



This course offers practical techniques on how you can implement Availability Management in an organization. It teaches the skills you need to provide reliability, maintainability, and serviceability within an IT department. This 3-day course is 70 percent lecture and 30 percent hands-on.

Audience

- IT staff responsible for executing tasks within the Availability Management process.
- Availability managers who want in depth practical knowledge about the ITIL (IT Infrastructure Library) process Availability Management
- Other ITIL process managers with interest in the Availability Management process.

Prerequisites

- Candidates wishing to take the Practitioner Availability Management examination must hold the ISEB/EXIN ITIL Foundation Certificate for IT Service Management
- It is also advisable that the candidate has a minimum of one year's general IT experience and has practical experience in the field of IT Availability Management.

Course Objective

Understand best practices in Availability Management and be able to relate how these processes contribute to the quality of IT services.

Benefits to You

- Effectively manage availability to ensure that service availability meets the business needs as detailed in service levels
- Identify links to other ITIL processes to ensure that your organization has an effective Availability Management function.
- Ensure that availability levels are continually reviewed with a view to improving service to the business

Why education services from HP?

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Course Title: ITIL practitioner - Availability Management

HP Product Number: UC396s

Category/Subcategory: ITSM/ITIL

Course Length: 3 Days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Practitioner Courses.

Next Steps: ITIL Manager in IT Service Management courses: IT Service Support + IT Service Delivery and ITIL Service Manager one day exam preparation.

Detailed Course Outline

Introduction

- Training objectives
- Brief refresher on ITSM

Availability Management

- Availability
- Reliability
- Maintainability
- Serviceability
- Security
- Relationship with other processes
- Relationships with business demands and SLAs

Relevant aspects

- Measures for availability
- Component failure impact analysis
- Fault tree analysis
- Monitoring and thresholds
- Availability Management database
- Management reporting

Availability Management - benefits, costs and possible problems

- Benefits to the business
- Financial benefits
- Benefits to IT

Availability Management – ongoing activities

- Relationships with other ITIL processes
- Other dependencies and relationships

Availability Management - process control and management

- Measures for Availability Management – Key Performance Indicators (KPIs)
- Management reporting

- Auditing and audit checks

Course program

- Theory
- Exercises and presentations
- Exam preparation

Examination: The following areas are required knowledge for the exam

- The relationship between business and Availability Management
- IT infrastructure design
- Advise on IT equipment and services
- Evaluate availability
- Calculate availability
- Managing maintenance activities
- Quality criteria
- Reporting

Information about the examination:

- The exam, offered by EXIN, is a two hour multiple-choice paper based on a case study (provided during the exam). It consists of 40 questions and candidates need to achieve 60% or more (24 or more) to pass. It is a closed book exam.
- ISEB does not offer this exam.

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