

Course Description

ITIL Capacity Management AMS294

Overview

This 2.5 day workshop builds on the general principles of ITIL Capacity Management and goes to an in-depth look at the subject. This is a case study based course and participants are required to work in teams to come up with an executive management capacity management presentation and the outlines of a capacity plan that can be adapted to their work environment. It provides practical guidance on the design, implementation and integration of an ITIL®-based Capacity Management process, within the context of an organization's overall business services management and service delivery frameworks.



Learning Objectives

- An overview of ITIL
- How to manage the current and future capacity requirements of the business
- Making Capacity Management the focal point for all IT capacity and performance issues
- Aligning the Capacity Management process to the business requirements
- Resource Capacity Management – optimizing the utilization of components
- Service Capacity Management – matching the Service Level targets
- Business Capacity Management – planning for the present and the future
- Component Capacity Management
- Monitoring, analysis and tuning – looking to improve performance
- Modeling and application sizing
- Demand Management – influencing how resources are used
- Production of the Capacity Plan
- Costs, benefits and problems
- Planning and Implementation
- The responsibilities of the Capacity Management process
- Reviewing the process
- Critical success factors and key performance indicators (KPIs)
- Interfaces with other Service Management processes

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles are followed by exercises. Actual case studies and project scenarios will be utilized to apply the course's tools, concepts and practices.

Delivery Options

Duration

2.5 days

Who Should Attend

Those that have one year of relevant IT experience and are seeking to learn more about ITIL.