IBM High Availability Services for resilient infrastructure

System availability — a business requirement
Today, many companies demand 24x7 IT operations availability. Sometimes referred to as continuous operations, delivering continuous access to IT systems and applications has become a critical and daunting task. Even planned outages can impact you and your customers. Web-based businesses cannot expect their customers to wait for a system to come back online; customers can take their business to competitors with the click of a button.

IBM High Availability Services for Resilient Infrastructure can help you improve critical IT systems availability, help move you even closer to a continuous operations environment by reducing unplanned outages and reducing or potentially eliminating planned outages, and help lower the cost associated with downtime.

A customized approach to high availability
“Availability” is not just a single measurement of a system’s uptime. IBM High Availability Services for resilient infrastructure addresses your unique availability requirements by determining the specific environment critical to your business — a process called bounding. A simple “bounded” system might include a server operating system and its application data. A more complex bounded system might include redundant servers, hot-swappable data drives with multiple access paths, software for high availability clusters, local and wide area networks and even end-user terminals. Whether your system is simple or complex, IBM High Availability Services for resilient infrastructure
can assess all components, including management processes, and more, to help increase your systems’ availability levels. We implement High Availability Services using a phased approach:

**Phase 1 – An Availability Readiness Review**
We can provide a high-level review of your systems, processes, technology and organization to help identify areas of concern with respect to business system availability. Working with you, we can assist in determining your business-critical availability objectives and identifying availability issues that may be preventing you from achieving those objectives. We can then help to identify actions you can take to reduce these issues and reduce the length or impact of outages to your business. At the completion of the High Availability Readiness Review, we will provide you with an overview summarizing the availability team’s findings.

**Phase 2 – A Comprehensive Availability Assessment**
We conduct an availability assessment to help evaluate your unique business requirements, provide an in-depth review of your operations, define the bounded system and analyze the assessment results. Then, we present you with our recommendations for obtaining high availability, including how to help you eliminate the factors inhibiting availability in your business-critical environment.

Our approach focuses on end-to-end business system availability. We can:

- Define an end-to-end bounded system environment and a high availability target
- Identify single points of failure
- Analyze planned and unplanned outages to determine current availability levels
- Analyze planned outages to help reduce or eliminate them
- Develop methods to help identify, reduce and prevent outages and to reduce scope of impact
- Identify process improvements to help you identify, report, track and resolve outages, should they occur
- Provide an executive overview summarizing these findings and recommendations.

Recommendations may include:

- Enhancements to operational processes
- Enhancements to availability reporting processes
- Changes to the backup and recovery process for critical system, network and application components
- Alterations to startup and shut-down activities to help improve recovery
- Enhancements to systems management processes
- Additional hardware and software to help improve system resilience.

**Phase 3 – Develop and Implement a High Availability for resilient infrastructure solution**
After completing the Phase 2 assessment, we can offer you a tailored High Availability Services solution specifically targeted to your needs. The ultimate objective is to provide an optimal level of availability to support your business needs. We work with you to design systems, processes and procedures that help prevent outages from occurring and reduce the impact when they do.

IBM’s new and emerging autonomic computing technologies for self-managing systems, with self-configuring, self-healing, self-optimizing, and self-protecting attributes can be offered to help enable a continuous operations strategy. This design requires an integrated plan that anticipates problems and proactively manages them. The High Availability Services solution helps address each of these areas.

**Planning and prevention**
You can uncover potential situations before they occur through continuous, proactive planning, analysis and support. We examine, monitor and modify your systems, networks, processes and infrastructure to help you avert unexpected outages. IBM has the expertise and the experienced technical staff to deliver valuable systems management processes that help you reduce availability exposures. Our team can assist in optimizing the value and performance of your systems through onsite or remote testing services. This testing helps identify potential availability issues, and is designed to reduce disruptions and decrease potential bottlenecks.
**Management**
Successful management is a key to preventing problems. Proven management techniques and processes can make the difference between a planned, low-impact event and an unplanned outage. We can review your current management methodologies, including problem and change management, performance, capacity and availability management, to help support your current and future high availability requirements.

**Resolution**
When a problem does occur, you want it fixed — fast. You want the right team with the right skills to identify the problem, answer your questions and provide a fix for your systems. Together, we can design a solution that helps limit additional disruptions and swiftly addresses outages. Even if you require coordination of multiple resources, the people of IBM Global Services have the skills you need — onsite or on call, day or night.

**Providing complete solutions for your unique business needs**
With IBM, you can meet your business availability challenges with our virtually unmatched set of proven IBM @server systems, industry-leading system infrastructure, and full range of products and services. From assessment to implementation and support, our availability services can help provide the end-to-end solutions you need to make the most of your business. Let the people of IBM Global Services use their expertise and experience to help you create the competitive edge you need.

User demand for high availability of critical systems is driving the market for high-availability services. In the Gartner research note, “Server Vendors’ High-Availability Services: Magic Quadrant” published September 30, 2002. IBM is positioned as the leader for High-Availability services.

**Financing options**
IBM Global Financing offerings are available to help you implement IBM Global Services projects. Flexible payment structures allow you to more effectively distribute initial costs and match payments to service benefits.

**For more information**
To learn more about IBM Global Services, contact your IBM sales representative or visit:

ibm.com/services

To learn more about IBM High Availability Services, call 1 800 IBM-4YOU (1 800 426-4968) or visit:

www-1.ibm.com/services/its/us/availability.html