[organization logo]

[organization name]

CAPACITY PLAN

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

Change history

Date	Version	Created by	Description of change
xx/xx/2013	0.1	Branimir Valentic	Basic document template

Table of contents

1. Introduction

1.1 Executive summary

[An executive summary is a high-level description of the plan details. By reading the executive summary, someone who is not familiar with the details should get a clear picture about current and forecasted capacity needs.]

1.2 Purpose and scope

The purpose of the Capacity Plan is to manage resources needed to deliver IT services, analyze data and to define a long-term approach to satisfy capacity requirements for services.

> **Comment [BV3]:** Enter purpose and scope of the Capacity Plan.

> **Comment [BV4]:** Change this if needed.

The following is within the scope of this Capacity Plan:

> **Comment [BV5]:** Scope defines services and resources in scope of Capacity Management.

Business Services	IT Services
[Service name]	[IT Service 1]
	[IT Service 2]
	[IT Service 3]
[Service name]	[IT Service 4]
[Service name]	[IT Service 2]
Suppliers	[list of suppliers]
Locations	[list all supported locations]
Technology	[list technology in use]
Service Management processes	[list of Service Management processes in place]

Out of scope:

[Enter items which are out of scope]	[Explain reasons why]

1.3 Responsibilities

Responsibilities throughout the lifecycle of the Capacity Plan are:

Stage	Responsible
Sign-off the plan	
Audit the plan	
Update the plan	

2. Capacity Plan

2.1 Business drivers

The following business drivers have an effect on capacity requirements:

> **Comment [BV6]:** Enter all business forecasts that have influence on IT service capacity.
> This section is explained in "Business Capacity" sub-process of Capacity Management Process.

Service	Direction	Description	Capacity requirement

[service name]	[choose one of the options: a) growth/decline b) new service c) service closure]	[describe business requirement so that capacity requirements can be understood]	[enter capacity requirement]

2.2 Methods and sources

The following methods, i.e. data sources, were used:

Data type	Source / Method	Timestamp
Workload/usage forecast	Business Plan	[enter date when data were gathered]
Future business requirement		
Service performance data		
Capacity/performance issue		
Service level forecast		

2.3 Assumptions made

While obtaining capacity data, the following assumptions were made:

- [...]

2.4 Service summary

Service profile for existing and new services:

		Demand	
Service	**Type**	**Current**	**Forecasted**

Service	Type	Agreement	Parameter	Resource utilization			
				Existing	Trends		
					Short term	Medium term	Long term

2.5 Resource summary

Service	Type	Component	Capacity	Resource usage			
				Existing	Trends		
					Short term	Medium term	Long term

Comment [BV7]: e.g. part of the company is sold, some new project defined that WAN capacity should decrease by 30 %.

Comment [BV8]: Identify how and when capacity data are obtained.

Comment [BV9]: Enter all assumptions made during identification of capacity requirements. Particularly, business drivers should be mentioned here.
e.g. market growth

Comment [BV10]: Summary of service performance experienced as users should be entered here.
This section is explained in "Service Capacity" sub-process of Capacity Management process.

Comment [BV11]: Enter service name here. This is valid for existing as well as new services.

Comment [BV12]: e.g.
•Existing
•New
For new services, capacity forecast should be entered.

Comment [BV13]: Enter service name here. This is valid for existing as well as new services.

Comment [BV14]: e.g.
•Existing
•New
For new services, capacity forecast should be entered.

Comment [BV15]: Enter SLA/OLA/Supplier Contract reference for the service.

Comment [BV16]: Take into consideration service availability, service continuity and service levels.

Comment [BV17]: This section lists resource usage for existing as well as future services. If list becomes large – zoom in or separate document and create link here.
This section is explained in "Component Capacity" sub-process of Capacity Management Process.

Comment [BV18]: Enter service name here. This is valid for existing as well as new services.

Comment [BV19]: e.g.
•Existing
•New
For new services, capacity forecast should be entered.

Comment [BV20]: Enter hardware component name as appropriate; reasonable and practical. Beside technical, this also includes human.

Comment [BV21]: Enter total capacity and units to measure, e.g. Mbit/s.

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2.6   Impact analysis

Service	Impact Type	Potential impact

2.7   Predictive analysis

The procedure for predictive analysis is as follows: [describe procedure]

2.8   Capacity improvement options and recommendations

Based on previous analysis and to tune performance, the following improvements of service delivery are defined:

Improvement potential / recommendation	Description	Timescale	Benefit	Set-up cost	Running costs	Impact		Risks	Resources required

[job title]

[name]

_____

[signature]