



## Availability Management

**Purpose:** "...[E]nsure 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." (SD 4.4.1)

**Activities:** Reactive: monitoring, measuring, analysis and management of all events, incidents and problems involving unavailability; Proactive: planning, design and improvement of availability. (SD 4.4.2)

### General Platform Criteria Assessment Questions

PinkVERIFY #	General Platform Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
AVM-11-G-001	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
N/A	
<i>Comment:</i>	
AVM-11-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?
N/A	
<i>Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).</i>	
AVM-11-G-003	Does the tool support designating fields as mandatory?
N/A	
<i>Provide an overview:</i>	
AVM-11-G-004	Management Reports
12.16	Can the tool produce reports 'out of the box' without additional products or consultancy services? Including service level achievements/targets for services.
<i>Provide an overview:</i>	
AVM-11-G-005	Does the tool facilitate the production of management reports from historical records?
N/A	
<i>Provide an overview:</i>	
AVM-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
N/A	
<i>Describe:</i>	
AVM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
N/A	
<i>Describe:</i>	
AVM-11-G-008	Does the tool provide facilities within the tool database for archiving closed records?
N/A	
<i>Describe:</i>	



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**Core Criteria Assessment Questions**

PinkVERIFY #	Core Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
AVM-11-C-001	AMIS
12.1	Can the tool access availability management information system or systems?
<i>Describe (can include screenshots):</i>	
AVM-11-C-002	Importing Data
12.2	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).
<i>Describe (can include screenshots):</i>	
AVM-11-C-003	Calculating Availability for Single Components
12.12	Does the tool provide a method of calculating the availability of single components? Such as frequency and duration of downtime.
<i>Describe (can include screenshots):</i>	
AVM-11-C-004	Does the tool facilitate aggregating imported monitoring tool data to calculate Availability of an IT domain/platform or group of related CIs? For example: Wintel Servers, Linux Servers, Cisco Routers
N/A	
<i>Describe (can include screenshots):</i>	
AVM-11-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? For example: Email, Payroll, File and Print
N/A	
<i>Describe (can include screenshots):</i>	
AVM-11-C-006	Reports from AMIS
12.3	Can the tool produce reports from the input data? E.g., as might be needed by SLM, ITSCM or ISM (information security management).
<i>Describe (can include screenshots):</i>	
AVM-11-C-007	Vital Business Functions
12.4	Can the tool accommodate a list of VBFs and assess the impact of failures from the supporting components?
<i>Describe (can include screenshots):</i>	
AVM-11-C-008	PSO Document
12.5	Does the tool support the production of a projected service outage document?
<i>Describe (can include screenshots):</i>	



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PinkVERIFY #	Core Criterion Assessment Question
ISS #	
<b>Vendor Response: (cell expands to accommodate response)</b>	
AVM-11-C-009 N/A	Does the tool support the monitoring of user-defined thresholds and raise alerts if availability thresholds are breached?
<i>Describe (can include screenshots):</i>	
AVM-11-C-010 12.13	Calculating Reliability Does the tool assist with calculating the reliability of components and/or services as measured against targets?
<i>Describe (can include screenshots):</i>	
AVM-11-C-011 12.15	Availability Plan Does the tool support the production of an availability plan?
<i>Describe (can include screenshots):</i>	
AVM-11-C-012 N/A	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? For example: System paging, email, digital bulletin board.
<i>Describe (can include screenshots):</i>	
AVM-11-C-013 N/A	Does the tool have the capability of calculating Availability-related measurements? For example: Mean time to repair (downtime), Mean time between failures (uptime), Mean time between Incidents, Number of Service degradations, Incident handling/resolution times
<i>Describe (can include screenshots):</i>	
AVM-11-C-014 12.10	Risk Analysis Does the tool assist with risk analysis and management assessments?
<i>Describe (can include screenshots):</i>	
AVM-11-C-015 12.7	Trend Analysis Can the tool produce reports and/or graphical representations from availability data to show trends?
<i>Describe (can include screenshots):</i>	



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**Integration Criteria Assessment Questions**

PinkVERIFY #	Integration Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
AVM-11-I-001	Serviceability
12.14	Does the tool assist with assessing the serviceability of suppliers? Includes availability, reliability and maintainability.
<i>Describe (can include screenshots):</i>	
AVM-11-I-002	Does the tool support the integration of Event Management monitoring tools for the automated generation of Incident Tickets regarding component failures?
N/A	
<i>Describe (can include screenshots):</i>	
AVM-11-I-003	Does the tool support the integration of Event Management tools for component failure event correlation and potential Problem identification?
N/A	
<i>Describe (can include screenshots):</i>	
AVM-11-I-004	CMDB/CMS Interface
12.6	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.)
<i>Describe (can include screenshots):</i>	
AVM-11-I-005	CFIA
12.8	Can the tool assist with conducting a component failure impact analysis? This is likely to require integration with the CMS/CMDB.
<i>Describe (can include screenshots):</i>	
AVM-11-I-006	FTA
12.9	Can the tool assist with conducting a fault tree analysis?
<i>Describe (can include screenshots):</i>	
AVM-11-I-007	Calculating Costs
12.11	Does the tool provide a method of calculating the cost of unavailability?
<i>Describe (can include screenshots):</i>	