

Specific Goal and Practice Summary

SG 1 Prepare for Capacity and Availability Management

SP 1.1 Establish a Capacity and Availability Management Strategy

SP 1.2 Select Measures and Analytic Techniques

SP 1.3 Establish Service System Representations

SG 2 Monitor and Analyze Capacity and Availability

SP 2.1 Monitor and Analyze Capacity

SP 2.2 Monitor and Analyze Availability

SP 2.3 Report Capacity and Availability Management Data

SG 1 Prepare for Capacity and Availability Management

Preparation for capacity and availability management is conducted.

Preparation for capacity and availability management includes the following activities:

- Establishing and maintaining a strategy for managing capacity and availability to meet service requirements
- Selecting measures and analytic techniques to support availability and capacity management objectives
- Establishing and maintaining service system representations to understand current capacity, availability, and service system performance (i.e., describe what the normal capacity, availability, and service levels are)

Thresholds are established and maintained to define exception conditions in the service system, recognize breaches or near breaches of service requirements, and identify service incidents. In addition to understanding the capacity and availability of the current service system, capacity, availability, and service levels are estimated based on trends in service resource use, service system performance, and expected service requirements.

SP 1.1 Establish a Capacity and Availability Management Strategy

Establish and maintain a strategy for capacity and availability management.

A strategy for capacity and availability management is based on service requirements, failure and change request trend analysis, current resource use, and service system performance. Service system representations can help to develop a strategy for capacity and availability management. A strategy may address the minimum, maximum, and average use of services (i.e., service resources) over the short, medium, and long term as appropriate for the duration of the service. [more]

SP 1.2 Select Measures and Analytic Techniques

Select measures and analytic techniques to be used in managing the capacity and availability of the service system.

