

# ITIL® Poster Series #36

## System Failure Analysis

### Introduction

Service Failure Analysis (SFA) is used by availability management to identify the best way to improve the availability a service. It is a structured approach and is often used as part of an improvement programme.

By using this analytical approach, a particular failure can be used for an improvement opportunity, and the benefits of the findings can then be applied in a wider context to support the service.

## SYSTEM FAILURE ANALYSIS



A commonly used Availability Management technique is service failure analysis.

This is a structured approach to identifying underlying causes, using cross-functional teams, a range of data sources and an holistic approach to drive improvements in technical, process or organisational areas.

By having different teams working together, silos are broken down, preconceived ideas are challenged and skills transfer takes place. The investment is mostly in time, not money.

The aim of the analysis is to improve availability by identifying the underlying causes of service interruption and devising a set of improvements for implementation or input to the Availability Plan, focused on delivering benefit to the user.

It also evaluates the effectiveness of the IT support organisation and processes.

It can deliver improved availability without major cost and provides the business with visible commitment from the IT support organisation.

