



Capacity Management

Goals

Capacity Management has 2 main goals:

- Present: load balance and optimization of existing systems
- Future: to ensure early enough the capacities, needed in the future.

Both goals are focused on the analysis of costs versus benefits and on the current and forecasted SLAs.

Preconditions

The following topics are already implemented

- Incident und Problem Management
- Service Level Management
- Availability Management
- Change and Release Management

My principles

I prefer the classical well proven procedure, in detail:

1. You tell me your goals and the circumstances (budget, resources, schedule, etc.)
2. I analyze together with you the current situation ...
3. ... and compare the result with your goals.
4. On that base I am able to recommend the best roadmap to success.
5. You decide and we commit together the next actions.

6. And of course I am going to support you in the phase of implementation.



Tasks for the daily business

If the preconditions are not yet satisfied, then this has to be made up first of all.

For the daily business all main IT components are observed by monitoring. Availability Management and Problem Management specify the procedures to be executed, when automatic alerts indicate anomalies.

Together with Problem Management the Capacity Management gets aware about tendencies.

Capacity Management supports the Operation Management by Demand Management.
Keywords: operation plan, load balancing, redundant systems ...

When there is the need to change the system capacity (usually expansion) then the implementation of new capacities has to be done under the control of Change and Release Management.

Tasks for the future

Service Level Management delivers continuously forecasts in order to running contracts (SLAs) and potential new ones.

The future requirements can be evaluated by Application Sizing and can be proven by practical Load and Performance Tests.

In addition Capacity Management needs information about the general strategic goals of the own organization and at the customer sites.

Results

Capacity Management ensures cost-consciously and in order to SLAs that the existing capacities

- Satisfy the daily business
- And will be expanded sufficiently for the business of tomorrow.

Dr. Uwe Hartfiel