

CAPACITY MANAGEMENT

PURPOSE

To ensure that the capacity of IT services and the IT infrastructure meets the agreed capacity- and performance-related requirements in a cost-effective and timely manner. Meet both the current and future capacity and performance needs of the business.

Capacity management includes business, service and component capacity management across the service lifecycle.

TRIGGERS

- New and changed services requiring additional capacity
- Service breaches, capacity or performance events and alerts, including threshold events
- Exception reports
- Periodic revision of current capacity and performance and the review of forecasts, reports and plans
- Periodic trending and modelling
- Review and revision of business and IT plans and strategies
- Review and revision of designs and strategies
- Review and revision of SLAs, OLAs, contracts or any other agreements
- Request from SLM for assistance with capacity and/or performance targets and explanation of achievements.

KEY TERMS

CMIS (Capacity Management Information System) is the cornerstone of a successful process. It will contain data including business, service, technical, financial a utilisation.

INPUTS

- Business information
- Service and IT information
- Component performance and capacity information
- Service performance issue information
- Service information From the SLM process
- Financial information
- Change information
- Performance information From the CMIS on the current performance of both all existing services and IT infrastructure components
- CMS
- Workload information

Capacity Management

Business CaM	Service CaM	Component CaM
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- Review current capacity and performance
- Improve current capacity
- Assess, agree and document new requirements and capacity
- Plan new capacity

CMIS

- Capacity plan
- Forecasts
- Capacity & Performance reports
- Capacity data

OUTPUTS

- Capacity Management Information System (CMIS)
- Capacity Plan
- Service performance information and reports
- Workload analysis and reports
- Ad hoc capacity and performance reports
- Forecasts and predictive reports
- Thresholds, alerts and events
- Improvement actions for inclusion in a SIP