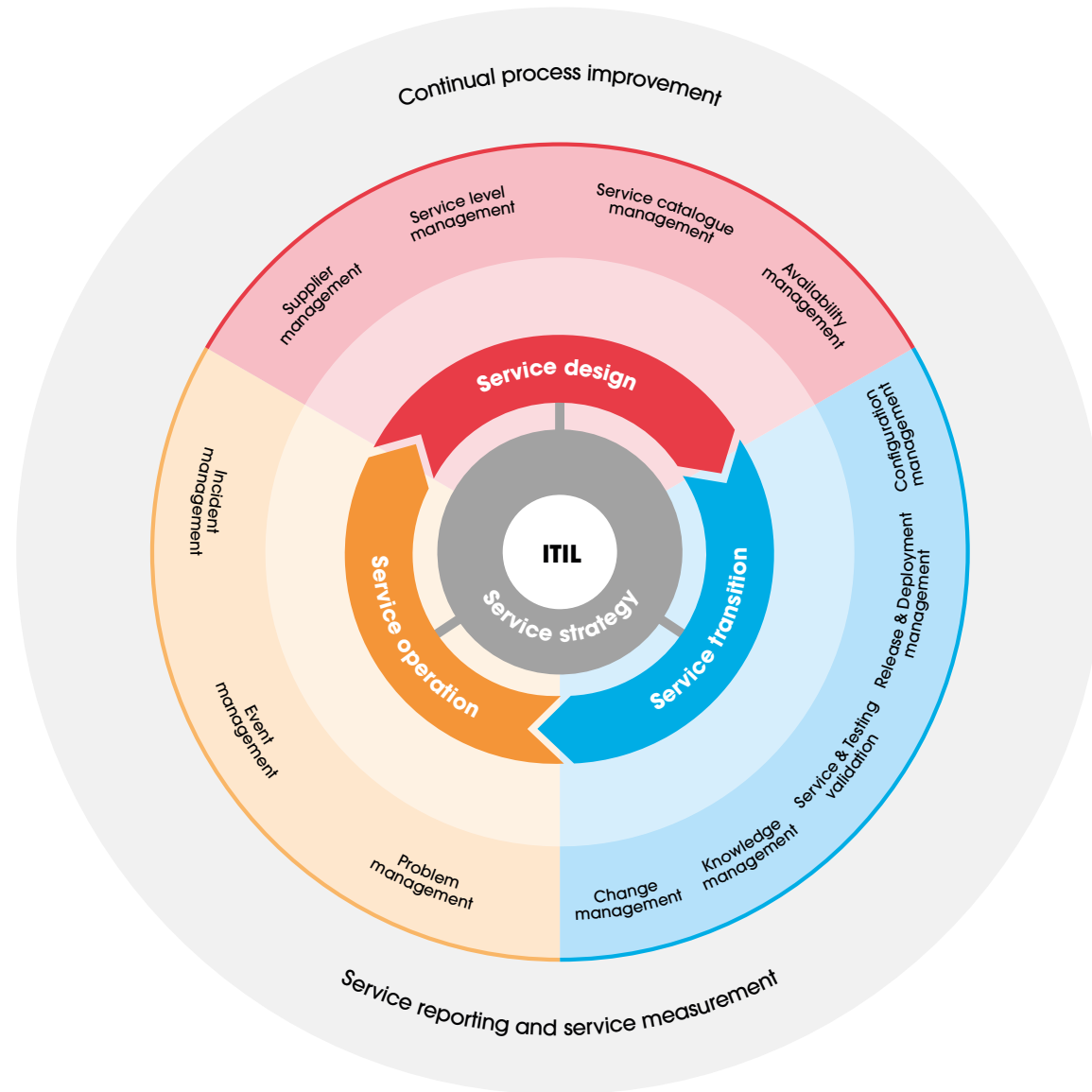


If you want to move from reactive to proactive service management, effective capacity planning is key.

A strong capacity planning capability can assist in everything from improving your ability to diagnose and resolve incidents, to identifying areas of risk as part of the change process, to being able to validate your DR plans on a more frequent basis. By improving your capacity planning capability you will gain a better understanding of your IT estate, the risks that are being carried and the mitigating activity needed to address them, while demonstrating that resources are being consumed appropriately and in line with business expectations.

All of which puts you on the front foot, actively managing service and avoiding incidents rather than having to deal with them.



Effective capacity planning is the key to improving your ITSM capabilities

Risk & Governance



Effective capacity planning improves understanding of the IT estate and can surface risks allowing mitigation before event. Capacity planning can be used to evidence effective use of resources.

Financial Services for IT management



Capacity planning supports investment budgeting cost benefit analysis and investment decisions. Understanding how and where demand is being serviced allows for showback/chargeback to help control operational costs. More importantly capacity planning can identify areas in dire need of investment and opportunities to reduce costs through technology advancement that help shape and inform an organization's budgetary cycle.

Continuous Service Improvement



Effective capacity planning seeks to identify and remove wasteful over provision and effective use of resources, right-sizing resource requirements for services. Capacity planning also supports right time decisions to determine optimum time for hardware refresh or migration to the cloud.

Service Level Management



Capacity planning advises SLM about the feasibility of service levels and identifies threats to service and provides feedback outside of alerting. Capacity planning provides an early warning of trouble ahead that allows you to protect service levels. It can also be used to assess the implication of new services or significant growth on existing services.

IT Service Continuity



Capacity planning specifies the minimum capacity needed to continue or recover services in the event of a disaster or component failure.

How often do you test your DR and contingency plans. Most organization do so once a year at best, running an increasing risk for the rest of the year as change after change and organic growth threaten the assumption that those plans are valid. Effective capacity planning can confirm these plans through what-if scenario modeling based on the latest consumption information.

Availability Management



Poor capacity planning can have a direct impact on availability. Poor performance can equate to service unavailability. Capacity planning can support component failure impact analysis. If you think about it, with sufficient memory, CPU and storage your only worries should be infrequent hardware failure and perhaps more frequent user error. Resources aren't infinite but with effective capacity management and planning they can be made to appear that way.

Change Management



Crucial part of CAB, identify need for capacity and impact of change on provision of service.

Change management feeds in to capacity planning. If you do not have accurate, up to date (no more than a day old) capacity information available to you at the CAB what are you basing your decisions on?

Release Management



Supports distribution planning by ensuring sufficient capacity is available in required areas. Effective capacity planning maintains the headroom information needed to establish whether or not a deployment will succeed or fail.

Configuration Management



CMDB information crucial to capacity planning process to identify components and services. Combined with capacity management information, you not only understand what makes up your IT estate but how much capacity it has in day to day operation.

Problem Management



Capacity planning tools, information, knowledge and expertise used to assist problem management activities. Historical information, particularly time series information is invaluable when trying to obtain the big picture needed to determine root cause. Effective capacity planning gathers and collates this information for trending purposes and can provide the historical insight of component performance needed to support Problem Management fully.

Incident Management



Informs capacity planning about incidents logged due to capacity or performance issues. Capacity planning information assists in diagnosis and resolution of incidents. How many incidents do you have to deal with as a result of a capacity issues? Effective capacity planning can help you avoid these.

To find out more about Sumerian Forward Thinking® predictive capacity planning and using Sumerian Capacity Planner, just give us a call on +44 (0)131 226 9300, drop an email to sarah@sumerian.com or visit our website at www.sumerian.com