**UniQuE**

Technology Availability Plan

(Engagement Name and Id)

(Client)

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Changes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Review And Approval**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company | Role | Name | Date | Signature |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Distribution**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company | Name | Number | Media | Action |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Storage**

|  |  |  |
| --- | --- | --- |
| Location | Access | Administrator |
|  |  |  |
|  |  |  |

Company Confidential - Copyright © 2017 Capgemini - All rights reserved

Template Version Number: Group Reference v1.1

**Table Of Contents**

[1. Technology Availability Plan 4](#_Toc517272064)

[1.1. Purpose of the Document 4](#_Toc517272065)

[1.2. Scope of the Document 4](#_Toc517272066)

[1.3. Control of the Document 4](#_Toc517272067)

[2. Capgemini’s Scope On Availability Management 5](#_Toc517272068)

[3. Business Impact Assessment 6](#_Toc517272069)

[3.1. Business Requirements for Availability 6](#_Toc517272070)

[3.2. Vital Business Functions 6](#_Toc517272071)

[3.3. Critical Component And Interdependencies 6](#_Toc517272072)

[3.4. Critical Configuration Items 6](#_Toc517272073)

[3.5. Critical Assets 6](#_Toc517272074)

[3.6. Other Services 6](#_Toc517272075)

[3.7. Threats And Vulnerability 6](#_Toc517272076)

[4. Technology Availability Risk Planning 7](#_Toc517272077)

[4.1. Risks Identified For Technology Availability 7](#_Toc517272078)

[4.2. Business Accepted Risks 7](#_Toc517272079)

[4.3. Single Point Of Failure 7](#_Toc517272080)

[4.4. Plan To Eliminate Risks And Single Point Of Failures 7](#_Toc517272081)

[4.5. Recovery Action Plan 7](#_Toc517272082)

[5. Technology Availability Monitoring 8](#_Toc517272083)

[5.1. Investigation Of Unavailability 8](#_Toc517272084)

[5.2. Technology Availability Analysis 8](#_Toc517272085)

[6. Technology Availability Measurements & Reporting 9](#_Toc517272086)

[6.1. Technology Availability Target 9](#_Toc517272087)

[6.2. Technology Availability Thresholds And Baseline 9](#_Toc517272088)

[6.3. Technology Availability Measurements And Measurement Points 9](#_Toc517272089)

[6.4. Technology Availability Key Performance Indicators (KPI & SLA) 9](#_Toc517272090)

[6.5. Reporting Requirements 9](#_Toc517272091)

[6.6. Data Source Used For Calculations 9](#_Toc517272092)

[7. Technology Availability Forecast and Planning 10](#_Toc517272093)

[7.1. Technology Availability Modelling 10](#_Toc517272094)

[7.2. New Requirements For upcoming IT Services 10](#_Toc517272095)

[7.3. Forecasting And Demand Planning 10](#_Toc517272096)

[8. Technology Availability Optimization and Tuning 11](#_Toc517272097)

## Purpose of the Document

<<Purpose and scope of the Availability Plan. This section should also include the information on how often the plan is updated>>

## Scope of the Document

<<Define the scope of this plan>>

## Control of the Document

 <<Define preparation, approval, maintenance and revision of this plan>>

# Capgemini’s Scope On Availability Management

<<Mention Capgemini’s scope on Technology Availability. Provide details on critical elements for the business which the maintaining the availability is critical>>

# Business Impact Assessment

## Business Requirements for Availability

<<Mention the VBF’s supported by IT services and the availability requirements to support the business >>

## Vital Business Functions

<<Mention the Vital Business Functions supporting the services for which the availability is crucial>>

## Critical Component And Interdependencies

<<Mention the critical components and review the impact of their failure on the dependant components>>

## Critical Configuration Items

<<Mention the critical configuration items which are needed to maintain the availability>>

## Critical Assets

<<Mention the critical assets which are needed to maintain the availability>>

## Other Services

<< Mention any other services or service components within the scope of technology availability>>

## Threats And Vulnerability

<<Mention the Threats and vulnerabilities to calculate the risk to technology availability>>

# Technology Availability Risk Planning

## Risks Identified For Technology Availability

<< Describe here the result of the (periodic) risk assessment with respect to availability>>

## Business Accepted Risks

<<Mention the risks which is known and accepted by business>>

## Single Point Of Failure

<< Mention any Configuration Item that can cause an Incident when it fails, and for which a countermeasure has not been implemented>>

## Plan To Eliminate Risks And Single Point Of Failures

<Mention the plan to eliminate SPoFs and/or the provide of alternative components to provide minimal disruption to the business operation should an IT component failure occur. Actions for modifying design to eliminate or minimize the effects of planned downtime should also be considered>

## Recovery Action Plan

<Mention the recovery criteria and the actions to be taken post service disruption>

# Technology Availability Monitoring

## Investigation Of Unavailability

<< Mention the findings from unavailability analysis. For this data from Events, Incidents, Problems, CMDB, and Service level performance is reviewed to understand the availability issues >>

## Technology Availability Analysis

<<Mention the different techniques used availability analysis like trends, Root Cause Analysis, Service Outage Analysis, etc.>>

# Technology Availability Measurements & Reporting

## Technology Availability Target

<<Mention the availability target as agreed with Client>>

Application Set 1

Application set 2

…….

Network set 1

Network set 2

……..

## Technology Availability Thresholds And Baseline

<<Mention the threshold for availability (if crossed event must be generated) and baseline against which the availability data must be reported>>

## Technology Availability Measurements And Measurement Points

<<Mention the technique used to measure availability and the different measurement points>>

## Technology Availability Key Performance Indicators (KPI & SLA)

<<Mention the KPI’s and SLA’s used for Availability calculations>>

## Reporting Requirements

<<Mention the reporting requirements with respect to technology availability>>

## Data Source Used For Calculations

<<Define the data source used for calculation along with the frequency >>

##

# Technology Availability Forecast and Planning

## Technology Availability Modelling

<<Mention the impact of changes on IT infrastructure on availability of the services using modelling technique>>

## New Requirements For upcoming IT Services

<<Mention the new requirements for the upcoming IT service for which the availability needs to be maintained>>

## Forecasting And Demand Planning

<<Mention the forecast on the future availability needs and levels. Identify any changes in demand i.e. increase or decrease in demand, for both short- and long-term planning horizons>>

# Technology Availability Optimization and Tuning

<<Define the action plan for optimizing and tuning availability levels within the service>>