Availability Management PinkVERIFY™

AVAILABILITY	General Criteria
AVM-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? ---
AVM-11-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role? ---
AVM-11-G-003	Does the tool support designating fields as mandatory? ---
AVM-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? ---
AVM-11-G-005	Does the tool facilitate the production of management reports from historical records? ---
AVM-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities ---
AVM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? ---
AVM-11-G-008	Does the tool provide facilities within the tool database for archiving closed records? ---

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AVAILABILITY	Core Criteria
AVM-11-C-001	Does the tool have a distinct Availability Management Information System (AMIS) module of functionality? --- --------
AVM-11-C-002	Does the tool's AMIS have the ability to import data from multiple technical monitoring systems as well as other sources of data including business, financial and resource data to facilitate the aggregation of Availability data for service availability reporting --- --------
AVM-11-C-003	Does the tool facilitate importing monitoring tool data to calculate Availability of individual Configuration Items (CI)? For example: frequency and duration of downtime for individual servers --- --------
AVM-11-C-004	Does the tool facilitate aggregating imported monitoring tool data to calculate Availability of an IT domain/platform or group of related CIs? For example: Wintel Servers, Linux Servers, Cisco Routers --- --------
AVM-11-C-005	Does the tool facilitate aggregating imported monitoring tool data to calculate of end-to-end IT Service Availability as perceived by the customer of the Service? For example: Email, Payroll, File and Print --- --------
AVM-11-C-006	Does the tool facilitate the creation of reports on Component, Domain, System, and Service Availability? For example: service availability reports for SLM, service and system availability reports for ITSCM, component & domain availability reports for IT --- --------

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AVM-11-C-007	Does the tool facilitate listing Vital Business Functions (VBF) and assessing the impact of a supporting component failure? ---

AVAILABILITY	Core Criteria
AVM-11-C-008	Does the tool facilitate the production of a Projected Service Outage report when a change / release implementation is being planned? ---
AVM-11-C-009	Does the tool support the monitoring of user-defined thresholds and raise alerts if availability thresholds are breached? ---
AVM-11-C-010	Does the tool facilitate the ability to calculate the reliability of components and services in terms of agreed availability targets? ---
AVM-11-C-011	Does the tool facilitate the production of an Availability Plan? ---
AVM-11-C-012	Does the tool support escalation and notification alerts that require intervention based on a threshold breach, and does it offer a range of notification options depending upon the impact and urgency of the event? For example: System paging, email, digital bulletin board ---
AVM-11-C-013	Does the tool have the capability of calculating Availability-related measurements? For example: Mean time to repair (downtime), Mean time between failures (uptime), Mean time between Incidents, Number of Service degradations, Incident handling/resolution times ---
AVM-11-C-014	Does the tool support risk analysis and management assessments? For example: illustrate or model the effect upon Availability levels when CIs fail or are changed, removed, or added ---

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AVM-11-C-015	Is availability data stored in the tool and made easily accessible for analysis, trending and reporting? For example: Report or graphical illustration of the analysis results of Wintel server failures over a 12-month rolling window --

AVAILABILITY	Integration Criteria
AVM-11-I-001	Does the tool facilitate the assessment of agreed Supplier serviceability? For example: agreed levels and terms of availability and reliability --
AVM-11-I-002	Does the tool support the integration of Event Management monitoring tools for the automated generation of Incident Tickets regarding component failures? --
AVM-11-I-003	Does the tool support the integration of Event Management tools for component failure event correlation and potential Problem identification? --
AVM-11-I-004	Does the tool facilitate identification and tracking of Configuration Items within the Configuration Management System CMDBs to "illustrate" or identify a single point of failure within a system or service? --
AVM-11-I-005	Does the tool integrate with the CMS CMDBs to facilitate the identification of weak or unstable Configuration Items to support Component Failure Impact Analysis? --
AVM-11-I-006	Does the tool integrate with the CMS CMDBs to facilitate a Fault Tree Analysis? --
AVM-11-I-007	Does the tool have the ability to integrate with business and financial systems / tools to enable the calculation of the cost of unavailability? --

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