

Availability Management Process

Reference: SMS DOC 871.1

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1. Purpose

This process establishes and maintains a plan for the agreed level of availability that ensures the level of availability provided meets agreed requirements.

2. Context of use

"Describe the context of use for the operation of the process at a high level."

3. Process objectives

"

- To develop and manage updates to the documented service availability requirements and targets.
- To plan and design for the required availability of new or changed services.
- To manage service and resource availability performance.
- To ensure agreed availability is delivered."

4. Process overview

"Insert process overview or link to a diagram here.

Insert a reference/link to your process RACI if you prefer one process document"

5. Inputs and outputs

Input
Availability data
Budgets
Business plans
Change requests
Configuration information
Contracts and other formal agreements
Current and draft budget
Information security requirements
Improvements and other recommended changes to service availability

Plans for new or changed services
Proposed improvements
Service availability requirements of existing services
Service availability targets
Service catalogue
Service continuity management plan
Service requirements
Service-Level Agreements (SLAs)
SMS scope definition
Targets and predicted workloads

Output
Agreed availability requirements and targets
Availability performance data
Budgets
Business plans
Change request
Configuration information
Contracts and other formal agreements
Current and draft budget
Draft availability requirements
Information security requirements
Other formal agreements
Plans for new or changed services
Proposed improvements
Risk assessment report(s)
Service catalogue
Service continuity management plan
Service requirements
SLAs
SMS scope definition
Targets and predicted workloads
Test results from service component and service availability testing

6. Interfaces

"Add text to explain key interfaces, e.g. with:

- Asset management
- Budgeting and accounting
- Business relationship management
- Capacity management
- Change management
- Configuration management
- Correcting and improving the SMS
- Demand management

- Incident management
- Information security management
- Knowledge management
- Measuring and evaluating performance
- Planning the services
- Problem management
- Procurement
- Release and deployment management
- Service continuity management
- Service design and transition
- Service level management
- Service reporting
- Service request management
- Supplier management"

<<7 and 8 removed for sample purposes>>

Document owner and approval

The Management Representative is the owner of this document and is responsible for ensuring that it is reviewed in line with the requirements of the management system.

The current version of this document is available to
"Specify which members of staff this document is intended for"

and is published

"Describe the location(s) - electronic and physical - where this document is available"

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