# Capacity management CPMG

Ensuring that service components have the capacity and performance to meet current and planned business needs.

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| **Guidance Notes:**  Service components include, but are not limited to, hardware, software, network resources and software/infrastructure as a service.  Activities may include, but are not limited to:   * planning, design and management of the capability, performance, functionality and sustainability of service components to meet business needs * applying data-driven insights to model long-term changes and short-term variations in the level of capacity required to execute the service * implementing capacity management practices to support cloud-based services and ensure flexible and scalable capacity * deploying techniques to control the demand and add/reduce capacity in a cost-effective, timely manner to meet changes in demand * collaborating closely with other processes and teams to ensure a holistic approach to capacity management * considering external factors, such as regulatory requirements and market trends, when planning and managing capacity * continuously monitoring and optimising resource utilisation to identify cost-saving opportunities and ensure efficient use of resources |

## Level 2

Assists in monitoring service component capacity and performance under guidance.   
Collects and reports data on resource utilisation and capacity metrics.   
Supports the implementation of capacity management procedures and practices.

## Level 3

Monitors service component capacity and performance, identifying potential issues and escalating as necessary.   
Applies standard procedures to manage demand and capacity.   
Participates in capacity modelling and forecasting activities, providing input and recommendations.   
Supports the implementation of capacity management tools and techniques.

## Level 4

Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.   
Applies techniques to control the demand upon a particular resource or service.   
Contributes to capacity modelling and planning using data-driven insights.  
Supports the design of service component capacity.

## Level 5

Manages capacity modelling and forecasting activities, using data-driven insights.  
Proactively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Provides advice to support the design of service components, including designing in flexible and scalable capacity.   
Works with business representatives to agree and implement short- and medium-term modifications to capacity.   
Drafts and maintains standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures.

## Level 6

Leads the development and implementation of policy and strategies for capacity and performance management to meet business needs. Takes into account external factors and industry trends.  
Leads capacity modelling and forecasting over the organisation’s planning or budgeting cycle using data-driven insights.   
Ensures that the policies and standards for capacity management are fit for purpose, current and correctly implemented. Drives continuous improvement in capacity management practices, focusing on cost-effectiveness and resource optimisation.  
Reviews new business proposals and provides specialist advice on capacity issues.