

Scheduled Public and On-Site Courses Available

This is a case study based workshop. Participants work together to develop a detailed Capacity Management Plan. During this workshop you will gain in-depth knowledge and the necessary understanding about ITIL Capacity Management best practices and how they can be applied to your organization.

This three-day certified IT Service Manager Instructor led workshop guides attendees through all aspects of creating an effective Capacity Management Plan. Attendees learn to develop a plan that includes business and IT functions, and procedures that facilitate interfaces and dependence with ITSM processes.

Pre and Post Course Learning Aides Included

Location:

Dallas, TX - Austin, TX - Washington, D.C.

Audience:

Individuals involved in implementing, administering, or managing technology assets for a business, government, or non-profit organization. Business managers tasked with managing the provisioning of IT services should take this course, regardless of technology experience.

Prerequisites:

This workshop has no prerequisites. However students should have working experience with the ITIL framework.

Students will learn to:

- Manage the current and future capacity requirements of the business
- Make Capacity Management the focal point for all IT capacity and performance issues
- Align Capacity Management process to business requirements
- Manage resources – optimizing the utilization of components
- Manage services – matching the Service Level targets
- Manage business capacity – planning for the present and the future
- Monitoring, analysis and tuning – looking to improve performance
- Model application sizing
- Manage demand – influencing how resources are used
- Produce an effective Capacity Plan
- Reviewing the process
- Establish critical success factors and key performance indicators (KPIs)
- Interface with other Service Management processes

