Capacity Management - Why do we need it?

Capacity Management consists of Service, Business and Resource Level Management. If your Capacity Management process complies with ITIL® guidelines you can be assured that it is beyond reproach, cost-effective, reliable, accountable and transparent.

We need Capacity Management because it sits at the hub of all the ITIL® Service Management processes.

- How can you implement Financial Management without knowing whether what you plan to buy will meet future service targets?

- How can you be sure your continuity strategy will support minimum workload requirements in the event of a disaster unless you have an effective Capacity Plan?

- How can you address the performance aspects of SLAs without effective modeling of the boundary conditions?

- Without the Capacity Database how can you model the effects of planned capacity changes on availability issues such as 'slowtime'?

- If you don't have a full performance history in the Capacity Database how can you understand the causes of performance related incidents and problems?

- How can you assess the impact of change requests and new releases on performance without Capacity Management?

- The Capacity Database is a subset of the Configuration Management Database, without it Configuration Management is incomplete.

As you can see, Capacity Management is needed to make sure the other ITIL® Service Management processes can work effectively.
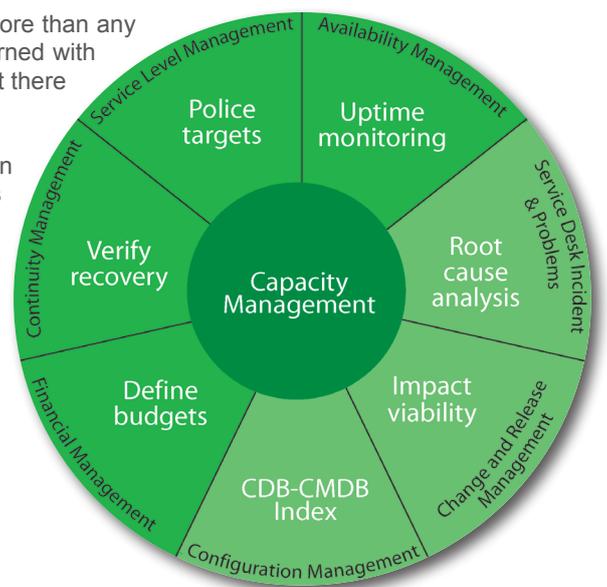
Proactive Management

In our personal lives, surprises can be fun. In our business lives surprises are not usually welcome!

Good Capacity Management aims for a world of no surprises. More than any other aspect of the OGC ITIL® definition, it is the element concerned with looking forward and ensuring that we know what will happen, that there are no surprises.

Capacity Management aims to understand what an organization needs to achieve in the future, map this onto IT resources required to achieve those goals and provide a plan showing what IT resources are needed and when in order to achieve those goals. Without this forward-looking activity, you could be in for a nasty surprise such as:

- performance crises

- unnecessary hardware expenditure

- user dissatisfaction

Financial Returns

Capacity Management is perhaps one of the easiest processes to cost-justify. The benefits of CM in both financial and service terms will typically far outweigh infrastructure costs. Experience of introducing ITIL® CM into large organizations indicates that over the first few years of introduction there is likely to be an average net saving of the order of 10% on capital expenditure and operating costs.

A last minute capacity planning exercise identified a £100,000 option from which the user got the same performance as they would have got for the £1m expenditure they were about to make on a vendors recommendation before the planning study. Another site saved the entire costs of establishing a new Performance Assurance function in its first study.

- Effective Capacity Management enables you to:Optimize hardware investment: avoid wasting money on overspending, experience fewer performance crises due to under spending, delay purchases until needed giving you more for your money due to price/performance improvements over time.

- Spend less time and money firefighting performance crises, endure less downtime and 'slowtime' costing the business money, and guarantee a reliable and consistent service level for users.

Capacity Management in Your Organization

Whether or not your organization has a formal Capacity Management function defined, the activities specified within the ITIL® Capacity Management guidelines are being carried out either informally or formally. Metron offers a range of services and products to facilitate and enable your Capacity Management process to develop to meet the Best Practice benchmarks required in today's business environment where accountability, transparency and performance are key business performance indicators.

CM Audit

- Where are you now?

- Where should you be?

- Where could you be?

- How do I stack up against others?

- How do I improve?

Training

ISEB-accredited Capacity Management training course and examination, leading to the ITIL® Capacity Management Practitioner Certificate. Developed and delivered in conjunction with FGI Ltd.

Capacity Management Tools

Athene – Metron's world leading Performance Management and Capacity Planning software suite.

- A Dashboard for Business, Service and Resource Capacity Management

- Enhanced data visualization techniques to review thousand of nodes at a glance

- Additional support for ITIL® Service Level and Availability Management.

sales@metron-athene.com   Commercial in Confidence

US: 6320 Canoga Avenue Suite 1500 Woodland Hills CA 91367 - Tel: +1 818-227-5019
UK: Osborne House Trull Road Taunton TA1 4PX - Tel: +44 (0)1823 259231
www.metron-athene.com