

APPLICATION RELIABILITY

IT reliability is a critical, on-going concern for most companies. In industries like financial services, where high-availability and high-transaction volumes are the norm, an IT organization must have the proper methodology and tools to measure and ensure reliability.

Application reliability requires the analysis of hardware and software components to determine where and why failure is high and to apply the actions to reduce failure. Our **Application Reliability** service identifies critical-analysis points in newly designed applications or in systems that need significant upgrades due to growth. We analyze the use-cases and use-profile of a business application to understand how the environment is used and where data flows. The results are a risk-snapshot to model costs and an executable work plan to optimize your IT environment.

We view **Application Reliability** as a critical risk-management exercise in any organization that relies on IT operational integrity to drive bottom-line results. ThruPoint will provide your enterprise with a best-in-class **Application Reliability** risk assessment.

- **Infrastructure** – We will use the built-in metric-generating capabilities of IT components, existing incident and problem management systems, and staff interviews to assess uptime measurements for your networks, hardware, and software components.
- **Organization and Process** – We will work with your IT staff and business leaders to assess existing operations and establish measurement criteria for critical service and resource levels.
- **Applications** – We will perform a gap-analysis on the function and user-level operations of your IT systems and provide solutions for filling the identified gaps.

By applying IT-application and service-availability management to IT services, you will

- achieve consistent network high-availability;
- better manage costs;
- better manage service levels by more effectively measuring availability;
- identify and correct shortfalls in service levels;
- reduce the IT-failure frequency and duration, and;
- foster a proactive attitude in your IT team.

ThruPoint applies Information Technology Infrastructure Library (ITIL) principles and Capacity



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Maturity Model (CMM) concepts and we assess availability with a combination of hierarchical-availability-modeling and measurement-based evaluation.

We analyze the quality of service from the user perspective by gathering information on four levels:

- **User level**—a profile of user-invoked application functions that assesses the probability of any one of the functions being activated by a user
- **Function level**—lists the set of functions available at the provider sites
- **Service level**—describes the main services for a business application and expected performance
- **Resource level**—describes the service level architecture and technology components that comprise it.

The solution deliverables will vary according to your needs, but generally include

- a document identifying IT-availability-measurement metrics, and risks and issues for a selected business application;
- an combination of measurement-based assessment and hierarchical availability modeling to document the existing state of a critical business application;
- documented architectural recommendations for the systems, network, and third party providers that interface with a business application, and;
- a cost benefit analysis for remediation recommendations.



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