

PD000G

IT Service Management for High Availability

Durata: 3 gg

Descrizione

This High Availability and Service Management class provides education to IT managers and staff on the scope, effort and commitment necessary for achieving high availability. The class provides an overview of availability and service management concepts and introduces fundamental elements of the IT management processes which are necessary to support a high availability environment. The class emphasizes the principles of process, organization and information in supporting high availability. The HA Class provides an introduction into the concepts and considerations for how to manage for high availability. As such, most, if not all, of the service and availability management concepts presented are appropriate for any IT organization, large, medium, or small. It doesn't matter whether we are dealing with a large multiple mainframe shop, or a single open server, these concepts still apply.

- Redundancy is needed to support fault tolerance at all levels - systems, applications, storage, sites.
- Data must be backed-up in any environment and recovery must be quick.
- Critical functions must be isolated so as to not be impacted by failures of other less critical functions.
- Monitoring tools must be in place.
- There is no technology only solution in any environment - systems and applications must be designed for high availability, availability must be managed, and focus is required.

For more information on this class please send your email to: dpmc@us.ibm.com

Objectives: Upon completion of this course you should be able to:

- Recall the IT Mission and HA Requirements
- Recognize the IT challenges and HA inhibitors
- Summarize the approaches across technology and management processes
- Explain High Availability best practices
- Identify the availability design techniques that are available for high availability applications
- Clarify the value of a holistic and balanced approach and the importance of effective processes
- Recognize the Service Level Management process and how SLM relates to other processes
- Identify the availability design techniques that are available for high availability applications
- Summarize considerations for Configuration Management and the CMDB
- List the steps to proactively prepare for failures and improve the recovery capability of the systems
- Recall considerations for monitoring and Event Management
- Identify the actions that can be taken to prevent incidents or mitigate their impact
- Identify actions that can be taken to analyze a defect, track resolution, and take corrective action
- Clarify the value of proactive analysis techniques to prevent problems and continuously improve
- Respond to a post incident review
- Recall the fundamental elements of an effective change management process
- Determine that end user measurements can and should be done
- Select an organizational approach that can be used to provide a focus on high availability
- Clarify elements of an Availability Strategy and suggest a Service Management model

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- Enrollment in this course is not restricted.
- Typical students may include:
 - ? First or second level management and team leaders in both infrastructure support and application development
 - ? Client IT technical staff (Operat

Prerequisiti

- There are no specific course prerequisites, though an understanding of ITIL fundamentals would be beneficial.

Contenuti

- Introduction & Agenda
 - Module 01 – IT Mission & Requirements
 - Module 02 – IT Challenges & Inhibitors
 - Module 03 – HA General Best Practices
 - Module 04 – Designing for HA
 - Module 05 – Service Management Framework
 - Module 06 – Service Level Management
 - Module 07 – Solution Development & Test
 - Module 08 – Managing IT Information
 - Module 09 – Recovery Planning: Preparing for Failures
 - Module 10 – Managing IT Events: Monitoring & Automation
 - Module 11 – Managing Incidents: Restoring Service
 - Module 12 – Managing Problems Part 1: Problem Correction
 - Module 13 – Managing Problems Part 2: Problem Prevention
 - Module 14 – Managing Change
 - Module 15 – Measuring & Reporting
 - Module 16 – Managing Availability: An Organizational Focus
 - Module 17 – Service Management Improvement Strategy
- Wrap up & Closing