IBM®

High Availability Center of Competency
IBM WW Systems Client Care and Advocacy

Our Mission

To help clients achieve their service availability and resiliency goals and maximize the value they receive from their IT infrastructures.

The High Availability Center of Competency (HACoC) taps technology and service management experts from across IBM and the industry. We collaborate with clients to assess their current IT infrastructures and delivery practices, and define the strategy and solutions needed to help them reach their availability goals.

The Best of IBM

The HACoC assembles elite teams of experts in High Availability, Service Management, IBM Systems, Storage, and Middleware from the development and test labs to work with our clients.

Learn from Best Practices

The HACoC helps clients apply IT Resiliency Best Practices to meet business requirements through:

- A focus on how the IT infrastructure impacts service availability to the business
- A cross-organizational approach to service availability that focuses on how the technology is implemented *and* how the service is managed
- Extensive knowledge of industry trends, availability challenges, and solutions from working with hundreds of clients across every industry
- Expertise in Availability and Service Management through participation in the IT Service Management (ITSM) and ITIL® Communities
- An understanding of how emerging technologies impact IT service availability

Proven, Flexible Methodology

The HACoC uses a collaborative workshop model that is customized for each client's needs, engagement scope, and budget. Our workshops can be conducted in-person or remotely.

Signed project agreement

Client Input
- Business availability & resiliency objectives
- Architecture overview
- Technology documentation
- Service process overview
- Plan logistics with IBM PM

IBM Subject Matter Experts

IT Resiliency Practices

Client staff
- Executive sponsor
- Project manager
- Technical SMEs
- Availability management experts

IBM staff
- Engagement leader
- Project manager
- Technical SMEs
- Availability management experts

Topics
- Technology resiliency
- Service management

Executive summary

Observations and gaps

Detailed technology recommendations

Detailed service management recommendations

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Extensive Capabilities

The HACoC understands that each client's IT resiliency needs vary based on requirements of its business. From our rich portfolio of capabilities, we can tailor an engagement for your specific IT resiliency goals.

Availability Workshop

- Assess current environment
  - Reactive (Incident Follow-up)
  - Proactive (HA NFRs)
  - Progress inhibitor reviews
- Review new HA architecture
- Develop strategy
  - IT availability
  - Service management

Post Incident Review

- Independent review
- Analyze underlying (root) cause of the defect leading to the incident
- Identify contributing issues affecting duration and impact
- Analyze underlying (root) cause of each contributing problem

Availability Education

- Service management seminar
- HA briefings
  - HA best practices
  - IT challenges
  - Root Cause Analysis
  - Product-specific best practices

Expert Support

- Support client-led workshops and meetings
- Support other IBM engagement teams
- Infrastructure HA best practices
- IT Infrastructure availability guidance

Proven Value to Clients

Since its founding in 2005, the HACoC has delighted hundreds of clients in various industries around the world with a compelling mix of partnership and collaboration, knowledge of resiliency best practices, and expertise from across IBM.

Comprehensive report

At the conclusion of an HACoC engagement, the client receives a written report consisting of:

- Executive Summary with key findings, a maturity assessment, and a resiliency improvement roadmap.
- Detailed observations, gaps, and recommendations, organized by technology and service management topics in scope. Each recommendation includes an observation summary, recommended action, and recommendation benefit.

Collaboration and knowledge sharing

Your IT and service management experts will:

- Collaborate with top IBM Subject Matter Experts. These relationships often last beyond the conclusion of the assessment.
- See how their areas fit into and affect the resiliency of your end-to-end IT landscape.
- Learn about IT resiliency best practices and trends.