

[Organization logo]

[Organization name]

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CAPACITY MANAGEMENT PROCESS

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

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Table of contents

1. PURPOSE, SCOPE AND USERS	3
2. REFERENCE DOCUMENTS	3
3. PROCESS OVERVIEW	3
3.1. CAPACITY PLAN	3
4. PROCESS ACTIVITIES	4
4.1. BUSINESS CAPACITY MANAGEMENT	4
4.2. SERVICE CAPACITY MANAGEMENT	4
4.3. COMPONENT CAPACITY MANAGEMENT	4
4.4. THE ONGOING ITERATIVE ACTIVITIES OF CAPACITY MANAGEMENT	5
4.4.1. Measurement	5
4.4.2. Analysis	5
4.4.3. Tuning	5
4.4.4. Implementation	5
5. ROLES AND RESPONSIBILITIES	5
6. MEASUREMENT AND REPORTING	6
7. MANAGING RECORDS KEPT ON THE BASIS OF THIS DOCUMENT	6
8. VALIDITY AND DOCUMENT MANAGEMENT	7
9. APPENDICES	7

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.

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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

Commented [20A5]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.1_Change_Management".

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".

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
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- Support assessment of capacity-related changes and incidents

The scope of capacity management covers:

- [Redacted]
- [Redacted]
- [Redacted]

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3.1. Capacity Plan

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

[organization name]

The Capacity Manager is responsible to define monitoring and measurement targets, collecting and responsible to gather information, reports, performance, and utilization data.

4.4. The ongoing iterative activities of Capacity Management

[Organization name] utilizes iterative activities to support three sub-processes. These activities include:

4.4.1. Monitoring
The Capacity Manager regularly and the staff responsible for IT operations define

- [redacted]
- [redacted]
- [redacted]

4.4.2. Analysis

[Organization name] uses [redacted] to collect information. The Capacity Manager is responsible to interpret data, carry out analysis activities, and define measures.

4.4.3. Tuning
The Capacity Manager is responsible to define monitoring and measurement targets.

4.4.4. Implementation

[Capacity Manager] is responsible for implementation of changes identified by monitoring, analysis, and tuning activities. These changes are implemented via Change Management and Release & Deployment processes.

5. Roles and responsibilities

[Job title] assigns the Capacity Manager role.

Responsibilities of the Capacity Manager:

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

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[organization name]

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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