

Availability Management

Status update 2010-09-15

Process Status

Documents presented to sponsors last week;
sent back for minor edits.

Drafts are in sharepoint; will be in DocDB.

Availability Plan Template

foreach \$service in \$your_support_group:

- Service
- Current SLAs, OLAs
- Availability record for prior year
- Service components, HW & SW
- Anticipated business requirements changes & their impacts
- Recommendations

Definitions

Availability of *your* service is measured from the *users'* point of view. Failures of network, power, DNS, authentication infrastructure can all affect your service's availability.

* Take this into account when negotiating OLAs with supporting services and SLAs with customers.