GoodSound

Availability Plan

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| General | |
| Description | This document provides the Availability Management Plans for GoodSound computing systems. |
| Purpose | Define, analyze, plan, measure and improve the availability of IT services in all aspects. |
| Applicable to | *All GoodSoundIT Services subject to Availability Management* |
| Supersedes | *N/A* |
| Document Owner | **Cristian Cuerda** |
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| Version History | | | |
| --- | --- | --- | --- |
| Version | Date | Author(s) | Change Summary |
| 1.0 | 2018-05-15 | Cristian Cuerda | Initial approved version |
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| Table of Contents |
| [General 1](#_Toc514151758)  [Table of Contents 2](#_Toc514151759)  [ANÁLISIS Y TOMA DE DATOS EN UNA ZONA DE RUIDO 3](#_Toc514151760)  [Service 1 – Service Description 3](#_Toc514151761)  [Service 1 – Current SLAs & Location 3](#_Toc514151762)  [Service 1 – Current OLAs & Location 3](#_Toc514151763)  [Service 1 – Current Availability Status 3](#_Toc514151764)  [Service 1 – Primary Service Components 3](#_Toc514151765)  [Service 1 – Anticipated Business Requirement Changes 4](#_Toc514151766)  [Service 1 – Availability Impacts of New Business Requirements 4](#_Toc514151767)  [Service 1 – Recommendations 4](#_Toc514151768)  [MONITORIZACIÓN DEL RUIDO EN UNA ZONA DETERMINADA 4](#_Toc514151769)  [Service 2 – Service Description 4](#_Toc514151770)  [Service 2– Current SLAs & Location 5](#_Toc514151771)  [Service 2– Current OLAs & Location 5](#_Toc514151772)  [Service 2 – Current Availability Status 5](#_Toc514151773)  [Service 2 – Primary Service Components 5](#_Toc514151774)  [Service 2 – Anticipated Business Requirement Changes 5](#_Toc514151775)  [Service 2– Availability Impacts of New Business Requirements 5](#_Toc514151776)  [Service 2 – Recommendations 6](#_Toc514151777) |

Executive Summary

**This document presents the availability plan for the services available in the services catalog. It indicates what is the current service availability, what business requirements must be met in the future, what impact those requirements will have and recommendations are provided for the service to be developed properly. The services of the organization currently have an availability higher than 98%**

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| ANÁLISIS Y TOMA DE DATOS EN UNA ZONA DE RUIDO |
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| Service 1 – Service Description |
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| The company will carry out a preliminary study in the place of conflicting noise, in order to be able to determine if it is necessary to monitor the noise of that area and carry out the installation of the different infrastructures that are needed for it. |

| Service 1 – Current SLAs & Location | |
| --- | --- |
| SLA Identifier | SLA Location |
| **SLA-CRITICAL01** | **Service Level Management Repository** |

| Service 1 – Current OLAs & Location | |
| --- | --- |
| OLA Identifier | OLA Location |
|  | **Not available** |

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| Service 1 – Current Availability Status |
| **The availability of the service was last year of 98'6%** |

| Service 1 – Primary Service Components |
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| **Hardware:**   * **Component 1: Sensor Ruido** * **Component 2: Tablet** * **Component 3: PC1**   Software:   * **Component 1: Software de deteccion de anomalias** * **Component 2: Sotfware de gestion documental** * **Component 3: Software de almacenamiento en BDD** |

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| Service 1 – Anticipated Business Requirement Changes |
| **The productivity will grow with 5% in 2018**  **The benefits will grow with 15% in 2018** |

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| Service 1 – Availability Impacts of New Business Requirements |
| **If productivity increases, we can solve problems of the availability of our services and our employees will work more efficiently**  **If the benefits increase, we can allocate more resources to hire maintenance staff to ensure the improvement of availability.** |

| Service 1 – Recommendations |
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| * **It is recommended that noise measurements be made in different areas of the establishment throughout the period of data collection, to obtain the maximum possible detail in the information.** * **Identification of potential bottlenecks** * **It is necessary to use the noise detection tools provided by the company to make the measurements as accurately as possibleThreshold recommendations** * **The duration of the noise-taking period should not be longer than two weeks to avoid unnecessary costsThreshold audits** |

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| MONITORIZACIÓN DEL RUIDO EN UNA ZONA DETERMINADA |
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| Service 2 – Service Description |
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| The company will be responsible for installing the necessary infrastructure in the zone of conflicting noise in order to be able to obtain the noise data in real time and thus carry out the digitalization and subsequent monitoring of the noise data. |

| Service 2– Current SLAs & Location | |
| --- | --- |
| SLA Identifier | SLA Location |
| **SLA-CRITICAL01** | **Service Level Management Repository** |

| Service 2– Current OLAs & Location | |
| --- | --- |
| OLA Identifier | OLA Location |
|  | **Not available** |

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| Service 2 – Current Availability Status |
| **The availability of the service was last year of 98'1%** |

| Service 2 – Primary Service Components |
| --- |
| **Hardware:**   * **Component 1: Sensor Ruido** * **Component 2: Rasberry PI** * **Component 3: Arduino** * **Component 4: LEDs** * **Component 5: PC1** * **Component 6: PC2** * **Component 7: Tablet**   **Software:**   * **Component 1: Software Columna Conciencia** * **Component 2: Software Desarrollo Android** * **Component 3: Software Desarrollo Raspberry** * **Component 4: Sofware Gestion Documental** * **Component 5: Software Almacenamiento BDD** |

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| Service 2 – Anticipated Business Requirement Changes |
| **The productivity will grow with 10% in 2018**  **The benefits will grow with 25% in 2018** |

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| Service 2– Availability Impacts of New Business Requirements |
| **If productivity increases, we can develop more projects in less time, directly impacting on the company's benefits.**  **If the benefits increase, we can allocate more resources to I+D+i so that our company will be at the forefront of the market** |

| Service 2 – Recommendations |
| --- |
| * **It is recommended that the user requirements are adequately collected so that the solution is personalized and appropriate to each establishment.** * **Identification of potential bottlenecks** * **The duration of the process from the beginning of the development until the column is installed should not be longer than two months** |