**Process Document - 12**

**Availability Management**

**Initial Draft**

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1. **Process Overview**
2. **Description and Scope**

This document describes the process to manage “ Infrastructure Availability” by providing directives on standardized procedures, which needs to be implemented for handling Airtel Money IT services infrastructure.

The scope of Availability Management covers the design, implementation, measurement and management of IT service and Infrastructure Availability.

**Availability Management Process**: is defined as process which allows organizations to sustain the IT service availability in order to support the business at a justifiable cost.The high-level activities are realize availability requirement, compile availability plan, monitor availability and monitor maintenance obligations. Availability is an ability of an IT component to perform at an agreed level over a period of time.

The objectives of Availability management process are :

* To enable the business to satisfy its objectives by optimizing the capability of the IT infrastructure to deliver a cost effective and sustained level of availability, resolving incidents within established SLAs, restoring normalcy, as quickly as possible, providing workaround, for incidents and problems, related to availability, in order to cause minimal business impact ensuring Customer Communication and Satisfaction, coordinating various teams, ensuring partner communication, coordination and escalation.
* To understand the availability requirements of the business and to predict, plan, measure, monitor and continuously, strive to improve the availability of IT infrastructure and services.

1. **Availability Management Process Lifecycle**

Availability Management process lifecycle consists of two stages, a) Planning b) Monitoring.

**Planning:**

Planning section of Availability Management process includes determining and designing availability standards within the limitation of allocated budget.

Activities carried out to achieve the section objective are listed below:

* Determine Availability requirements
* Design for availability
* Design for reliability
* Design for serviceability
* Design for recoverability
* Plan for Maintenance and Monitoring
* Define security requirements
* Develop availability plan.

**Monitoring**:

Monitoring section of Availability Management process includes maintaining, managing and measuring availability and maintainability requirements.

Activities carried out to achieve the section objective are listed below :

* Maintenance Management
* Measure performance
* Report availability

1. **Process Inputs and Entry Considerations**

Inputs required for Availability Management process are:

* Business Availability requirements
* Impact assessment for all business processes supported by IT
* Availability, reliability and maintainability requirements for the IT components in the infrastructure.
* Data about faults affecting services or components generally in the form of incident and problem reports and records.
* Configuration and monitoring data about the services and components.
* Achieved service levels, compared with the agreed service levels, for all services covered under SLA.

1. **Roles and Responsibilities**

This section describes responsibilities of those involved in delivering or supporting the Availability Management Process. Responsibilities include but are not limited to those listed for each role.

* 1. **Availability Manager**

The Availability Manager is responsible for:

* Enforcing compliance to the Availability Management process
* Developing the supporting availability Availability Standard and Procedure.
* Assisting system owners in determining the Availability requirements of Airtel Money Services.
* The creation of Availability and recovery design criteria to be applied to new or enhanced infrastructure design.
* Assist system owners in ensuring the levels of Airtel Money Availability required are coat justified.
* Assiste System Owners in defining the targets of Availability required by the business.
* Monitoring Airtel Money Availability performance to ensure shortfalls are addressed.
* Promoting Availability Management awareness and understanding within Airtel Money.
* Monitoring and reporting non-compliance to the Airtel Money Security Forum/Team.
* Work with System Owners to ensure the Airtel Money strategic vendors abide by this process.
* Report performance results to Airtel Money Management Group on monthly basis.
  1. **System Owners**
* Ensuring the levels of Airtel Money Availability required are cost justified.
* Define the targets of Availability required by the business.
* Ensuring the respective Airtel Money strategic vendors abide by this process.

1. **Process outputs and Exit Considerations**

The expected outputs from the Availability management process include:

* Availability and recovery design criteria for new and inproved IT services.
* Technology needed to obtain the required infrastructure resilience to reduce or eliminate the impact of faulty infrastructure components.
* Availability, reliability, and maintainability guarantees of infrastructure components required for the IT service.
* Reports about the achieved availability, reliability and maintainability.
* Availability, reliability and maintainability monitoring requirements.
* An Availability Plan for the proactive improvement of the IT infrastructure.

1. Process KPIs and  **Reports**

The Availability Manager needs to provide ongoing reporting around the KPIs and process related metrics and trends that indicate the health of the process to the SM and IT Management on a regular basis as part of the process reviews and continuous improvement plans.

Below are some of the Key Performance Indicators ( KPI) :

* Percentage reduction in unavailability of services and components.
* Percentage increase in reliability of services and components.
* Percentage reduction in the cost of availability.
* Mean Time To Repair ( MTTR)
* Mean Time Between Service Incidents ( MTBSI)
* Mean Time Between Failures ( MTBF)
* Effective review and follow-up of all SLA, OLA and underpinning contract breaches
* >=99% availability for business critical systems
* <5 unexpected outages per month

Reports should be produced under the authority of the Availability manager, who should draw up a schedule and distribution list, in collaboration with the SM.

Annexure:

1. Contact Details :

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|  | **Contact Person** | **Contact details** |
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