



# High Availability Strategy Review

*Enable availability with technology and service management*

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## Highlights

- Reach IT availability goals that support mission-critical business applications
- Collaborate during on-site sessions with IT leadership and platform specialists
- Determine requirements, identify gaps and define an HA strategy for the hardware platform
- Come away with a comprehensive IT HA strategy to get the most out of your IBM investment
- Engage with a world-class advisory service dedicated to helping clients meet their needs

## Meet business availability objectives

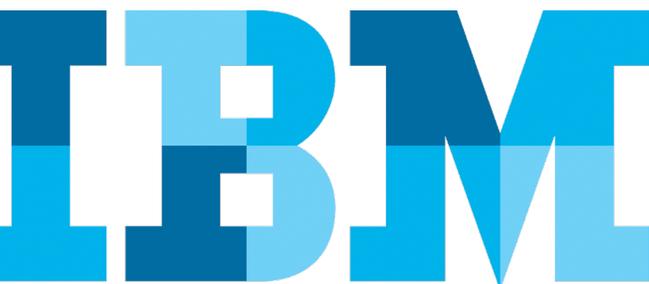
High availability (HA) requires building redundant resources into critical servers to ensure the failure of one component won't cause the business service to fail. It's similar to multiple city highways; should problems arise on one road traffic can take an alternate route. In terms of IT, by building redundancy into critical business systems, the failure of one component won't cause the application to fail.

To ensure IT can provide for those services that are crucial to your organization, you must first define service availability requirements. Engage Lab Services Executive Advisory Practice to document goals, identify gaps and create a multi-phased strategy to deliver resilient IT on your IBM platforms.

## What you can expect

Our one-week, collaborative High Availability Strategy Review engagement follows a holistic approach and uses proven methodologies. Led by senior HA IT and service management advisors, the team conducts multiple sessions with IT leadership to determine high availability requirements, then jointly develops and delivers an HA strategy with recommendations based on:

- Documented availability demands
- Guidelines and industry best practices on your selected IBM platform
- Availability achievement on an availability adoption matrix comparison of accepted stages of availability
- Information Technology Infrastructure Library (ITIL) set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business



## Key benefits and features

- Gain expertise and benefit from methodologies that address complex business processes which rely on numerous interdependent applications to meet HA requirements
- With help from skilled specialists, determine if your current IBM platforms and service management processes can meet business HA demands now and in the future
- Benefit from proposed improvements to your IT infrastructure and services that may increase levels of availability
- Ensure the quality of IT services by aligning technology with business process in a manner that's cost effective
- Accrue significant knowledge transfer from IBM platform subject matter experts and service management advisors

## Ask yourself

The Lab Services Executive Advisory Practice portfolio is strong and designed to help optimize IT, reduce costs, and make your business a healthier one. To determine if the High Availability Strategy Review is right for you, ask yourself:

- Are your systems resilient?
- Do you meet business availability objectives?
- Have you established service management processes for problem, incident and change management?
- Is your HA strategy based on IBM platform best practices?
- Has your organization experienced availability issues resulting in excessive costs or risks?
- Does your organization have a clear understanding of its enterprise infrastructure, service levels and contamination and remediation issues?

## For more information

Learn more about the High Availability Strategy Review and related Lab Services Executive Advisory Practice solutions. Contact [ibmsls@us.ibm.com](mailto:ibmsls@us.ibm.com) or visit:

[ibm.com/systems/services/executiveadvisorypractice](http://ibm.com/systems/services/executiveadvisorypractice)



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