

# ITIL CAPACITY AND PERFORMANCE MANAGEMENT PLANNING TEMPLATE

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ITIL capacity management ensures the current service and infrastructure capacity can support the delivery of services based on agreed service level targets. In addition, capacity planning can be used to calculate additional resources necessary to support future growth. This template provides the information most commonly used when planning for future capacity.

## CAPACITY PLANNING

SERVICE	CAPACITY REQUIREMENT	% INCREASE REQUIRED PER YEAR	CAPACITY THRESHOLD	RESPONSE PLAN
Email storage	100 GB per mailbox	5%	75%	Monitor Microsoft Office 365 notifications and provision additional storage, as necessary.
Cloud storage	Unlimited	25%	75%	Monitor business expansion plans - new staff, departments, products, etc.
Internet bandwidth	500 Mbps	15%	75%	Monitor the addition of new employees and need for additional applications, VOIP, streaming, video calls, etc. Increase bandwidth by 10 Mb for each new employee.

As you analyze the services IT provides to the business, evaluating the impact of downtime is essential. This business impact analysis chart can be used to fully understand the criticality of each service and why.

## BUSINESS IMPACT ANALYSIS

SERVICE	IMPACT	COST OF IMPACT	DETAILS
Email	Critical	\$1,000/hour	The entire organization depends on internet access during business hours. Without internet access, sales, support, accounting, and research departments will be unable to perform their jobs, causing a stop in revenue generating activities.
Cloud	Critical	\$2,500/hour	Cloud services are essential to business operations. Office 365 applications are our primary productivity applications necessary to our staff's work. Without access to cloud applications and storage, staff productivity with significantly diminish.
Internet	Critical	\$5,000/hour	Staff rely on internet access for 90% of their productivity. Poor or non-existent internet connectivity is catastrophic to our business. Customer satisfaction and revenue immediately suffer.

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