

[Organization logo]

[Organization name]

Commented [20A1]: All fields in this document marked by square brackets [] must be filled in.

AVAILABILITY MANAGEMENT PROCESS

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

Commented [20A2]: 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
	0.1	20000Academy	Basic document template

Table of contents

1. PURPOSE, SCOPE AND USERS	3
2. REFERENCE DOCUMENTS	3
3. PROCESS OVERVIEW	3
4. PROCESS ACTIVITIES	3
4.1. INITIATION	4
4.2. REQUIREMENTS AND STRATEGY	4
4.3. ONGOING OPERATION	4
4.4. SERVICE AVAILABILITY, MONITORING AND TESTING	4
5. ROLES AND RESPONSIBILITIES	4
6. MEASUREMENT AND REPORTING.....	5
7. MANAGING RECORDS KEPT ON THE BASIS OF THIS DOCUMENT	6
8. VALIDITY AND DOCUMENT MANAGEMENT.....	6
9. APPENDICES	6

1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Availability Management process.

This document is applied to all processes and activities of the SMS.

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

Commented [20A3]: Please include the name of your company.

2. Reference documents

- ISO/IEC 20000-1:2018, clause 8.7.1, 7.5.4.e)
- Information Security Management Process
- Service Level Management Process
- Supplier Management Process
- Business Relationship Management Process
- Change Management Process

Commented [20A4]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "11_Service_Assurance_Processes/11.3_Information_Security_Management".

Commented [20A5]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.1_Business_Relationship_Management".

Commented [20A6]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.3_Supplier_Management".

Commented [20A7]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.3_Supplier_Management".

3. Process overview

Availability Management, ensures that services are delivered within the agreed levels of availability to meet the needs of customers and users.

Availability Management has the following objectives:

- Availability requirements and targets are gathered from Business Impact Analysis (BIA) and periodical risk assessments
- Availability Plan is produced, implemented and maintained
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [20A8]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.1_Change_Management".

Commented [AG9]: Business Impact Analysis is included in the Business Impact Analyses and Recovery document.

You can find a template for this document in the ISO 20000 Documentation Toolkit folder "11_Service_Assurance_Processes/11.2_Service_Continuity_Management".

Commented [20A10]: You can find a template for these documents in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.2_Service_Level_Management".

Commented [20A11]: These are recommended objectives; you can include additional or delete some according to your company practices.

Availability of the service is calculated as follows:

Commented [20A12]:

4. Process activities

4.1. Initiation

Availability Manager is responsible to define the following:

- [redacted]
- [redacted]

4.2. Requirements and strategy

Availability Manager is responsible to identify and agree with customer and interested parties on, availability requirements based on:

- [redacted]
- [redacted]
- [redacted]

Commented [20A13]: You can change the frequency according to your company practices.

Business Impact Analysis and Recovery, risk assessment and SLA requirements are an integral part of [redacted]

4.3. Ongoing operation

Availability Manager is responsible for ensuring that the following activities are performed:

- Education, awareness and training – staff of [organization] is trained by [job title] [once a year] on how to perform their tasks within the scope of the Availability Management process.
- Review and audit – ensures that the Availability Plan is maintained, i.e. up to date, and performs an audit [once a year] of the Availability Plan to ensure that the plan is accurate.
- [redacted]
- [redacted]

Commented [20A14]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, Trainer etc.

Commented [20A15]: You can adapt the frequency according to your company practices.

Commented [20A16]: You can adapt the frequency according to your company practices.

Commented [20A17]: [redacted]

Commented [20A18]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.1_Change_Management".

4.4. Service availability, monitoring and testing

Availability Manager is responsible for ensuring that:

- Availability of the service is monitored, the results recorded in Availability Measurement Report and compared with agreed targets
- [redacted]
- [redacted]
- [redacted]

5. Roles and responsibilities

[organization name]

[Job title] assigns the Availability Manager role.

Commented [20A19]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

Responsibilities of Availability Manager are:

- Overall responsibility for carrying out activities within the scope of Availability Management
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Develops, maintains and improves Availability Management process and procedures
- Ensures that existing services deliver availability as agreed in SLA
- Ensures that newly developed or changed services deliver availability as required, taking into consideration that a minimum level of availability level agreed in the SLA is implemented
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Attends Change Advisory Board (CAB) meetings when appropriate

Commented [20A20]:

6. Measurement and reporting

The Availability Manager is responsible to:

- Define and review [annually] the Critical Success Factors (CSFs) that support the current SMS objectives defined in the SMS Plan and corresponding Key Performance Indicators (KPIs) that can be used to monitor the progress on the achievement of the CSFs
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Commented [20A21]: You can change the frequency according to your company practices.

Commented [20A22]: You can find a template for this document in the ISO 20000 Toolkit folder "13_Management_Review".

Commented [20A23]: You can change the frequency according to your company practices.

Commented [20A24]:

Whenever the SMS objectives are updated in the SMS Plan, Availability Manager reviews and updates the CSFs and KPIs in the Matrix of Process Measurements to reflect the new objectives.

Commented [20A25]: You can change the frequency according to your company practices.

Commented [20A26]: You can find a template for this document in the ISO 20000 Toolkit folder "13_Management_Review".

7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
Availability Measurement Report	[tool name]	Availability Manager	Availability Manager	Reports are kept for [3] years.
Availability Plan	[tool name]	Availability Manager	Availability Manager	Availability Plans are kept for [3] years.
Availability Reports	[tool name]	Availability Manager	Availability Manager	Reports are kept for [3] years.

Commented [20A28]: You can modify this according to your company practices.

Commented [20A27]: You can modify this according to your company practices.

Commented [20A29]: You can adapt the retention period according to your company practices.

Commented [20A31]: You can modify this according to your company practices.

Commented [20A30]: You can modify this according to your company practices.

Commented [20A32]: You can adapt the retention period according to your company practices.

Commented [20A34]: You can modify this according to your company practices.

Commented [20A33]: You can modify this according to your company practices.

Commented [20A35]: You can adapt the retention period according to your company practices.

8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

Commented [20A36]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

Commented [20A37]: This is only recommendation you can adjust the frequency according to your company practices.

9. Appendices

- Appendix 1 – Availability Measurement Report
- Appendix 2 – Availability Plan

[Job title]

[Name]

[Signature]

Commented [20A38]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.