

Capacity Management Procedure

Reference: SMS DOC 843.3

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1. Scope

This procedure describes the process for ensuring there is sufficient capacity of all types to meet the demand and agreed performance requirements.

2. Responsibilities

The SMS Manager is accountable for ensuring current demand and future forecast demand is determined, and that capacity plans are developed, agreed and kept current.









The Capacity Manager is responsible for:

- Determining current and future demand for services, and monitoring and reporting on demand and consumption of services;
- Developing the procedures used in capacity management and ensuring they are fit for purpose; and
- Plans for capacity to meet the agreed capacity, performance and other service requirements.

The Capacity Management Team is responsible for ensuring capacity and performance is monitored and any necessary changes input to change management and implemented when agreed.

3. Procedure

<<Table below substantially reduced for sample purposes>>

Input	Activity	Output	Role
 Edit	 Edit	 Edit	 Edit
 Edit Procedure templates Scope definition of the SMS	1) Develop procedures to monitor, analyse and report on demand capacity and performance data: - Develop procedures to monitor and report on consumption of services. - Develop procedures to analyse capacity and performance data. - Develop procedures to determine current demand and forecast future demand for services.	Capacity management procedures Checklists for use of the procedures	[%Process Invalid Customer Tag Owner%]
 Edit	Configuration information	2) Baseline current service consumption, capacity and performance:	Baseline reports
 Edit	Configuration information Asset records Capacity and performance reports Service catalogue SLAs Previous plans and agreed capacity and performance requirements	3) Identify corrective actions for gaps between actual and planned: - Actual service consumption, capacity and performance are tracked and compared to the planned levels. - Gaps between actual and planned are assessed and corrective actions identified.	Capacity and performance reports against predictions and targets Gap analysis between actual and planned Revisions to the current capacity and performance plan
 Edit	Service catalogue Service requirements Performance	4) Determine and agree capacity and performance requirements: - Consider the potential impact of agreed service levels, requirements for service availability and service	Initial view of demand, capacity and performance requirements

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