



Availability Management Assessment

Assess the availability of your infrastructure

A highly available infrastructure is essential to supporting your business processes, and in turn helping you to achieve your strategic goals and objectives. The Availability Management Assessment is the first step in understanding your current availability posture, providing the foundation for prioritizing requirements to improve your overall availability. As a result of this engagement you will receive recommendations to help you re-architect your IT infrastructure; implement leading-edge technologies, processes and tools; reduce your recovery times; and achieve improved information availability and accessibility.

High availability can help your business be more responsive to your employees, partners, suppliers and clients. This, in turn, can help you:

- Improve customer service, retention, satisfaction and loyalty
- Protect your company's image
- Better manage risks
- Increase productivity and revenue

How does the Availability Management Assessment work?

We utilize proven methodologies to assess your use of technology, related management processes, and supporting technical resources. We help you determine how to

reduce the number, duration, scope and impact of planned and unplanned outages. A system outage analysis and a high availability process review provide the starting point for identifying gaps in skills, processes and technology. Through the following key activities we can identify areas needing improvement. Together we:

- Evaluate your technology for optimum configuration, high availability design, product feature exploitation, and tool usage
- Review recent outages to identify performance trends and failure patterns that can indicate product implementation, process effectiveness and skills shortcomings

- Assess and compare current processes to best practice methods for achieving and managing high availability

We also review the management systems that most directly impact your infrastructure availability. These can include change and problem management, as well as recovery and crisis management.

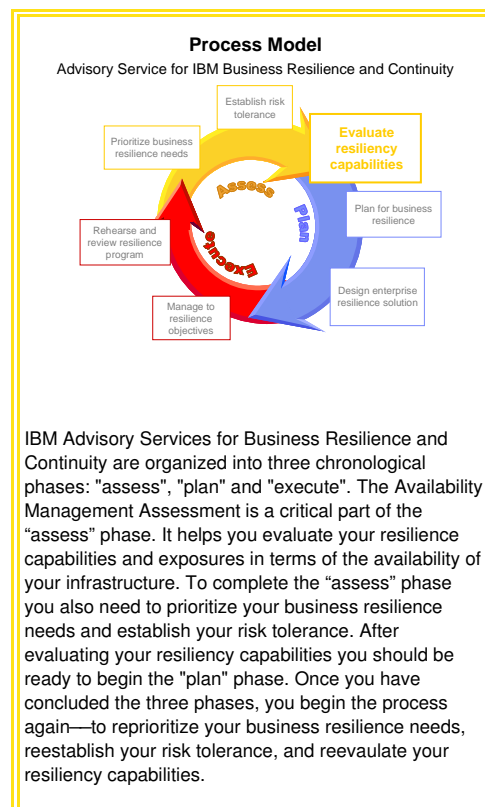
Results

In the final report we provide summarized findings and conclusions, and detailed and prioritized recommendations for technical and process improvements.

The prioritization is based on the anticipated implementation effort as well as the level of correlation to improving your infrastructure availability.

The Availability Management Assessment and final report can address some or all of the following:

- Facilities
- Mainframe and/or server system platforms
- Database subsystems
- Networks (WANs and LANs)
- Applications and data
- Operations
- Maintenance
- Availability management processes
- Service level management and measurements
- Availability design and test procedures
- Recovery planning and development



- Event, incident and problem management
- Change management
- Security
- Performance and capacity
- A report designed to help you prioritize the implementation of solutions to improve your infrastructure availability

Benefits

The Availability Management Assessment includes:

- A high level assessment of your current availability capabilities with recommended actions that can be implemented to meet your business requirements.
- Strategic level recommendations for building and improving your infrastructure availability posture
- Tactical recommendations intended to improve service delivery and overall availability in the short term
- A report designed to help you prioritize the implementation of solutions to improve your infrastructure availability

Complementary IBM solutions

IBM's Advisory Services for Business Resilience and Continuity will enable you to establish your goals for business resilience, to evaluate your current resilience capabilities, and to help you to manage operational risks and improve your organization's resilience. In addition, IBM offers Infrastructure Recovery Services and Managed Services. Our skilled and experienced professionals will lead you through our comprehensive and logical process to put you confidently on the path to resilience.

For more information

To learn more about IBM Business Resilience and Continuity Services or other IBM Global Services, contact your local IBM sales representative or Business Partner, or visit our Web site at:

www.ibm.com/services/continuity

Produced in the United States of America
04-04
All Rights Reserved

IBM is a registered trademark of International Business Machines Corporation. All other registered trademarks, trademarks and service marks are the property of their respective owners