

Square Mile Systems

David Cuthbertson

Service Continuity & Availability Management

Enabling Best Practice in IT Infrastructure Management!

david.cuthbertson@squaremilesystems.com

www.squaremilesystems.com

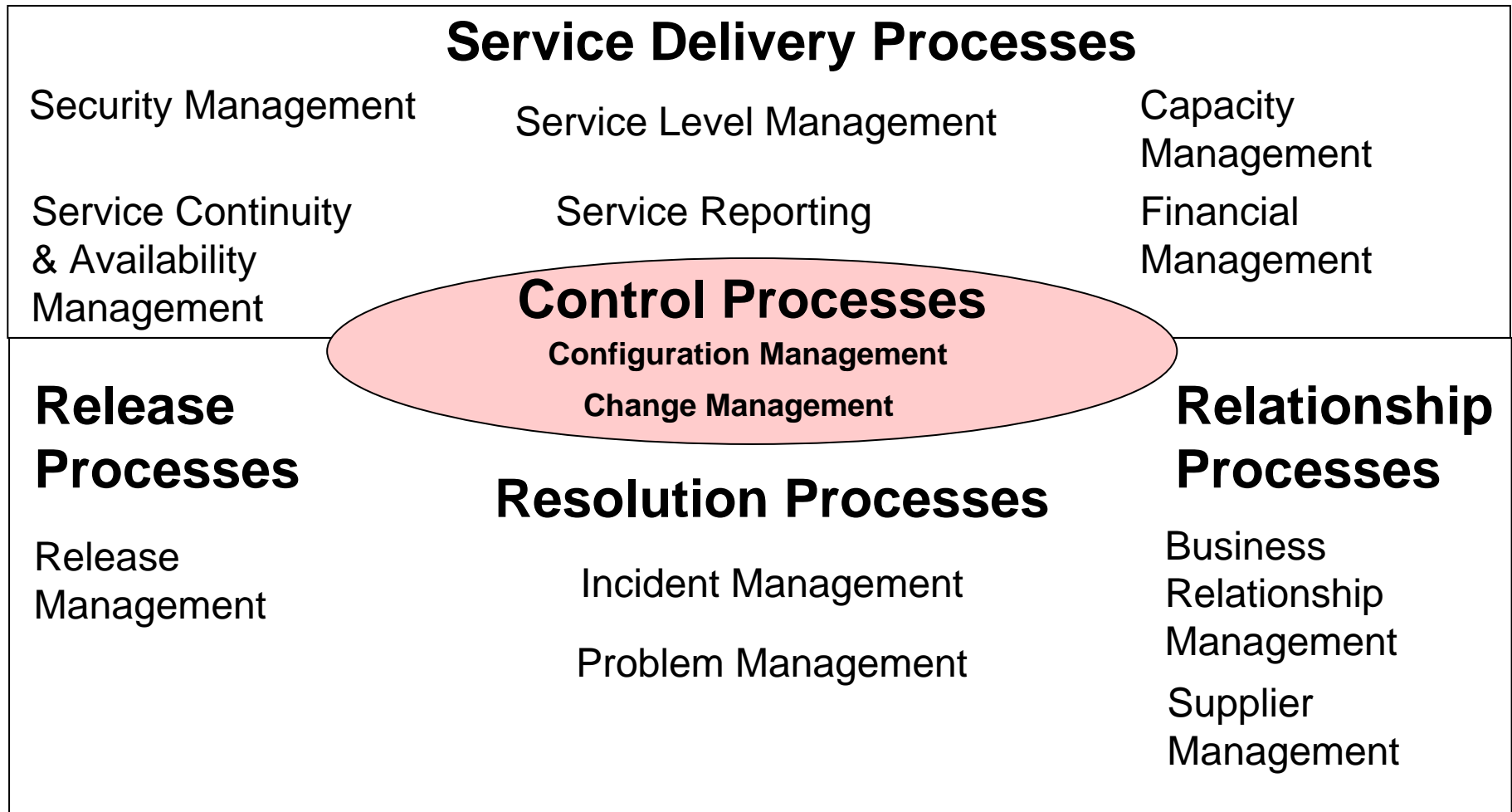
Tel 0870 950 4651

Mob 07717 883177

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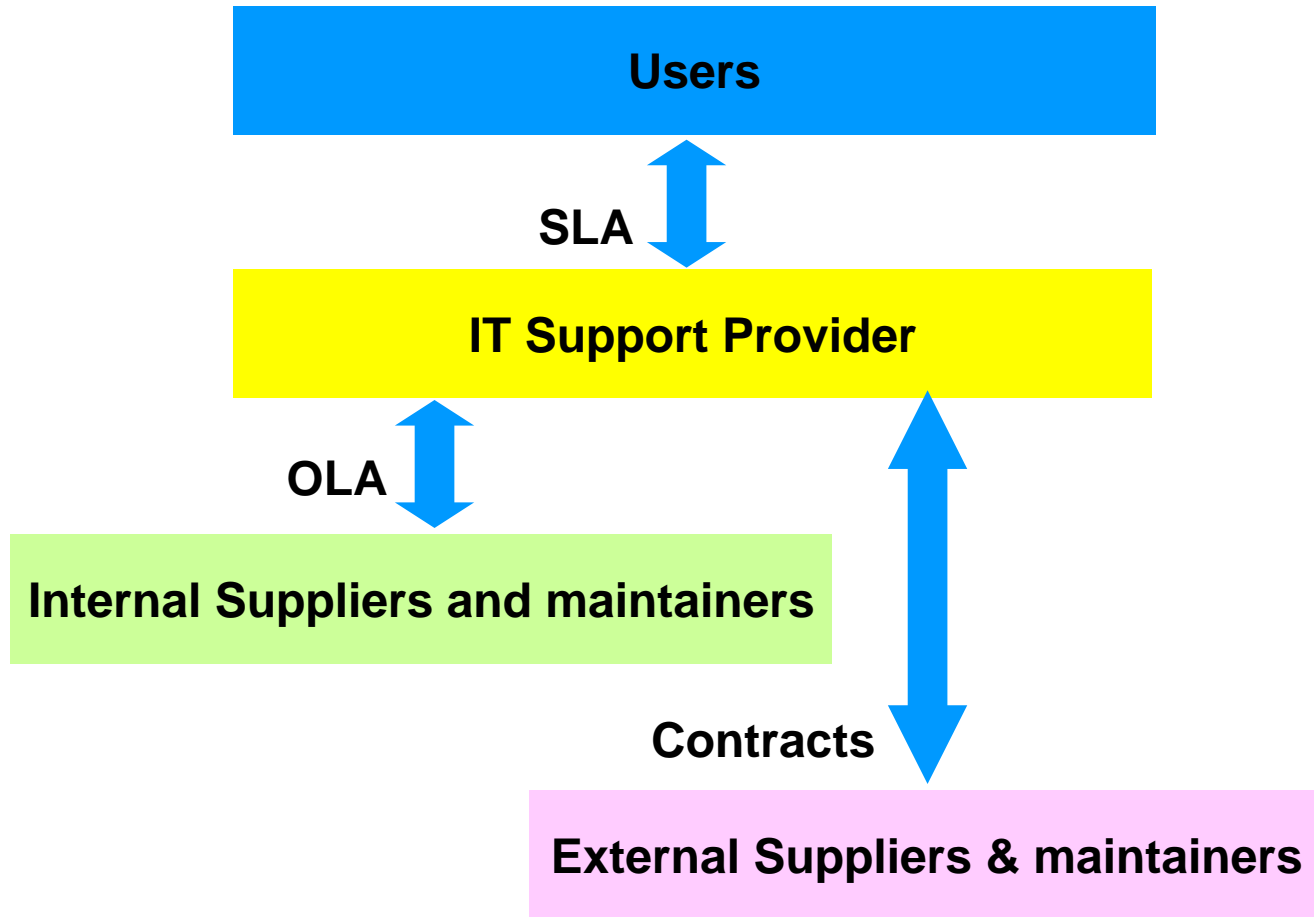
Availability Management



Availability Management

- To ensure IT services are designed to deliver the availability requirements of the business
- Reporting to ensure availability, reliability and maintainability are measured and monitored
- Optimise the availability to deliver cost effective improvement and tangible benefits
- Reduce the frequency and duration of incidents
- Identify shortfalls and progress corrective actions

Overview



Scope

- New and existing services
- Supplier services
- Covers training, skills, policy, process, procedures and tools
- Doesn't cover ITSCM

Availability Influences

- Complexity
- Reliability
- Capability to maintain /support
- Supplier maintenance quality
- Quality and extent of operational processes

Incident Process

1. Start
2. Detection
3. Diagnosis
4. Repair
5. Recovery
6. Restoration & verification

Process Inputs/Outputs

Inputs

Business requirements
Business impact assessment
Availability, reliability
& maintainability requirements
Incident & Problem data
Monitoring
Configurations
Service Level Achievements



Outputs

Design criteria
Infrastructure resilience
& risk assessment
Targets for availability,
reliability & maintainability
Reports of availability,
reliability & maintainability
Monitoring
Improvement plans

What Data Do You Need?

