

Delivery and operation: Service operation; Capacity management CPMG

Description

The planning, design and management of the capability, functionality and sustainability of service components (including hardware, software, network resources and software/infrastructure as a Service) to meet current and forecast needs in a cost-efficient manner aligned to the business. The modelling of both long-term changes and short-term variations in the level of capacity required to execute the service. The deployment of techniques to control the demand and add/reduce capacity in a cost effective, timely manner to meet changes in demand.

Level 6

Develops policy and strategies to ensure all the performance measures of IT services meet the needs of the business and performs to any service requirements or service level agreements which may be in place. Leads capacity modelling and forecasting over the organisation's planning or budgeting cycle. Ensures that the policies and standards for capacity management are fit for purpose, current and are correctly implemented. Reviews new business proposals and provides specialist advice on capacity issues.

Level 5

Manages capacity modelling and forecasting activities. Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Provides advice to support the design of service components including designing in flexible and scalable capacity. Works with business representatives to agree and implement short- and medium-term modifications to capacity. Drafts and maintains standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures.

Level 4

Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to control the demand upon a particular resource or service. Contributes to capacity modelling and planning. Supports the design of service component capacity.