



## Availability & Continuity Management

### Goals

Availability Management ensures performance and availability in the daily operation in order to the SLAs while Continuity Management cares about a general (re-)availability after a catastrophe.

### Preconditions

There must be SLAs specifying performance and availability. Ideally there is already a monitoring or will be implemented in parallel.

Availability Management works quite close together with Problem Management.

### My principles

I prefer the classical well proven procedure, in detail:

1. You tell me your goals and the circumstances (budget, resources, schedule, etc.)
2. I analyze together with you the current situation ...
3. ... and compare the result with your goals.
4. On that base I am able to recommend the best roadmap to success.
5. You decide and we commit together the next actions.
  
6. And of course I am going to support you in the phase of implementation.

### Tasks in Availability Management

If the preconditions are not yet satisfied, then this has to be made up first of all.

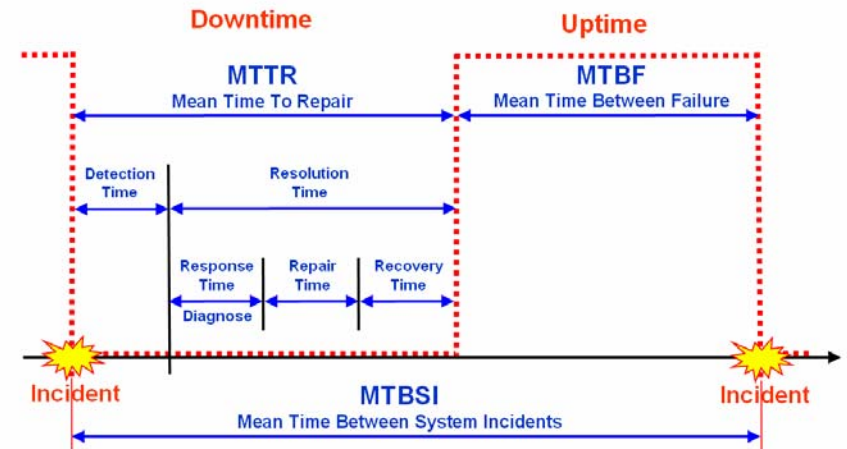
The theoretical availability can be calculated by MTBFs (Mean Time Between Failure) of all individual components and the actual availability will be measured by monitoring.

But the main topic in Availability Management is to prevent from disturbances. Even if the actual availability is in order to the SLAs, that has to be ensured.



Potential incidents can be analyzed by FMEA (Failure Mode and Effect Analysis) and sorted by the RPN (Risk Priority Number), which tells you about the urgency and sequence of the next actions.

The following diagram presents a typical live cycle of an availability incident.



Availability Management must be able to forecast the duration of a Down Time, cumulated by the individual phases. The Down Time can be shortened by the following actions:

- Detection Time by Monitoring
- Diagnose Time by well defined procedures to identify the cause
- Repair Time by pre-authorized emergency change procedures
- Recovery Time by an adequate backup system

### Tasks in Continuity Management

The tasks in Continuity Management depend strongly on the strategic scope. Primarily Continuity Management has to ensure after a catastrophe:

- The whole system (HW, SW) can be rebuilt.
- The backup data are available and quite current.

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