

**Information and Communications Technology Industry Training Advisory Committee  
Software Products and Software Services (SW) branch  
Unit of Competencies**

1. Title	Establish and maintain the availability management process	
2. Code	ITSWOS526A	
3. Range	Design, establish, develop and review the processes for availability management services of an organisation in the context of providing availability management services for an organisation [Operations and Support – Availability Management Services]	
4. Level	5	
5. Credit	3	
6. Competency		<p><u>Performance Requirement</u></p> <p>6.1 Have basic knowledge in IT related to availability management process Be able to appreciate the roles and functions of IT related to the availability management process</p> <p>6.2 Understand objectives and practices of the availability management process Be able to adopt the principles of and adapt best practices for the availability management process</p> <p>6.3 Understand the main characteristics of the existing infrastructure topology Be able to explain and articulate the main characteristics of common IT infrastructure topologies</p> <p>6.4 Understand the critical business functions and requirements Be able to</p> <ul style="list-style-type: none"> <li>▪ gather the business requirements for critical business functions and assess the situation using common techniques (such as ITAMM model)</li> <li>▪ define availability and recovery criteria for each new and enhanced IT service</li> </ul> <p>6.5 Ensure proper resilience is in place to cater for the business functions and requirements Be able to assess the viability of the chosen resilience option to support the critical IT components so as to support critical business functions</p> <p>6.6 Define the scope of availability measurements Be able to</p> <ul style="list-style-type: none"> <li>▪ identify the IT components or systems whose availability will mean the most to the business</li> <li>▪ define the availability plan for proactive improvement of IT availability based on the business needs</li> </ul> <p>6.7 Design, establish, develop and review the processes for availability management services in a professional manner Be able to</p> <ul style="list-style-type: none"> <li>▪ exercise industry best practices and adhere to standards as well as local and international standards,</li> <li>▪ comply with organisation's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable</li> </ul>

7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) devise and maintain the availability plan, which can fulfill the various business availability requirements; (ii) understand and articulate the common IT infrastructure topologies; and (iii) identify and evaluate possible improvement actions and recommend an optimum set of actions to close any gaps between actual and target service levels.
Remark	