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Terry Critchley

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Terry Critchley : High Availability IT Services before purchasing it in order to gage whether or not it would be worth my time, and all praised High Availability IT Services:

0 of 0 people found the following review helpful. Highly recommended!By E. HensBoth very detailed and broad approach to the subject. Not limited to the more traditional infrastructure based look at high availability, but also focusing on software, processes and what the author calls 'liveware' (the human factor in impacting high availability), all together meaning the end user perspective: the IT service as experienced by the user.The numerous references throughout the book to other resources, as well as real life examples, give additional value.Not always an easy read in the theoretical parts, but the author adds a healthy amount of humor and regularly repeats some of the content to make it stick better into memory.If you want to find out why the strenght of a chain is actually weaker than its weakest part,

read this book. If you are looking for actual infrastructure solutions, then this book is not for you. 1 of 1 people found the following review helpful. The Best Book on how to build a world-class computing environment By Harris Kern I've been an IT Executive for the past 40+ years. My focus has always been on People, Processes and Technology and in that order. When discussing High Availability most IT professionals gravitate towards the technology for solutions as their primary focus, which is understandable, after all Technology makes the headlines. However, if the people and processes are not involved in the equation high availability will be nothing but a pipe dream, which will never be attained. High Availability IT Services covers the entire spectrum of people, services, processes, security and tools required to build a "world-class" computing environment. It is the most thorough book on high availability I've ever had the pleasure of reading and I've read many.

This book starts with the basic premise that a service is comprised of the 3Ps—products, processes, and people. Moreover, these entities and their sub-entities interlink to support the services that end users require to run and support a business. This widens the scope of any availability design far beyond hardware and software. It also increases the potential for service failure for reasons beyond just hardware and software; the concept of logical outages. High Availability IT Services details the considerations for designing and running highly available "services" and not just the systems infrastructure that supports those services. Providing an overview of virtualization and cloud computing, it supplies a detailed look at availability, redundancy, fault tolerance, and security. It also stresses the importance of human factors. The book starts off by providing an availability primer and detailing the reasons why you need to be concerned with high availability. Next, it outlines the theory of reliability and availability and the elements of actual practices in this high availability (HA) area, including Service Level Agreements (SLAs) and Change Management. Examining what the major hardware and software vendors have to offer in the HA world, the book considers the ubiquitous world of clouds and virtualization as well as the availability considerations they present. The book examines high availability concepts and architectures such as reliability, availability, and serviceability (RAS); clusters; grids; and redundant arrays of independent disks (RAID) storage. It also covers the role of security in providing high availability, cluster offerings, emergent Linux clusters, online transaction processing (OLTP), and relational databases.

About the Author Dr. Terry Critchley is a retired IT consultant living near Manchester in the United Kingdom. He studied physics at the Manchester University (using some of Rutherford's original equipment!), gained an Honours degree in physics, and 5 years later with a PhD in nuclear physics. He then joined IBM as a Systems Engineer and spent 24 years there in a variety of accounts and specializations, later served in Oracle for 3 years. Terry joined his last company, Sun Microsystems in 1996 and left there in 2001, after planning and running the Sun European Y2000 education, and then spent a year at a major UK bank. In 1993 he initiated and coauthored a book on Open Systems for the British Computer Society (Open Systems: The Reality) and has recently written this book IT Services High Availability. He is also mining swathes of his old material for his next book, Service Performance and Management.