



ATIS STANDARD

ATIS-0100027-2010(S2020)

**Availability – A Guide to Consistent Definitions**

**AMERICAN NATIONAL STANDARD FOR TELECOMMUNICATIONS**



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## ATIS-0100027.2010(S2020), *Availability – A Guide to Consistent Definitions*

Is an American National Standard developed by the ATIS **Network Performance, Reliability, and Quality of Service Committee (PRQC)**.

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American National Standard for Telecommunications

## **AVAILABILITY – A GUIDE TO CONSISTENT DEFINITIONS**

**Alliance for Telecommunications Industry Solutions**

Approved June 22, 2010

**American National Standards Institute, Inc.**

### **Abstract**

In order for service providers, vendors or customers of the network to develop an SLA that includes the availability metric, the definition of availability must be agreed upon and a method for estimation developed. This Technical Report (TR) will describe the components of the definition of "Availability" that should be present. The purpose is to stimulate consistency in the manner which availability is defined in various standards documents. Additionally, the TR will describe an ITU-T (International Telecommunication Union – Telecommunication Standardization Sector) proposed "Universal" definition for compatibility. And finally, the TMForum's SLA Management Handbook [GB917] should also be consulted since it provides additional guidance.

## FOREWORD

The information contained in this Foreword is not part of this American National Standard (ANS) and has not been processed in accordance with ANSI's requirements for an ANS. As such, this Foreword may contain material that has not been subjected to public review or a consensus process. In addition, it does not contain requirements necessary for conformance to the Standard.

The Alliance for Telecommunication Industry Solutions (ATIS) serves the public through improved understanding between providers, customers, and manufacturers. The Network Performance, Reliability, and Quality of Service Committee (PRQC) develops and recommends standards, requirements, and technical reports related to the performance, reliability, and associated security aspects of communications networks, as well as the processing of voice, audio, data, image, and video signals, and their multimedia interconnection. PRQC also develops and recommends positions on, and fosters consistency with, standards and related subjects under consideration in other North American and international standards bodies.

ANSI guidelines specify two categories of requirements: mandatory and recommendation. The mandatory requirements are designated by the word *shall* and recommendations by the word *should*. Where both a mandatory requirement and a recommendation are specified for the same criterion, the recommendation represents a goal currently identifiable as having distinct compatibility or performance advantages.

Suggestions for improvement of this document are welcome. They should be sent to the Alliance for Telecommunications Industry Solutions, PRQC, 1200 G Street NW, Suite 500, Washington, DC 20005.

At the time it approved this document, PRQC, which is responsible for the development of this Standard, had the following members:

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