



Availability Management V3

Objectives: "To produce and maintain an Availability Plan that reflects the current and future needs of the business; to provide advice and guidance on all availability-related issues; to ensure that service availability achievements meet or exceed all their agreed targets, by managing services and resources-related availability performance; to assist with the diagnosis and resolution of availability-related incidents and problems; to assess the impact of all changes on the Availability Plan and the performance and capacity of all services and resources; to ensure that proactive measures to improve the availability of services are implemented wherever it is cost-justifiable to do so." (SD 4.4.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
AVM-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
AVM-V3-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role?
Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).	
AVM-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
AVM-V3-G-004 (OGC ISS 12.1.16)	Management Reports Can the tool produce reports 'out of the box' without additional products or consultancy services? Including Service Level Achievements/Targets for services.
Provide an overview:	
AVM-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
AVM-V3-G-006	Does the tool provide an audit trail for record information and updates? E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
Describe:	
AVM-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
AVM-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
AVM-V3-C-001 (OGC ISS 12.1.1.)	AMIS Can the tool access Availability Management Information System or Systems?
Describe (can include screenshots):	
AVM-V3-C-002 (OGC ISS 12.1.2)	Importing Data Can the tool/AMIS import data from technical monitoring and non-technical sources? Such as technical data from systems, service data (response times, processing times), business data (number of accounts and products supported) and financial data (financial plans and IT budgets).
Describe (can include screenshots):	
AVM-V3-C-003 (OGC ISS 12.1.12)	Calculating Availability For Single Components Does the tool provide a method of calculating the availability of single components? Such as frequency and duration of downtime.
Describe (can include screenshots):	
AVM-V3-C-004	Does the tool facilitate aggregating imported monitoring tool data to calculate Availability of an IT domain/platform or group of related CIs? E.g.: Wintel Servers, Linux Servers, Cisco Routers
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
AVM-V3-C-005	Does the tool facilitate aggregating imported monitoring tool data to calculate of end-to-end IT Service Availability as perceived by the customer of the Service? E.g.: Email, Payroll, File and Print
Describe (can include screenshots):	
AVM-V3-C-006 (OGC ISS 12.1.3)	Reports From AMIS Can the tool produce reports from the input data? E.g.: as might be needed by SLM, ITSCM or ISM (Information Security Management).
Describe (can include screenshots):	
AVM-V3-C-007 (OGC ISS 12.1.4)	Vital Business Functions Can the tool accommodate a list of VBFs and assess the impact of failures from the supporting components?
Describe (can include screenshots):	
AVM-V3-C-008 (OGC ISS 12.1.5)	PSO Document Does the tool support the production of a Projected Service Outage document?
Describe (can include screenshots):	
AVM-V3-C-009	Does the tool support the monitoring of user-defined thresholds and raise alerts if availability thresholds are breached?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
AVM-V3-C-010 (OGC ISS 12.1.13)	Calculating Reliability Does the tool assist with calculating the reliability of components and/or services as measured against targets?
Describe (can include screenshots):	
AVM-V3-C-011 (OGC ISS 12.1.15)	Availability Plan Does the tool support the production of an Availability Plan?
Describe (can include screenshots):	
AVM-V3-C-012	Does the tool support escalation and notification alerts that require intervention based on a threshold breach, and does it offer a range of notification options depending upon the impact and urgency of the event? E.g.: System paging, email, digital bulletin board.
Describe (can include screenshots):	
AVM-V3-C-013	Does the tool have the capability of calculating Availability-related measurements? E.g.: Mean time to repair (downtime), Mean time between failures (uptime), Mean time between Incidents, Number of Service degradations, Incident handling/resolution times
Describe (can include screenshots):	
AVM-V3-C-014 (OGC ISS 12.1.10)	Risk Analysis Does the tool assist with risk analysis and management assessments?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
AVM-V3-C-015 (OGC ISS 12.1.7)	Trend Analysis Can the tool produce reports and/or graphical representations from availability data to show trends?
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
AVM-V3-I-001 (OGC ISS 12.1.14)	Serviceability Does the tool assist with assessing the Serviceability of suppliers? Includes availability, reliability and maintainability.
Describe (can include screenshots):	
AVM-V3-I-002	Does the tool support the integration of Event Management monitoring tools for the automated generation of Incident Tickets regarding component failures?
Describe (can include screenshots):	
AVM-V3-I-003	Does the tool support the integration of Event Management tools for component failure event correlation and potential Problem identification?
Describe (can include screenshots):	
AVM-V3-I-004 (OGC ISS 12.1.6)	CMDB/CMS Interface Does the AMIS/tool have an interface to the CMDB? (For assistance in identifying Single Points of Failures and items where a Component Failure Impact Analysis would be beneficial).
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
AVM-V3-I-005 (OGC ISS 12.1.8)	CFIA Can the tool assist with conducting a Component Failure Impact Analysis? This is likely to require integration with the CMS/CMDB.
Describe (can include screenshots):	
AVM-V3-I-006 (OGC ISS 12.1.9)	FTA Can the tool assist with conducting a Fault Tree Analysis?
Describe (can include screenshots):	
AVM-V3-I-007 (OGC ISS 12.1.11)	Calculating Costs Does the tool provide a method of calculating the cost of unavailability?
Describe (can include screenshots):	