Service Availability Assessment

Ready, set, prepare yourself for high availability

Achieve your optimal state of business

The IBM High Availability Center of Competency (HACoC) team is dedicated to helping clients achieve their availability goals and maximize the value they receive from IBM systems and storage products. The HACoC draws from technology and systems management expertise across IBM and the industry, and works with clients to identify opportunities that can help improve the availability and resiliency of their end-to-end IT infrastructure.

Our Service Availability Assessment includes a high-level assessment and review of availability and scale-out requirements for selected IT services and the potential cost savings of improving IT service management processes. This collaborative workshop hosts several activities, including:

- Review of IT service management processes
- Review of transaction flow through the infrastructure
- Analysis of a real or potential outage
- Review of availability and scale-out requirements for the selected IT services

Offering value

This workshop will analyze the infrastructure supporting your mission-critical business processes, whether cross platform systems and storage (including software stack) or with a customized competitive analysis of HP, Oracle/Sun and other products.

See first hand how and where you can benefit from improved service quality, and the cost savings associated with better processes and decreased downtime.
Typical deliverables

- Roadmap and next steps for a highly available infrastructure
- A detailed set of architecture-level technology and strategic-level process recommendations to improve IT Service Availability
- Component Failure Impact Analysis (CFIA)
- Skills transfer from IBM experts to client IT support staff
- HA and service management best practices
- Executive presentation and report of findings

What you can expect

The HACoC engages with clients for a high-level review of the architecture and IT service management of current (IBM and non-IBM) implementations or proposed deployments in order to identify:

- High priority focus areas
- Next steps for the client and IBM

For more information

Learn more about the Service Availability Assessment and other related products and services. Contact stgls@us.ibm.com or visit:

ibm.com/systems/services/labservices

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