

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

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**CHANGE HISTORY**

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

## Availability Management Plan

### **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.

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**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

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**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

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**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

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**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

<b>Availability</b>	Key indicator of the service provided. It should be defined in the Service Level Agreement
<b>Impact</b>	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.
<b>Maintainability</b>	The ability of the IT group to maintain the IT infrastructure in operational state and available according to the agreed service levels
<b>PSO</b>	Projected Service Outage
<b>Reliability</b>	Reliability of the service is made up out of the reliability of Service Components and the resilience of the IT infrastructure.
<b>Resilience</b>	The ability of individual components to absorb or be flexible in times of stress.
<b>Security</b>	Confidentiality, Integrity and Availability (CIA) of Data or a Service.
<b>Service</b>	A business defined deliverable supported by one or more I.T. Systems, which enables the business to deliver its objectives
<b>Serviceability</b>	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.
<b>Vital Business Function</b>	The business critical element of the business process that is supported by the IT service.

### Acronyms

<b>AMIS</b>	Availability Management Information System
<b>BIA</b>	Business Impact Analysis
<b>CFIA</b>	Component Failure Impact Analysis
<b>MTBF</b>	Mean Time Between Failures - mean time between the recovery from one incident and the occurrence of the next incident.
<b>MTBSI</b>	Mean Time Between System Incidents - mean time between the occurrence of two consecutive incidents. The MTBSI = MTTR + MTBF.
<b>MTRS</b>	Mean Time to Recover System -average time between the occurrence of a fault and service recovery (or the downtime).
<b>SFA</b>	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.