

# Availability Management Service and Capability Assessment

## Deliverables from our Availability Management service

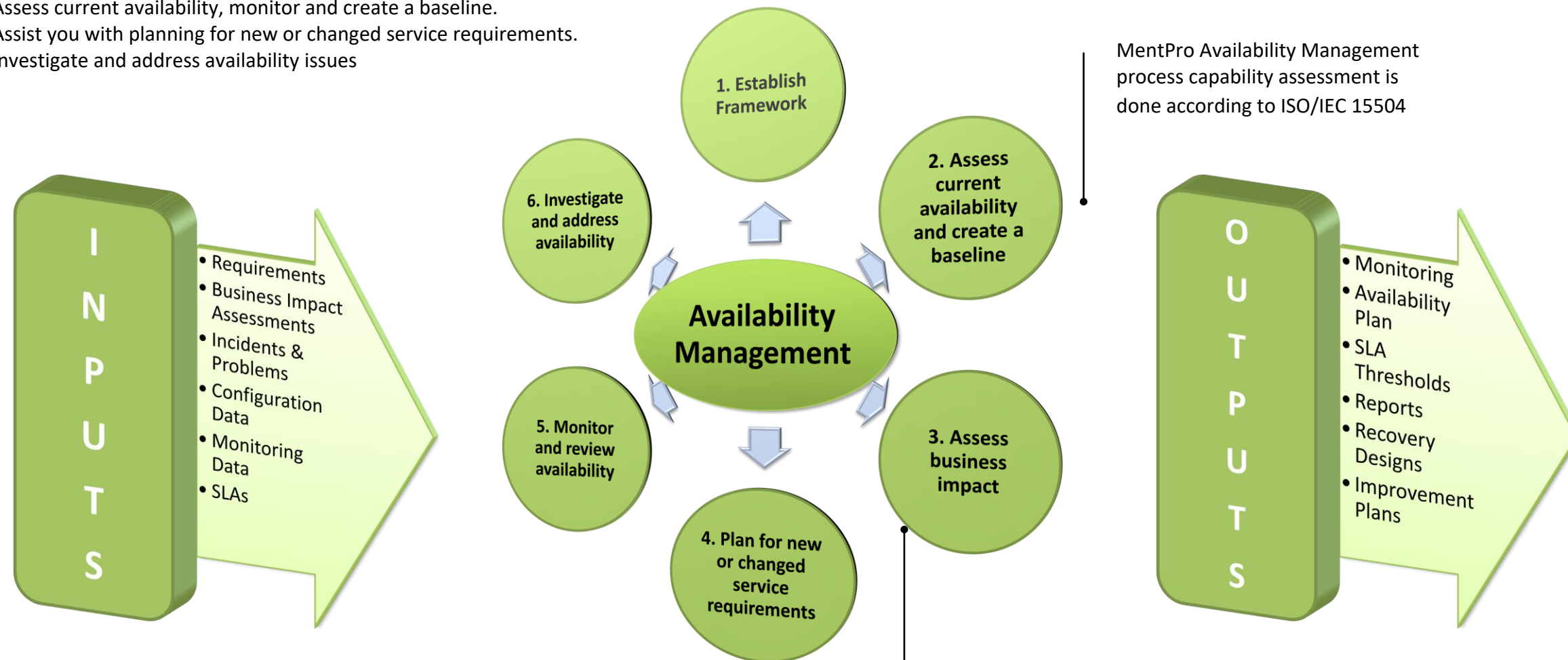
- Establish an Availability Management Framework
- Produce and maintain an appropriate and up-to-date availability plan
- Provide advice and guidance to your business and IT on all availability-related issues
- Ensure that your service availability achievements meet all your agreed SLA targets
- Implement effective measurement and reporting of availability, reliability and maintainability
- Perform availability business impact assessments and risk analysis
- Assess current availability, monitor and create a baseline.
- Assist you with planning for new or changed service requirements.
- Investigate and address availability issues

## Purpose of Availability Management

The purpose of the availability management process is to 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. Availability management is concerned with meeting both the current and future availability needs of the business.

Availability management defines, analyses, plans, measures and improves all aspects of the availability of IT services, ensuring that all IT infrastructure, processes, tools, roles etc. are appropriate for the agreed availability service level targets.

Availability management provides a point of focus and management for all availability related issues, relating to both services and resources, ensuring that availability targets in all areas are measured and achieved.



## Benefits of Availability Management

Mentpro Availability Management solution will improve the service to your customer:

- Potential service availability issues are identified and corrected before they negatively impact service
- Effective Availability Management influences your reputation of the business in market place.
- The levels of Availability required are agreed, measured and monitored to fully support Service Level Agreements
- The frequency and duration of IT Service failures will be reduced over time
- Your IT support organisation is seen to 'add value' to the business

Establish credibility with your customer by ensuring that your quality of service can be measured and improved. MentPro will implement Availability Management within your organisation and ensure that the level of availability delivered in all IT services meets your agreed availability needs and service level targets in a cost-effective and timely manner.

