# 12. AVAILABILITY MANAGEMENT

| | Topic/Question |
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| 12.1 | **AMIS**<br>Can the tool access availability management information system or systems?<br>-------------------------------------------------------------------------------------------------------------------------- ----------- |
| 12.2 | **Importing Data**<br>Can the tool/AMIS import data from technical monitoring and non-technical sources?<br>Such as technical data from systems, service data (response times, processing times),<br>business data (number of accounts and products supported) and financial data (financial plans and IT budgets).<br>------------------------------------------------------------------------------------------------------------------------------- |
| 12.3 | **Reports from AMIS**<br>Can the tool produce reports from the input data? Eg, as might be needed by SLM, ITSCM or ISM (information security management).<br>-------------------------------------------------------------------------------------------------------------------------- ----------- |
| 12.4 | **Vital Business Functions**<br>Can the tool accommodate a list of VBFs and assess the impact of failures from the supporting components?<br>-------------------------------------------------------------------------------------------------------------------------- ----------- |
| 12.5 | **PSO Document**<br>Does the tool support the production of a projected service outage document?<br>-------------------------------------------------------------------------------------------------------------------------- ----------- |
| 12.6 | **CMDB/CMS Interface**<br>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.)<br>------------------------------------------------------------------------------------------------------------------------------- |
| 12.7 | **Trend Analysis**<br>Can the tool produce reports and/or graphical representations from availability data to show trends?<br>-------------------------------------------------------------------------------------------------------------------------- ----------- |

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| 12.8 | CFIA<br>Can the tool assist with conducting a component failure impact analysis? This is likely to require integration with the CMS/CMDB.<br>---------------------------------------------------------------------------------------------------------------------- ----------- | |
| 12.9 | FTA<br>Can the tool assist with conducting a fault tree analysis?<br>---------------------------------------------------------------------------------------------------------------------- ----------- | |
| 12.10 | Risk Analysis<br>Does the tool assist with risk analysis and management assessments?<br>---------------------------------------------------------------------------------------------------------------------- ----------- | |
| 12.11 | Calculating Costs<br>Does the tool provide a method of calculating the cost of unavailability?<br>---------------------------------------------------------------------------------------------------------------------- | |
| 12.12 | Calculating Availability for Single Components<br>Does the tool provide a method of calculating the availability of single components? Such as frequency duration of downtime.<br>---------------------------------------------------------------------------------------------------------------------- ----------- | |
| 12.13 | Calculating Reliability<br>Does the tool assist with calculating the reliability of components and/or services as measured against targets?<br>---------------------------------------------------------------------------------------------------------------------- ----------- | |
| 12.14 | Serviceability<br>Does the tool assist with assessing the serviceability of suppliers? Includes availability, reliability and maintainability.<br>---------------------------------------------------------------------------------------------------------------------- ----------- | |
| 12.15 | Availability Plan<br>Does the tool support the production of an availability plan?<br>---------------------------------------------------------------------------------------------------------------------- | |

| 12.16 | Management Reports |
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| | Can the tool produce reports 'out of the box' without additional products or consultancy services? Including service level achievements/targets for service. |
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