**Contents**

[1. Introduction 2](#_Toc113535522)

[2. Roles and Responsibilities 2](#_Toc113535523)

[3. Process steps 3](#_Toc113535524)

[3.1 Gather the data- 3](#_Toc113535525)

[3.2 Designing a service agreement 3](#_Toc113535526)

[3.3. Build the service 3](#_Toc113535527)

[3.4 Operation 3](#_Toc113535528)

[4. Sub-process activities 3](#_Toc113535529)

[4.1 Business Capacity Management 3](#_Toc113535530)

[4.2 Service Capacity Management 3](#_Toc113535531)

[4.3 Component capacity management 4](#_Toc113535532)

[4.4 Capacity management reporting 4](#_Toc113535533)

[5. Capacity Forecasting 5](#_Toc113535534)

**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
| 0.1 | 27/01/2022 | Swapnil Wale | DRAFT |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Approver** | **Title/Authority** | **Approval Remarks** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# 1. Introduction

The primary aim of the ITIL Capacity Management process is to ensure that the capacity of IT services and processes is adequate to meet the agreed SLAs and business requirements. The process is also responsible for ensuring that capacity utilization is optimized, and that the IT infrastructure can meet future demand.

# 2. Roles and Responsibilities

* **Senior Management**: - The first step in the capacity management process is for senior management to identify the business objectives that need to be met. These objectives will be used to guide the rest of the process and ensure that capacity planning is aligned with the organization’s overall goals. Once the objectives have been identified, senior management will need to allocate resources and budget to the capacity planning team. This team will be responsible for carrying out the day-to-day tasks associated with the process, such as monitoring system performance and predicting future demand. They are also responsible for providing appropriate demand analysis to support capacity planning.
* Operational Staff- Operational staff plays a vital role in capacity management, as they are responsible for ensuring that systems are running smoothly and meeting service levels. They will work closely with the capacity planning team to identify any issues that could impact system performance and make recommendations for improvement.
* Service Level Managers- Service level managers are responsible for defining and enforcing service levels within an organization. They will work with operational staff and the capacity planning team to ensure that systems can meet customer demands. In addition, service level managers will be responsible for establishing capacity thresholds and ensuring that systems do not exceed these limits.
* IT Managers: IT managers play a critical role in capacity management, as they are responsible for ensuring that systems can meet business demands. They will work closely with the capacity planning team to ensure that systems are configured correctly and have sufficient capacity to meet future demand. In addition, IT managers will be responsible for establishing service levels and ensuring that they are met.
* Capacity auditor- A capacity auditor is responsible for determining the capacity of an organization to provide services. This includes reviewing the organization's structure, processes, and resources. The auditor makes recommendations to improve the organization's capacity. The capacity auditor is an important role in ensuring that an organization can provide the services that it offers. The auditor's role is to review the organization's structure, processes, and resources. The auditor makes recommendations to improve the organization's capacity.
* Capacity Manager- The Capacity Manager's job is to make sure that services and infrastructure can meet agreed-upon capacity and performance goals in a cost-effective and timely way. The capacity manager examines the resources needed to deliver the service and makes business plans for the short, medium, and long term. Capacity managers also create capacity plans for their services with assumptions, and risks included and review, approve them and work with the team to implement the plan.

# 3. Process steps

## 3.1 Gather the data-

To complete the actions of a capacity management process, you must closely collaborate with the business to understand the service-level requirements in relation to service capacity and availability. Utilize resources for demand management and finance management to calculate costs and demand based on user roles, respectively.

## 3.2 Designing a service agreement

It is simpler to construct a service-level agreement after determining the level and service of performance required, the anticipated demand, and the cost. Capacity as per the demand analysis must be created during the design/ architect stage.

## 3.3. Build the service

This process includes creating the processes, documentation, and IT infrastructure needed to provide the services. The capacity management approach keeps track of fresh data, and the business must make sure that the service being developed will have the necessary capacity for high-quality performance. Additionally, this process entails purchasing supplies and other materials.

## 3.4 Operation

After providing the service necessary to meet the demands for capacity, demand, and availability, the service operations take over. Currently, capacity management provides services to meet targets.

# 4. Sub-process activities

## 4.1 Business Capacity Management

Business capacity management is used to translate business needs into IT requirements. It also ascertains that future capacity and performance needs can be met. Business capacity management should estimate forthcoming demands for capacity and manage such demands at a lower level.

| **Business Needs** | **IT requirements** | **Future requirements** |
| --- | --- | --- |
| Reduce the usage of physical documents to issue insurance premiums | Create an automated system to issue soft copies of premium | The need for desktops will increase |
|  |  |  |
|  |  |  |

## 4.2 Service Capacity Management

Service capacity is used to monitor, control, and estimate the productivity and capacity of operational services. This includes taking active and responsive steps to make sure that the performances and capacities of services reach their intended targets.

| **Visitors per minute** | **Number of users** | **Website Traffic load** | **SLA** | **Conversion Rate** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 200 | 40000 | 60000 visitors | 90000 visitors | 1% |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## 4.3 Component capacity management

Component capacity management is used to manage, regulate, and forecast the efficiency, capacity, and performance of certain IT resources and components. A thorough understanding of each individual component and how it affects service performance is necessary for this subprocess.

With the help of performance monitoring and forecasting, the overall amount of service downtime is to be decreased.

| **Component monitored** | **Capacity Requirements** | **% Increase Required** | **Threshold** | **Actions are taken about reaching the threshold** |
| --- | --- | --- | --- | --- |
| Hard drive storage | Hard drives and laptops required | 10% increase annually | Maximum 10 laptops to be accumulated annually | 1% |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## 4.4 Capacity management reporting

It is important to understand the process flow even though this is not an officially defined sub-process of ITIL Capacity Management.

This sub-process, referred to as Capacity Report, oversees producing reports on service information, resource capacity, consumption, and performance. Then, for the purposes of planning and monitoring, this report is distributed to other Management processes and IT Management.

| **Name of the service provider** | **Date and time** | **The time period for review** | **Exceptional situations** | **Measures for improvement** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# 5. Capacity Forecasting

The Capacity Forecast projects the following future need for IT capacity:

* For each Service Level Agreement for IT services (SLA).
* list of the agreed-upon capacity and performance levels
* A description of each agreed-upon capacity and performance level
* The degrees of agreed-upon and current usage are compared.
* Examine the patterns
* There may be an increase or decrease in demand for IT service capacity.
* The basis for the estimation (e.g., forecast data from the client-side)