[Organization logo]

[Organization name]

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CAPACITY MANAGEMENT PROCESS

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

Commented [20A2]: If you want to find out more about Capacity Management process, see https://advisera.com/20000academy/knowledgebase/three-faces-capacity-management/

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Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document outline

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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Capacity Management process.

This document is applied to all activities, processes, and documents included in the SMS.

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

2. Reference documents

- ISO/IEC 20000-1:2018, 7.5.4. e), clause 8.4.3.
- Change Management Process
- Budgeting and Accounting for Services Process
- Service Level Management Process
- Demand Management Process

3. Process overview

The objectives of Capacity Management are as follows:

- Ensure that the capacity of IT infrastructure and IT services meets the agreed capacity and performance-related requirements in a cost-effective and timely manner

- the same and
- the transfer when the party of the gar
- Support assessment of capacity-related changes and incidents

The scope of capacity management covers:

- · British and the second
- · Company Control
- .

3.1. Capacity Plan

The Capacity Manager is responsible to create, implement, and maintain an up-to-date Capacity Plan.

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Commented [20A6]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "08_Supply_Demand_Processes/ 08.1_Budgeting_and_Accounting_for_Services".

Commented [20A7]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/ 07.2_Service_Level_Management".

Commented [20A8]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "08_Supply_Demand_Processes/ 08.2_Demand_Management".

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[organization name]

The Capacity Plan is a document containing requirements for human, technical, information, and

The Capacity Plan is updated

Capacity Manager is responsible to raise a Request for Change.

4. Process activities

4.1. Business Capacity management

Based on the periodic reports received from Demand Management, the Capacity Manager ensures that resources are available for:

- · Branches to their

The Demand Manager is responsible to:

- •
- · Commence of the

To ensure early involvement of Capacity Management activities in strategic, planning, and design activities, as well as to provide all information resources to produce a plan of required capacity, the

4.2. Service Capacity management

The Capacity Manager defines methodology, process, and tasks, as well as communication toward

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[organization name]	
4.4. The ongoing iterative activities of Capacity Management	
$[Organization\ name]\ utilizes\ iterative\ activities\ to\ support\ three\ sub-processes.\ These\ activities\ include:$	
The Copper's Managers regarded with the coeff requestion for T Specialism, and the	
	Commented [20A15]: These are only recommendations. You can delete or include additional elements according to your company practices.
	Commented [20A16]:
4.4.2. Analysis [Organization name] uses interpret data, carry out analysis activities, and define measures.	Commented [20A17]:
4.4.4. Implementation	
[Capacity Manager] is responsible for implementation of changes identified by monitoring, anal and tuning activities. These changes are implemented via Change Management and Release & Deployment processes.	ysis, Commented [20A18]:
5. Roles and responsibilities	
[Job title] assigns the Capacity Manager role.	Commented [20A19]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service

Manager, etc.

Responsibilities of the Capacity Manager:

- Overall responsibility for carrying out activities within the scope of Capacity Management
- Coordinates with other Service Management roles

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[organization name]

- lights of from Sugaran Street Street
- frames, name of one for sports on
- forms for motors, or
- -
- Married and reference to compare to
- Assesses new technologies and application which could be used to increase efficiency and effectiveness of processes and technology that are supporting services

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6. Measurement and reporting

The Capacity Manager is responsible to:

- Miles and some providing the College
- Document the selected CSFs and KPIs in the Matrix of Process Measurements
- Ensure that measurements are taken according to the defined frequency and document the result in the Matrix of Process Measurements
- Produce [monthly] reports and send them to the interested parties
- •
- •

Whenever the SMS objectives are updated in the SMS Plan, the Capacity Manager reviews and

7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
Capacity Plan	[tool name]	[job title]	Capacity Manager and	Records are
			Demand Manager have	kept for [3
			the right to add/change	years].
			the record.	
Capacity	[tool name]	[job title]	Capacity Manager	Reports are
Measurement				kept for [3
Report				years].

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	organ	ization	namel

8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

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9. Appendices

- Appendix 1 Capacity Plan
- Appendix 2 Capacity Measurement Report

[Job title] [Name]

[Signature]

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