consider having its own database repository. The AMIS can be utilized to record and store selected data and information required to support key activities such as report generation, statistical analysis and availability forecasting and planning.

The AMIS should be the main repository for the recording of IT availability metrics, measurements, targets and documents, including the Availability Plan, availability measurements, achievement reports, SFA assignment reports, design criteria, action plans and testing schedules.