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| General | | | |
| **This document is under the Change Management Control Policy.** | | | |
| Description | The plan of action to direct and enforce the activities of Availability Management in a controlled manner to meet required levels of service. | | |
| Purpose | The purpose of this policy is to establish an Availability Management (AM) policy for The Fermilab Computing Sector. The intent is to ensure that service availability requirements are appropriately set and consistently met. This policy requires that Availability Management is performed in accordance with established AM procedures. | | |
| Applicable to | *Availability Management as it relates to the ISO20000 initiative* | | |
| Supersedes | *N/A* | | |
| Document Owner | Availability Manager | **Owner Org** | Computing Sector |
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| 1.0 | 2010-09-21 | Matt Crawford | Initial Approved document |
| 2.0 | 2011-12-20 | Matt Crawford | Annual review & revision |
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1.0 Scope

The Availability Management Policy applies equally to all individuals in the Computing Sector. Its scope includes management of events that are outside of standard operation of a service and cause or may cause an interruption to or a reduction in the quality of service with an established Fermilab IT SLA. The process and procedures in Availability Management are applied to:

* All services for which the Computing has Service Level Agreements in place.
* Agreed-upon critical services.

2.0 Policy

Availability Management shall be performed in accordance with an established Availability Management process and set of procedures. The process and procedures must cover:

* Analyzing incidents and events that impact service availability
* Development of appropriate availability requirements
* Risk management
* Interfaces (for example, with Service Level Management, Capacity Management, Incident Management, Problem Management, Change Management).

Availability Management activities must be based on the established process and set of procedures referenced in this document. They include:

* Analyze current availability
* Document new requirements
* Execute risk management
* Implement new availability

The Availability Manager has the authority to assign Availability Analysts within the appropriate support groups.

Availability Questionnaires shall be kept on file for the period of time documented in the organizational document retention policy.

The Availability Questionnaires shall be reviewed at least annually to ensure requirements are being met as agreed in all circumstances to and to ensure they reflect agreed upon changes required by the business.

The Availability Management process shall identify availability requirements on the basis of business plans, business requirements, SLAs, OLAs, and risk assessments.

The Availability Management process shall ensure that requirements include access rights and response times as well as end-to-end availability of IT Service components.

The Availability Management process shall remain fluid in the face of identified improvement opportunities and will be continually improved.

Availability Management should ensure integration with other ITSM processes.

IT service availability requirements should be considered during service design.

IT services should have clearly defined SLAs to report against.

Organizational strategic plans should be provided to Availability Management as soon as they are approved.

Accurate usage forecasts should be provided to Availability Management as soon as they are approved.

Availability data and information will be stored in the Availability Management repository.

3.0 Enforcement

Violation of this policy may lead to disciplinary action.

4.0 Associated Documents

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| --- | --- | --- |
| Document Name | Description | Relationship |
| Fermilab Availability Management Policy | Policy | This document |
| Fermilab Availability Management Process and Procedures | Process | Process document |
| Fermilab Communication and Awareness Plan | Communication Plan | Communication |

5.0 Definitions

| Term / Acronym | Definition |
| --- | --- |
| Reliability | The prevention of operational failure, and the ability to keep services and IT infrastructure components operable |
| Maintainability | The ability to restore services or IT infrastructure components back to normal operation |
| Critical Business Function | Represents a business-critical element of a business process supported by an IT service. |