PENSAR
MANAGEMENT CONSULTING & INTERIM

ABOUT SOURCING

AVAILABILITY
RELIABILITY
RESILIENCE

HOW F1 EXPLAINS THE DISTINCTION

One of the first steps in **specifying** a sourcing initiative is setting the **SERVICE LEVELS**

THE USUAL SUSPECTS

AVAILABILITY   RELIABILTY   RELILIENCE

AVAILABILITY

The IT component (e.g. application or server) performs its agreed function when required it is up and running according to specifications

Drawing the parallel to F1 racing

The **car** is **ON** the **track**

RELIABILITY

A measure of how long an IT component can perform its agreed function without interruption.

Drawing the parallel to F1 racing, it is about the NUMBER of PITSTOPS (and therewith the time it is on the track)

RESILIENCE

The capability of a set of IT components
to continue to provide a function,
if not immediately then very quickly
when some components have suffered a failure.

Drawing the parallel to F1 racing it is about the

TIME the car is **IN** the **PIT**

(so how quick it is up and running again)

JUSTIFICATION

Definitions of availability, reliability and resilience → ITIL V3, 2011

Title slide

~ Formula1-gp-live by the best car blog ever

Service levels slide

~ Formula 1 extreem look by www_hdwallpaperscool_com

Usual suspects slide

~ www_formula1_com

Availability slide

~ 1DX_8845 by felt_tip_felon

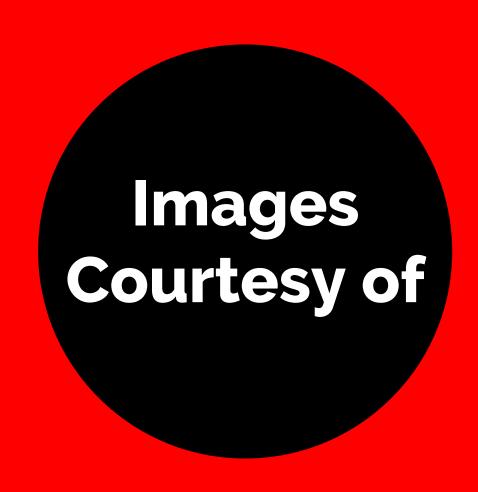Reliability slide

~ formula-1-cars-will-run-on-electric-power-in-the-pit-lane_Autoevolution

Resilience slide

~ Screenwallpapers.com

Images Courtesy of

PENSAR
MANAGEMENT CONSULTING & INTERIM

Pensar BV

info@pensarict.nl

+31 6 43 247 157

www.pensarict.nl

Postal address:

Haakswold 5

7961 LC Ruinerwold

The Netherlands

https://nl.linkedin.com/in/jpvdw

https://www.instagram.com/pensar_management_interim/

https://www.youtube.com/channel/UCKjAG5NYsn8aRa_CcInWUXw

https://twitter.com/Pensar_BV