

[organization logo]

[organization name]

**Comment [BV1]:** All fields in this document marked by square brackets [ ] must be filled in.

## AVAILABILITY PLAN

Code:	
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Approved by:	
Confidentiality level:	

**Comment [BV2]:** The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.

## Change history

Date	Version	Created by	Description of change
xx/xx/2013	0.1	Branimir Valentic	Basic document template

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## 1. Introduction

### 1.1 Executive summary

[The executive summary is a high-level description of the plan details. By reading the executive summary, someone who is not familiar with the details should get a clear picture about current and forecasted availability of services and components.]

### 1.2 Purpose and scope

The purpose of the Availability Plan is to:

- Ensure that existing and future availability requirements are provided cost effectively
- Improve the availability of current services
- Define availability level of new services
- Modify availability requirements for some of the existing IT services

The following are within the scope of this Availability Plan:

Business Services	IT Services	Other Business Functions
[Service name]	[IT Service 1]	[YES / NO]
	[IT Service 2]	
	[IT Service 3]	
[Service name]	[IT Service 4]	
[Service name]	[IT Service 2]	
Locations	[list all supported locations]	
Service Management processes	[list all Service Management processes in place]	

Out of the scope:

[Enter items which are out of scope]	[Explain reasons why]

### 1.3 Responsibilities

Responsibilities throughout the lifecycle of the Availability Plan are:

Stage	Responsibility	When
Sign-off the plan		When created
Review the plan		Once a year
Update the plan		Once a year

## 2. Availability Plan

### 2.1 Actual levels of availability

**Comment [BV3]:** Enter purpose and scope of the Availability Plan.

**Comment [BV4]:** Change this if needed.

**Comment [BV5]:** Scope defines Availability Management.

**Comment [BV6]:** Vital Business Function (VBF) is a part of the business process that is critical to the success of the organization. It is a function that provides required service availability.

**Comment [BV7]:** Adapt to your own needs.

**Comment [BV8]:** Adapt to your own needs.

[organization name]

Availability is one of the key parameters which describe the service. Therefore, [organization name] performs measurement of IT services, components and particularly Vital Business Function (VBF) [once a month] and reports to [role description].

Service	Availability		
	Agreed	Measured	Target

Component	Availability		
	Agreed	Measured	Target

**Comment [BV9]: \*\*\*OPTION\*\*\***  
Replace this with "Requirement" if you are implementing only ISO 20000.

**Comment [BV10]:** Data for reporting period, e.g. 3 months.

**Comment [BV11]: \*\*\*OPTION\*\*\***  
Delete if you are implementing ITIL and not ISO 20000.

**Comment [BV12]:** Recommendation:  
VBF.

**Comment [BV13]: \*\*\*OPTION\*\*\***  
Replace this with "Requirement" if you are implementing only ISO 20000.

**Comment [BV14]:** Data for reporting period, e.g. 3 months.

**Comment [BV15]: \*\*\*OPTION\*\*\***  
Delete if you are implementing ITIL and not ISO 20000.

## 2.2 Actions to address shortfalls in availability

The following shortfalls and respective actions to eliminate them are detected:

Service	Shortfall	Action	Start date	Due date	Financial approval needed
					[YES / NO]

## 2.3 Changes in availability requirements

As customers, services and/or requirements change, so change availability requirements. The following list documents changes in availability requirements:

Service	Availability		Agreed service time	
	Current	New	Current	New

**Comment [BV16]:** List all known changes in availability requirement. Leave this section with no data if there are no changes required.

## 2.4 Availability requirements for new IT services

Availability requirements for new IT services are entered in the following table:

Service	Availability	
	Current	New

## 2.5 Service Failure Analysis

[organization name] uses Service Failure Analysis (SFA) to improve existing availability. SFA is performed [once a quarter].

[organization name]

Assignment	Timing/Recommendation	Due date	Status

**Comment [BV17]:** Performing a set of  
once a quarter.

## 2.6 Technology

Technology highly influences availability of the services. Therefore, [role description] is responsible to have an overview of possibilities and conduct an evaluation [once a quarter].

Service	Technology	Benefit	Resource needed	Due date	Authorization

**Comment [BV18]:** Enter any resources  
resources.

Results of the analysis are communicated to [Capacity Manager].

[job title]

[name]

[signature]

**Comment [BV19]:** Only necessary if  
the Procedure for Document Control  
prescribes that paper documents must be  
signed.