Business Processes

Services

Software & Applications

LAN

Voice

Desktop

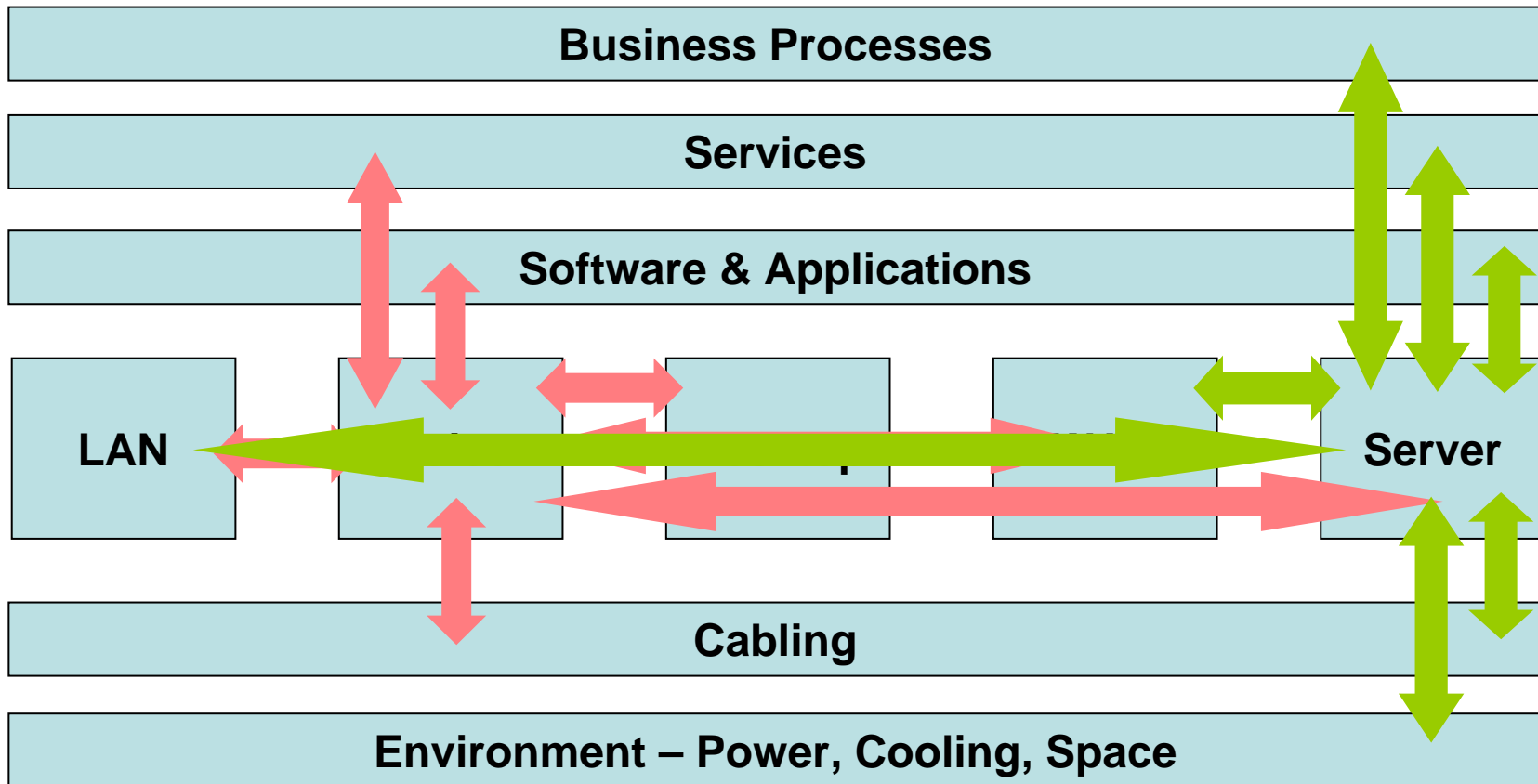
WAN

Server

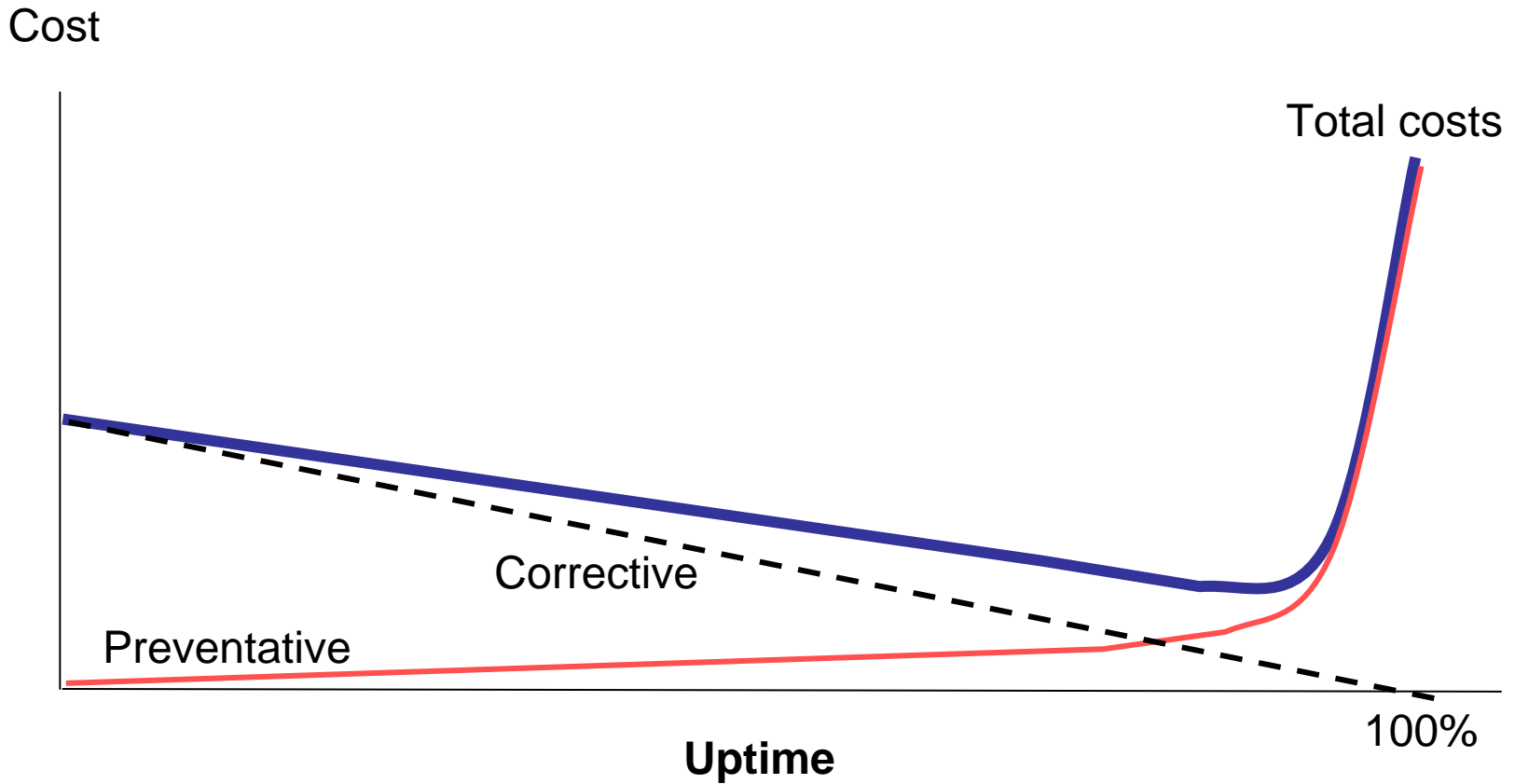
Cabling

Environment – Power, Cooling, Space

What Data Do You Need?



Identifying Costs



The Cost(s) of Unavailability

- Tangible
 - Staff productivity User/IT staff
 - Lost revenue
 - Overtime
 - Wasted good/materials
 - Fines/penalties
- Intangible
 - Customer dissatisfaction
 - Loss of business opportunity
 - Loss of customers
 - Damage to reputation, staff morale
 - Loss of confidence in IT supplier

Availability Exercise

Service Continuity

- Ensuring the **required IT technical and services facilities** can be **recovered** within required, and agreed, business **timescales**

Why Bother?

1. Lower insurance premiums
2. Regulatory requirements
3. Business relationship
4. Positive marketing of contingency capabilities
5. Organisational credibility
6. Competitive advantage

Which comes first

- Business Continuity
- Or
- Service Continuity

How do you scope

- Service Level management
- Availability management
- Configuration management
- Capacity management
- Change management
- Service desk

Scoping

- Dependence on technology
- Number & location of offices and services
- Number of critical business processes
- Limitation in providing ITSCM
- Risk attitude

Risks/Threats

- In scope

Loss of internal / external systems / networks

Loss of data

Unavailability of key staff / suppliers

- Out of scope

Process

- Initiate BCM
- Business Impact Analysis
- Risk Assessment
- Business Continuity strategy
- Recovery plans
- Risk reduction measures
- Develop Procedures
- Testing
- “Live”

Risk Reduction

- Eliminate SPOF
- Outsourcing to more than one supplier
- Build in resilience
- Improve security controls
- Faster detection of threat
- Improve change management

Recovery plans

- People & Accommodation
- IT systems & networks
- Critical services
- Critical assets

Example – Online Store

Sell

Order goods

Deliver

Take payment

Pay bills / staff

Invoice

Type of Approach

- Do nothing
- Manual workaround
- Reciprocal arrangements
- Gradual recovery
- Intermediate recovery
- Immediate recovery

In Summary

- Service Continuity & Availability Management rely on all the other processes