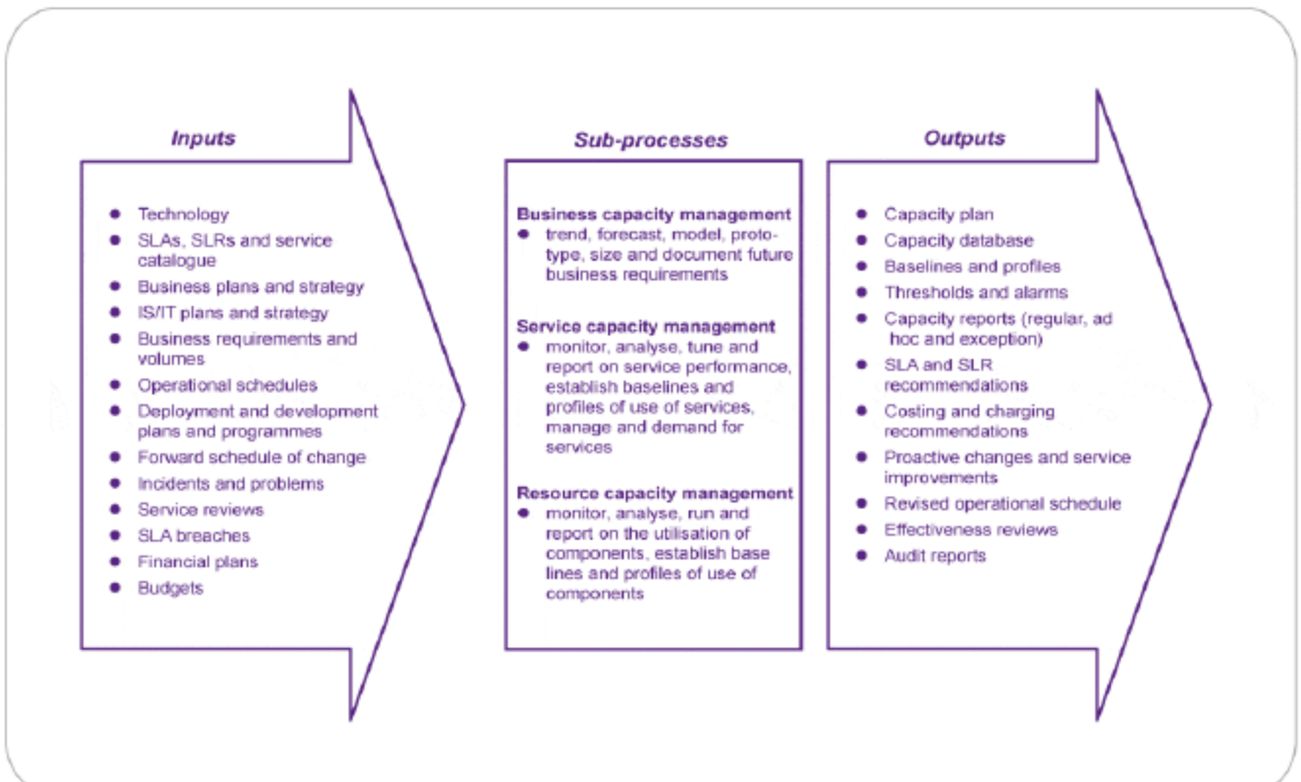
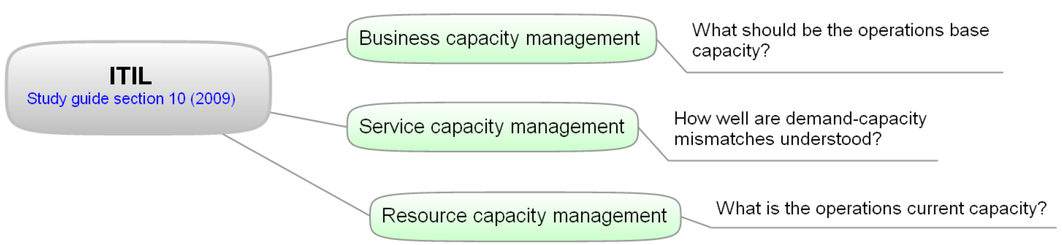

Inputs
Technology
SLAs, SLRs and service catalogue
Business plans and strategy
IS/IT plans and strategy
Business requirements and volumes
Operational schedules
Deployment and development plans and programmes
Forward schedule of change
Incidents and problems
Service reviews
SLA breaches
Financial plans
Budgets
Sub-processes
Business capacity management
trend, forecast, model, proto-type, size and document future business requirements
Service capacity management
monitor, analyse, tune and report on service performance, establish baselines and profiles of use of services, manage and demand for services
Resource capacity management
monitor, analyse, run and report on the utilisation of components, establish base lines and profiles of use of components
Outputs
Capacity plan
Capacity database
Baselines and profiles
Thresholds and alarms
Capacity reports (regular, ad hoc and exception)
SLA and SLR recommendations
Costing and charging recommendations
Proactive changes and service improvements
Revised operational schedule
Effectiveness reviews
Audit reports


ITIL
Study guide section 10 (2009)
Business capacity management
What should be the operations base capacity?
Service capacity management
How well are demand-capacity mismatches understood?
Resource capacity management
What is the operations current capacity?