MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

SERVICE DESIGN - AVAILABILITY MANAGEMENT

"Design IT services for maximum uptime and availability through proven strategies."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

This course provides a deep dive into Availability Management as a key process in the Service Design phase of the ITIL® Service Lifecycle. It focuses on ensuring that IT infrastructure, processes, tools, roles, and metrics are effectively designed and implemented to meet agreed availability targets and service-level agreements (SLAs). Participants will learn how to balance cost, risk, and performance to deliver reliable and resilient IT services.

Objectives

Participants will:

- Understand the role of Availability Management in the ITIL® framework
- Learn how to design and implement availability plans and architecture
- Assess components of high-availability infrastructure (HAI) and disaster recovery (DR)
- Identify and manage single points of failure (SPOFs) and service failures
- Align availability planning with business continuity and risk management

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Why Attend

In today\'s digital-first environment, even a short service disruption can result in significant business losses. Availability Management enables IT professionals to proactively ensure that critical systems remain accessible and perform as expected under normal and exceptional conditions.

Target Audience

- IT Service Managers and ITIL® Practitioners
- IT Architects and Infrastructure Planners
- Availability and Capacity Managers
- Business Continuity Managers
- System & Network Administrators

Individual Benefits

- Gain mastery in availability planning aligned with business needs
- Learn proactive tools and analysis techniques to avoid service outages
- Build credibility in high-demand IT service design roles

Organizational Benefits

- Improved service continuity and reliability
- Reduced cost of unplanned downtime and incidents
- Better alignment of IT availability with business priorities and SLAs
- Stronger compliance with industry and security standards

Instructional Methodology

- Interactive lectures and guided discussions
- Real-world case studies and service design scenarios
- Availability planning workshops
- Hands-on exercises using ITIL templates and matrices

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Availability Management

Module 1: Overview of ITIL® Service Lifecycle & Service Design (07:30 – 09:30)

Module 2: Introduction to Availability Management Concepts (09:45 – 11:15)

Module 3: Availability vs. Reliability vs. Maintainability (11:30 – 01:00)

Module 4: Designing for Availability – Key Considerations (02:00 – 03:30)

Day 2: Availability Requirements and Metrics

Module 1: Identifying Availability Needs from SLAs & OLAs (07:30 – 09:30)

Module 2: MTBF, MTTR, MTTF, MTRS – Key Metrics Explained (09:45 – 11:15)

Module 3: Service Failure Analysis (SFA) and Risk Modelling (11:30 – 01:00)

Module 4: Exercise: Build an Availability Requirements Matrix (02:00 – 03:30)

Day 3: Tools, Techniques, and Infrastructure Design

Module 1: Designing Fault-Tolerant and Redundant Systems (07:30 – 09:30)

Module 2: High Availability (HA), Failover, Clustering, and Load Balancing (09:45 – 11:15)

Module 3: Preventing Single Points of Failure (SPOFs) (11:30 – 01:00)

Module 4: Workshop: Design an HA Architecture for a Critical App (02:00 – 03:30)

Day 4: Service Continuity and Availability Planning

Module 1: Aligning Availability Management with ITSCM (07:30 – 09:30)

Module 2: Disaster Recovery Strategies and Backup Solutions (09:45 – 11:15)

Module 3: Monitoring, Reporting, and Reviewing Availability (11:30 – 01:00)

Module 4: Case Study: Availability Management for a Global Service Provider (02:00 – 03:30)

Day 5: Implementation and Improvement

Module 1: Availability Testing and Validation Approaches (07:30 – 09:30)

Module 2: Continuous Improvement of Availability Management (09:45 – 11:15)

Module 3: Creating and Presenting an Availability Plan (11:30 – 01:00)

Module 4: Assessment & Wrap-Up (02:00 – 03:30)

Certification

Upon successful completion, participants will receive a **Certificate in Service Design – Availability Management**, demonstrating competency in implementing availability strategies within the ITIL® framework.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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