PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Availability Management Masterclass	**Course Duration**: 1.0 Day
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate Of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our IT Availability Management Masterclass will cover the following topics:

- How to get started with Availability Management
- Understanding the customer and user perspective
- Measuring availability
- The Availability Management process down to activity level
- Process interfaces and dependencies
- The Availability plan
- Techniques and methods
- Roles and responsibilities
- The technology
- An implementation/improvement roadmap
- Metrics, KPIs and reporting
- How to communicate the benefits
- Ongoing continual service improvement
- Current and future challenges

Course Overview

The purpose of Availability Management is to ensure that services deliver agreed levels of availability to meet the needs of customers and users.

The more critical a service is to the customer, the more the company should invest in its availability.

Our one-day IT Availability Management Masterclass will help you to understand what 'availability' and 'unavailability' actually mean.

It will look at the business perspective and giving you the ability to return to your organisation with the increased knowledge, confidence and hopefully enthusiasm to make a huge difference to your organisations capability to manage service availability.

Course Learning Outcomes

By the end of this masterclass, participants will have a thorough understanding of Availability Management concepts, principles, and methodologies. They will be equipped to design, implement, and optimise strategies that ensure the consistent availability of IT services, aligned with business needs, while also being prepared to manage and mitigate downtime events effectively.

Audience

Our IT Availability Management Masterclass is suitable for anyone who would like a better understanding of the Availability Management process.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Availability Management Masterclass.

Recommended Reading

There is no recommended reading associated with our IT Availability Management Masterclass.

What's Included

Our IT Availability Management Masterclass includes digital course manuals and hand-outs.

Exam Information

There is no formal examination or certificate associated with our IT Availability Management Masterclass.

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Availability Management is the heart of IT Service Management (ITSM) as it has the greatest responsibility in determining IT service value.