



# Availability Management Process

*ITILv3 Foundations*

<http://www.jasondion.com>

## Availability Management Process

- Concerned with meeting current and future availability needs of the business
- Ensure that the level of availability delivered in all IT services meets the agreed availability needs and/or service level targets in a cost effective and timely manner



## Definition: Availability

- Ability of a service, system, or configuration item to perform its function when required



## Two Types of Availability

- Service Availability
  - Focused on end-to-end service that is experienced by the end user or customer
- Component Availability
  - Focused on each individual piece that together provides the end-to-end experience
- Which is more important?



## Keys to Availability Management

- Develop Service Level Targets of availability portions of SLAs
- Design services capable of meeting the agreed upon availability requirements
- Measure and monitor availability
- Respond to incidents that detract from our availability

