



# Capacity Management Process

*ITILv3 Foundations*

<http://www.jasondion.com>

## Capacity Management Process

- Concerned with meeting current and future capacity and performance-related needs of the business
- Ensure that the capacity of IT services and of the IT infrastructure meets the agreed capacity and performance-related requirements in a cost-effective and timely manner



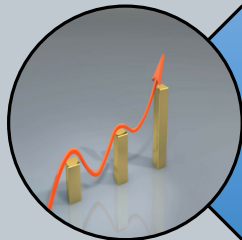
## Definition: Capacity

- Maximum throughput of a service, system, or configuration item



## Major Capacity Activities

Capacity  
Planning  
Is  
Conducted  
Top-Down



Business  
Capacity  
Management



Service Capacity  
Management



Component  
Capacity  
Management



## Business Capacity

- Aligns capacity management to business plans and strategy
- Translates requirements into services and infrastructure
- Coordinates with Business Relationship Management



## Service Capacity

- Ensures services underpin the business processes and outcomes
- Focuses on end-to-end performance of operational services and workloads
- Coordinates with Service Portfolio Management



## Component Capacity

- Ensures appropriate understanding of the technical components in the infrastructure
- Employs data analysis techniques to get maximum value from components
- Coordinates with Configuration Management to ensure optimal configuration items are used



## Capacity Plan

- Capacity management process' product
- Plan includes:
  - Details current and historic utilization level and performance
  - Forecasts the capacity changes for needed to support future requirements
  - List of assumptions used
  - Costed list of recommendations





## Importance of Capacity Plan

- IT Directors use the Capacity Plan when making service decisions
- Balancing act
  - Supply vs Demand
  - Cost vs Resources
- Questions to consider
  - Can my current infrastructure support a new service?
  - Do I need to buy more infrastructure to support a new service?





# IT Service Continuity Management

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## IT Service Continuity Management

- Responsible for ensuring that the service provider can always provide the minimum agreed upon service levels
- Manages the risks associated with a disaster (and more) that could seriously affect critical IT services

## Management of Risk

- Risk analysis focuses on **likely** events and their impacts
- ITSCM looks at unlikely events (but conceivable ones) that would have large impacts on your services, therefore contingencies plans must be considered and made
- Considers the Business Impact Analysis (BIA) to produce the IT Service Continuity Plan



## ITSCM and Risk Analysis

	Low Impact	High Impact
High Likelihood	Availability Management	Availability Management
Low Likelihood	Availability Management	IT Service Continuity Management



# IT Service Continuity Management Process Workflow

