

QUESTIONS & ANSWERS

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Avaya 132-S-800-1

Specialist - Messaging Design Elective



- 4. Financial data;
- 5. Capacity utilisation data.

The following information can be compiled from the CDB:

- 1. Service and components report (capacity utilisation);
- 2. Exception reports;
- 3. Capacity and planning data (forecasts).

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Demand Management Business requirements and growth expectations based on business development are determined by means of demand management. Business plans and business strategies form the basis for this. Workload Management The IT services are adapted (expanded, service times adapted, optimised

etc.) on the basis of demand management. Techniques used for this include trend analysis, simulation, and baseline method.

Resource Management Administration and procurement of resources (finances, physical resources, and employees)

Performance Management Monitoring, checking and regulating (e.g. by

prioritising) service performance Capacity Plan

The capacity plan contains:

- Actual capacity utilisation;
- Desired capacity utilisation;
- Basis for budget planning.

Benefits

- Improved economy in the production of goods and services through better utilisation of the resources used.
- Reduction in the probability of capacity bottlenecks occurring;
- Better use of available resources;
- Basis for monitoring capacity costs and thus early detection of step costs;
- Improvement in customer relationships;
- More precise definition of performance requirements;
- More precise forecasting concerning the expected performance behaviour of systems;
- More efficient use of employees;
- Better structured procurement of hardware expansions;
- Improved understanding of the interrelationship between performance problems and capacity problems.

Key Performance Indicator

- Workload of IT services;
- Reserves;
- Number of bottlenecks;
- Capacity utilisation rate of human resources and systems;
- Costs: economic use of resources;
- Ability to meet deadlines when providing resources.



Objective Using availability management, ensure the availability of IT services as specified by the customer.

Description Availability management provides for reliable access to IT services. Availability means that the customer will always receive the expected services when they are needed. Good availability requires a low error or failure rate. If there is an incident or malfunction, it has to be rectified quickly. Furthermore, availability management ensures that maximum benefit is gained from the existing IT infrastructure and services. Such maximum benefit is ensured by reliability of the services, and the ability to service and Design the IT infrastructure.

Tasks

Determine availability requirements;

- Prepare availability forecasts and plan the required measures;
- Prepare an availability plan;
- Determine the actual availability;
- Prepare reports;
- Improve the agreed availability. Improvement of availability, for example, is achieved by applying the following methods:
 - CFIA component failure impact analysis;
 - Fault-tree analysis;
 - CRAMM: risk analysis with a counter-measure plan;
 - SOA system outage analysis; structured cause analysis;
 - Ongoing improvement in conjunction with support organizations.
 - 1. Reliability (mean time between system incidents or MTBSI) Reliability is the capacity to Design operational services. Maintenance or restoration of services takes place in the following steps:
 - Error prevention;
 - Error detection (incidents);
 Error diagnosis (problems);
 - Error repair (known errors);
 - Restoration of the service.

Designability (mean time to repair or MTTR) Designability is the ability to keep the services operational. Maintenance or restoration of services takes place in the following steps:

- Error prevention;
- Error detection (incidents);
 Error diagnosis (problems);
- Error repair (known errors);
- Restoration of the service.

Serviceability

Serviceability describes the performance to which external suppliers are committed in relation to certain components of the IT infrastructure or services"

- MTTR mean time to repair (Designability);
- MTBF mean time between failures (availability);
- MTBSI mean time between systems incidents (reliability).

Benefits

- 1. IT services are designed and controlled so that contracted availability is achieved;
- 2. Service quality improves;
- 3. New systems become more economical;
- 4. The requirement for problem support diminishes;
- 5. Maintenance and down time are reduced;
- 6. Supplier performance is improved;
- 7. More detailed information is available for service level negotiations;
- 8. Existing IT resources are used more efficiently.

Key Performance Indicator

Costs can also be determined by assessing non-availability:

- 1. Productive time lost by customers;
- 2. Productive time lost by IT resources;
- 3. Income lost;
- 4. Overtime supplements for support teams;
- 5. Materials consumed;



Objective The objective of IT continuity management is to safe the performance of services in any eventuality based on planning and implementation of preventive measures.

Description Enterprises depend to a significant extent on the availability and functionality of the information technology in use. Therefore, preparation for an eventuality, combined with business continuity management, assumes ever greater importance, with the specific goal of safeing the availability of services, taking preventative measures to reduce the probability of failures and, if a catastrophic event should occur, restoring services in the required time.

The IT continuity plan is always based on a higher-level business continuity management plan (BCM). Strategic and business policy risk evaluation of IT services has to be undertaken by business management. Feasibility and expenditure are determined by IT; in the final analysis they thus have an influence on the service level required.

Tasks

Carry out risk analyses as part of business continuity management;

- 1. Prepare recovery plans for IT services;
- 2. Provide the required means;
- 3. Provide employee training;
- 4. Test and verify plans to be able to restore the services in an emergency in the time required, safely and in a controlled way;
- 5. Keep the recovery plans up to date.

Options for eventuality planning:

- 1. Do nothing;
- 2. Manual conversion;
- 3. Mutual agreement;
- 4. Cold standby;
- 5. Warm Standby;
- 6. Hot Standby.

- 1. Risk: Risk refers to the possibility of suffering loss, damage, disadvantage or destruction. It is thus the potential of undesirable negative effects arising from an event.
- 2. Cold standby: A cold standby solution for the case of a disaster exists if a suitable failure location is provided for an eventuality, but no replacement plant is kept readily
- 3. Warm standby: in the case of a warm standby solution, bypass systems for restarting IT services are available in a second location. However, after an event has occurred, the data will first have to be loaded before the service is available again.
- 4. Hot standby: In the case of a hot standby solution, the data on the bypass environment is always kept up-to-date. In the case of an event, this system is immediately available for the user to continue operations.

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