

## Delivery and operation: Service design; Availability management AVMT

### **Description**

The definition, analysis, planning, measurement, maintenance and improvement of all aspects of the availability of services, including the availability of power. The overall control and management of service availability to ensure that the level of service delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost effective manner.

### **Level 6**

Sets policy and develops strategies, plans and processes for the design, monitoring, measurement, maintenance, reporting and continuous improvement of service and component availability, including the development and implementation of new availability techniques and methods.

### **Level 5**

Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.

### **Level 4**

Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.