

Infra Course Outline

Availability Management



The Availability module within Infra enables businesses to record, monitor and report on the availability of CMDB entities in their IT infrastructure. Availability is at the core of customer satisfaction.

The one day Availability Management course is suitable for CMDB Administrators, Service Level Managers and Service Desk Managers who want to learn how to implement ITIL compliant Availability using Infra.

What You Will Learn

- Understanding of terminology relating to scheduled availability and outages.
- How to activate availability for an entity.
- Creation of outages within calls, tasks and requests.
- Closure of outages.
- Understanding of outage calculations.
- How to search and view current outages.
- Use of outages in monitors and IPK Workflow rules.
- Configuration of availability settings in infraEnterprise administration.
- Setup of officer permissions within availability.



How You Will Benefit

On completion of the course, delegates will be able to configure and track availability for CMDB entities within calls, tasks and requests.

A full course manual is provided with the course. The manual will provide delegates with a source of reference within their own workplace.

Length of Course: 1 day

Maximum Students: 8 students

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Course Topics

Module 1: Availability Management

- Introduction to Availability
- Definition of scheduled availability terminology
- Definition of outage terminology

Module 2: Defining Entity Availability

- Enable availability tracking
- Display weekly availability
- Display availability schedules
- Set availability targets and escalations
- Display entity outages
- Display entity availability performance

Module 3: Creating Outages

- Outage overview
- Create and view outages in a call
- Create outage in a request or task
- Create outages for dependent entities
- Close outages
- Outage calculations
- Search Outages
- View current outages
- View outages in CMDB searches
- Outages in monitors
- Outages in IPK Workflow rules

Module 4: Availability Administration

- Availability settings
- Define availability schedules
- Define outage types
- Configure availability security role