

# IT Service Management: Availability Management

Your business never sleeps. The need for IT to deliver services in this 24-hour-a-day, 7-day-a-week global economy is more crucial to the success of the business than ever before. Failing to deliver high availability for mission critical applications and services can have a crippling impact to the revenue and reputation of your company that may take years to recover from. In order to manage the multitude of critical IT systems across your diverse operating environment, you need tools that can gather meaningful metrics and help you take actionable steps to improve the reliability of your IT services.

Offered as part of the IT Service Management suite of products, FrontRange Availability Management gives IT organizations the ability to track key uptime and availability statistics and manage the risk of business-affecting service outages.

The Availability Management module is flexible enough to support your existing analysis or help you establish new uptime statistics from virtually any component or service in your infrastructure. Easy to configure dashboard reports give you instant access to key availability information so that you can manage your Service Levels and plan for future growth with precision and confidence.

## Support for ITIL Best Practices

Designed for organizations of all sizes, Availability Management works equally well for companies that are already tracking uptime and availability of business systems or for companies that are looking to gather these statistics for the first time. Powerful configuration options allow you to tailor fit the solution to your existing methodologies or build out new processes around what is included with the product. Support of the ITIL Availability Management framework is built-in along with the real-world best practices shared by over 125,000 FrontRange customer organizations around the world.

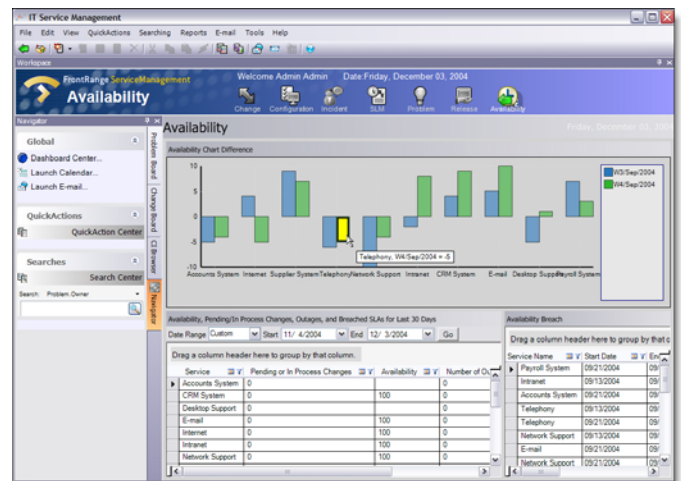
## Improve System Availability & Reduce Costs

The Availability Management module in conjunction with a formal availability process can have significant, long-lasting, positive impacts to the quality of all IT services. By understanding the impacts of how individual changes, problems, releases, and Service Level components can affect service availability, IT organizations can plan and manage both growth and maintenance activities more efficiently; ensuring that IT services meet the needs of the business.

## Track Meaningful Metrics

Availability Management automatically calculates the mean time between failures (MTBF) and mean time between repairs (MTBR) at the component, service, or enterprise level. Individual components can be grouped and associated in any combination to create meaningful business service views that can be tracked as part of your availability calculations.

For example, through the Availability Management module you could configure the system to calculate the statistics for an individual network router or you could combine the router, multiple servers, email software, web server, VPN and ISP services into a service entity called "Corporate Email". Availability calculations on the Corporate Email service will reflect detailed statistics from each individual component and provide a true measure of service availability.



*Powerful real-time reports and alerts allow you to track Availability metrics at the component, service, or enterprise level*

## Tight Integration with Service Level Management

If your organization currently tracks Service Level Agreements (SLA) with your internal or external customers, Availability Management can significantly improve the way you establish and manage these targets. Availability metrics can be applied to the catalog of IT services in order to establish a baseline upon which to build out your commitments and measure the true costs and impacts of the SLA's on the business.

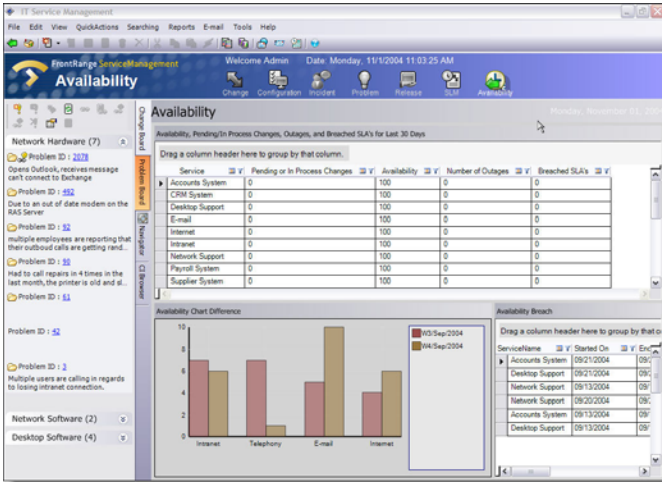
## Better Plan for Growth and Maintenance

An IT service is only as strong as its weakest component. Availability Management provides a clear and measurable way to see how different components can impact the overall service. Weaknesses can be identified quickly and corrected allowing you to optimize the environment and improve overall availability of business critical services.

From the creators of award-winning GoldMine® and HEAT® software.

### Attention HEAT Users

The Availability Management module is designed to integrate with your existing HEAT Service & Support™ solution. Availability metrics automatically reflect information gathered from your HEAT call tickets.



*Tight integration with Service Level Management ensures that SLA's targets are reasonable and attainable*

### Deliver Better Service More Predictably

If your organization is looking to establish or improve your Availability Management capabilities, or if you are looking for more advanced ITIL support, Availability Management was created specifically for you. Built-in functionality and powerful configuration options ensure that the software will provide benefits quickly while affording you the ability to scale as your needs change. Because FrontRange IT Service Management shares a common architectural platform with the full suite of FrontRange business solutions, you have access to a range of capabilities that is unmatched in the industry.

FrontRange Solutions—a leading provider of service management and CRM applications with more than 7,500 customers and 125,000 implementations over the past 15 years—is your source for integrated applications that allow you to drive customer loyalty, increase productivity and sales effectiveness, and build exceptional relationships across your entire value chain.

### Additional Availability Management Features

- Real-time reporting on all components and IT services
- Mean time between repairs (MTBR) and mean time between failure (MTBF) reporting
- Full integration with Service Level Management
- Fully customizable dashboard and reporting views
- Full Integration with HEAT and FrontRange IT Service Management
- ITIL Compatible & Verified

### Part of the FrontRange IT Service Management Solution

- Incident Management
- Problem Management
- Change Management
- Release Management
- Service Level Management
- Configuration Management
- Self Service

Call 800 776 7889 to speak to your FrontRange representative today and discover the benefits of IT Service Management.

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