

Capacity Management Plan

Reference: ITSMS DOC 8.4.3.1

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1. Introduction

1.1 Purpose of the Capacity Management Plan

"Provide the purpose of the plan. For example: Capacity planning is an important part of infrastructure and deployment planning. The capacity plan supports the goal of optimum and cost-effective provisioning of organisational resources and services by matching them to business demands. It helps identify and reduce inefficiencies associated with either unused resources or unmet customer demand and to provide satisfactory service levels in a cost-efficient manner. The plan helps ensure that all infrastructure components are capable of performing all of the required functions that components will perform, as efficiently as possible and accommodate reasonable growth without being overly wasteful."

1.2 Solution requirements

"Include a detailed description of the required solution and links to any supporting documentation."

1.3 Assumptions and constraints

"Include any assumptions and/or constraints."

2. Executive summary

"Provide an executive summary of the major requirements, findings, plans, costs, etc. outlined within this document."

3. Analysis of capacity

"Describe the scenarios analysed in terms of business process impact to understand true capacity requirements. Include consideration for items such as scalability, throughput, availability requirements, storage, resource utilisation, security, backups, etc. Describe items such as the strategy for developing these scenarios and a list of the individuals involved."

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Expand upon this section by adding/removing additional scenarios if necessary."

<<Table removed for sample purposes>>

4. Findings summary

"If applicable, describe historical capacity growth patterns. Explain how future expected capacity requirements have been identified and analysed. Outline recommendations for managing and addressing expected growth.

Provide a reference to where a table/illustration is stored, that shows the different recommendations to address each of the capacity scenarios illustrated above.

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5. Cost/budget management

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6. Compliance-related planning

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Document owner and approval

The Management System Owner (MSO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the requirements of the ITSMS.

The current version of this document is available to

"Specify which members of staff this document is intended for"

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