Capacity Management - Meeting the ITIL® Requirements

Capacity Management is responsible for ensuring adequate capacity is available at all times to meet the requirements of the business.

In the past, performance and capacity management tools just looked at the capacity of individual or groups of a system's components. athene®'s open architecture goes beyond this traditional 'silo' approach and has been designed to directly support the three critical levels of ITIL® Capacity Management.

Business Capacity Management
Focuses on current and future business requirements.

athene®'s open data import technology ensures, through an automated process, that non-IT business data is quickly and easily imported and stored in the Capacity Database. Once in the Capacity Database it is available for analysis and reporting alongside all data collected for Service and Resource Capacity Management.

athene® enables you to correlate business data over time with observed resource utilization. This enables an effective 'feedback loop' to be established with the business: over time they see the impact of their business on resources leading to better quality business information being provided.

Service Capacity Management
Focuses on the delivery of existing services that support the business.

More and more organizations' focus for day to day capacity management is moving from individual resource or 'silo' views of the world to a service or application orientated perspective. The need is to assess current and future performance against SLAs and SLRs across the service. athene®'s 'Application View' technology enables all the elements that comprise each of the services supported to be reported on as a single entity, with drill down to the individual resource areas as required.

Resource Capacity Management
Focuses on the technology that underpins the service provisions.

Effective Resource Capacity Management needs to capture and store all relevant utilizations data for all components of the environment. athene® uses a combination of its own data capture agent technology and import of data from external sources to ensure that all relevant performance data is available in the Capacity Database.

ITIL® Capacity Management Tools

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Capacity Database

The central element of any successful capacity management implementation is a comprehensive and effective Capacity Database.

athene® offers a single repository for capacity management data supporting all levels of the ITIL® Capacity Management definition: Business, Service and Resource. From standard component level data captured using athene®'s own agents, through user-defined Application Views of services to non-IT business data imported, athene® stores all the capacity data in one location. For example:

- Business Data: business volumes, number of staff, number of PCs, anticipated workloads

- Service Data: response times, batch processing times, service level thresholds

- Technical Data: component utilizations, throughputs, capacity limits, thresholds

Self-management functions include automatic archiving or aging of data, keeping the live database to manageable proportions and removing the need for database expertise to manage the system.

Links to other ITIL® system management processes

Capacity Management does not work successfully in isolation. athene®'s open architecture enables it to work effectively and support the links to other disciplines regardless of whatever tools are selected for the remaining ITIL® elements.

Incident and Problem Management: athene® will identify any capacity incidents and pass captured data to any SNMP compliant framework or Incident/Problem Management system.

Change Management: athene® enables the capacity and performance effects of change requests to be assessed by the Change Advisory Board.
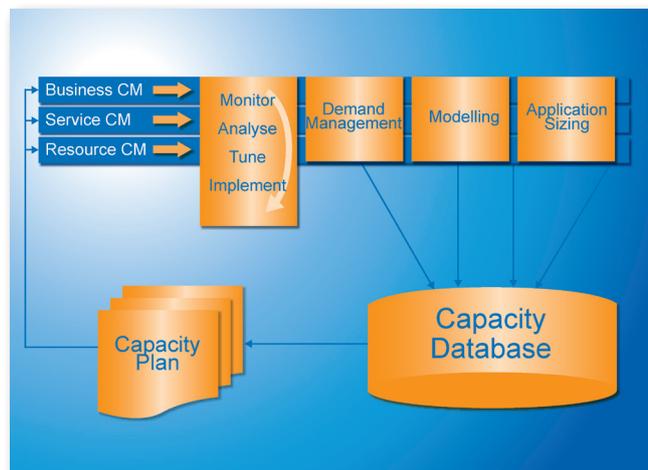
Release Management: athene® supports the quantification of the effect of new releases, essential to successful planning and implementation.

ITIL® Capacity Management Levels

Configuration Management: All data within the Capacity Database is available for export to the Configuration Management Database, for example historic service utilization data for Problem and Service Level Management.

Financial Management: The Capacity Plan provides Financial Management with the information to arrive at the cost benefit and capacity implications of any potential decision. The Capacity Database is also a significant source of data required for chargeback systems.

IT Service Continuity: Given a definition of minimum processing requirements for disaster situations, athene® will provide IT Service Continuity Management with the knowledge of what resources are required to support acceptable service levels.

Availability Management: athene® uses the data in the Capacity Database to show what effect different availability strategies such as mirroring will have on capacity and what effect planned capacity changes will have on availability issues such as 'slowtime'.

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