

[Organization logo]

[Organization name]

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## AVAILABILITY PLAN

Code:	
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Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

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## Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

## Table of contents

<b>1. INTRODUCTION .....</b>	<b>3</b>
1.1. EXECUTIVE SUMMARY .....	3
1.2. PURPOSE AND SCOPE .....	3
1.3. RESPONSIBILITIES .....	3
<b>2. AVAILABILITY PLAN.....</b>	<b>3</b>
2.1. ACTUAL LEVELS OF AVAILABILITY .....	4
2.2. ACTIONS TO ADDRESS SHORTFALLS IN AVAILABILITY .....	4
2.3. CHANGES IN AVAILABILITY REQUIREMENTS.....	4
2.4. AVAILABILITY REQUIREMENTS FOR NEW IT SERVICES.....	4
2.5. SERVICE FAILURE ANALYSIS .....	5
2.6. TECHNOLOGY .....	5

## 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 the current and forecasted availability of services and components.]

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### 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
- [Redacted]
- [Redacted]

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The following are within the scope of this Availability Plan:

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Business Services	IT Services	Vital Business Function
		[YES / NO]

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Out of scope:

Item	Reason
Legacy CRM application	Will be retired by the end of Q1

**Commented [20A7]:** Enter items which are out of scope.

**Commented [20A8]:** Explain the reason why does items are out of scope.

### 1.3. Responsibilities

Responsibilities throughout the lifecycle of the Availability Plan are:

Role	Frequency	Job Title
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

**Commented [20A10]:** Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Availability Manager, etc.

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**Commented [20A12]:** You can adapt the frequency according to your company practices.

## 2. Availability Plan

[organization name]

### 2.1. Actual levels of availability

Availability is one of the key parameters which describe the service. Therefore, [organization name]

Component	Availability		
	Required	Measured	Target
CRM Application Server	99.9%	100%	+0.1%
CRM Database Server	99.9%	99.6%	-0.4%

### 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

### 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:

### 2.4. Availability requirements for new IT services

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

Service	Availability
---------	--------------

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**Commented [20A16]:** Include the required availability for the service according to what is defined in the SLA.

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**Commented [20A19]:** Recommendation: use only components which are critical for VBF.

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**Commented [20A26]:** Please insert here the availability agreed by the provider.

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[organization name]

[Redacted]

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### 2.5. Service Failure Analysis

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

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Assignment	Finding/Recommendation	Due date	Status
Q1	Network device SW001 identified as a single point of failure / A redundancy option should be implemented	01/09/2020	In progress

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### 2.6. Technology

Technology impacts the availability of the service. Therefore, [Redacted] is responsible to [Redacted] in order to [Redacted] and [Redacted] [Redacted]

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Service	Technology	Health	Impact	Responsible	Frequency
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

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**Commented [20A35]:** Enter who makes authorization for the implementation of the service.

**Commented [20A34]:** Enter any resources that are needed to provide the service. This also includes financial resources.

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Results of the analysis are also communicated to the Capacity Manager.

[Job title]

[Name]

[Redacted]

[Signature]

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