



Highlights

- Helps improve confidence in your IT availability solution by providing an in-depth third-party review
 - Identifies root causes of outages to help strengthen your IT availability solution
 - Addresses gaps in your current availability solution with plans and processes
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Assess availability risk to improve business continuity

Identify and mitigate your availability risks

Creating a highly available IT system means taking steps to prevent outages and mitigate potential risks. Yet availability management as a practice has become more reactive. The causes of an outage are often misunderstood, resulting in missed opportunities to proactively identify them. IT organizations often need help understanding the capacity to achieve availability requirements as well as identifying areas of potential availability risk, including risks associated with:

- People (availability management organizational capabilities)
- Process (availability management and related processes)
- Technology (Information Services and IT architecture and capabilities)
- Information (data, information, intelligence and knowledge gaps)

IBM Resiliency Consulting Services - assessment - availability assessment leverages a methodology-driven approach to help you understand the root causes of your outages, the robustness of your IT availability architecture and the strength of your supporting availability management processes. We work with you to identify areas of availability risks—including unplanned outages—and assess risk levels before recommending approaches to improving your business continuity. We also provide you with best practice analysis, supplying you with suggestions for proactive measures you can take to enhance system availability. Furthermore, we help instill confidence in your availability solution by providing a comprehensive third-party review by specialists.

Instilling confidence in your availability solution

Using time-tested methodologies and a deep understanding of industry best practices, our specialists provide an independent, third-party review of your availability architecture and availability management process. This assessment is designed to help you compare your current availability architecture and availability management process with recommended standards, identify and mitigate risks and give you information that can help you obtain funding to enhance overall system



availability. Our outage analysis examines your previous outages to help pinpoint their root causes and make change recommendations so the issues don't recur. Our methodology includes single point of failure analysis (SPOF), component failure impact analysis (CFIA), fault tree analysis (FTA) and availability risk analysis (ARA).

Strengthening availability by eliminating single points of failure

Our solution primarily focuses on performing architectural and process assessments, going beyond simply helping you recover from system outages. We help you understand the causes of your outages, identify potential ongoing risks and assess the overall business impact of an outage. With years of experience, our skilled practitioners can help identify single points of failure in your critical availability infrastructure and provide recommendations for improvement. By providing a broader view of your current and potential availability risks, we can help you avoid unplanned outages so you can strengthen your overall availability.

Identifying availability gaps and recommending fixes

Our consultants help you assess where you are today and where you need to be to improve availability and reduce risk. We help you analyze your current availability strategy—including organization, management and related processes—and availability of your application, data, technology and facilities to identify gaps. We then make recommendations based on industry-leading practices to better support your business and IT need for improved availability.

Why IBM?

IBM has extensive global, cross-industry experience in resiliency consulting and is skilled in meeting specific business needs. Our unique methodologies are designed to help ensure consistent quality and standards around the world. IBM's exclusive business resilience framework and the IBM Resilient Enterprise Blueprint offer a value-added approach to help you understand your current resilience capabilities, identify gaps and strategize for the future.

For more information

To learn more about IBM Resiliency Consulting Services - assessment - availability assessment, please contact your IBM marketing representative or visit our website: ibm.com/services/availability

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