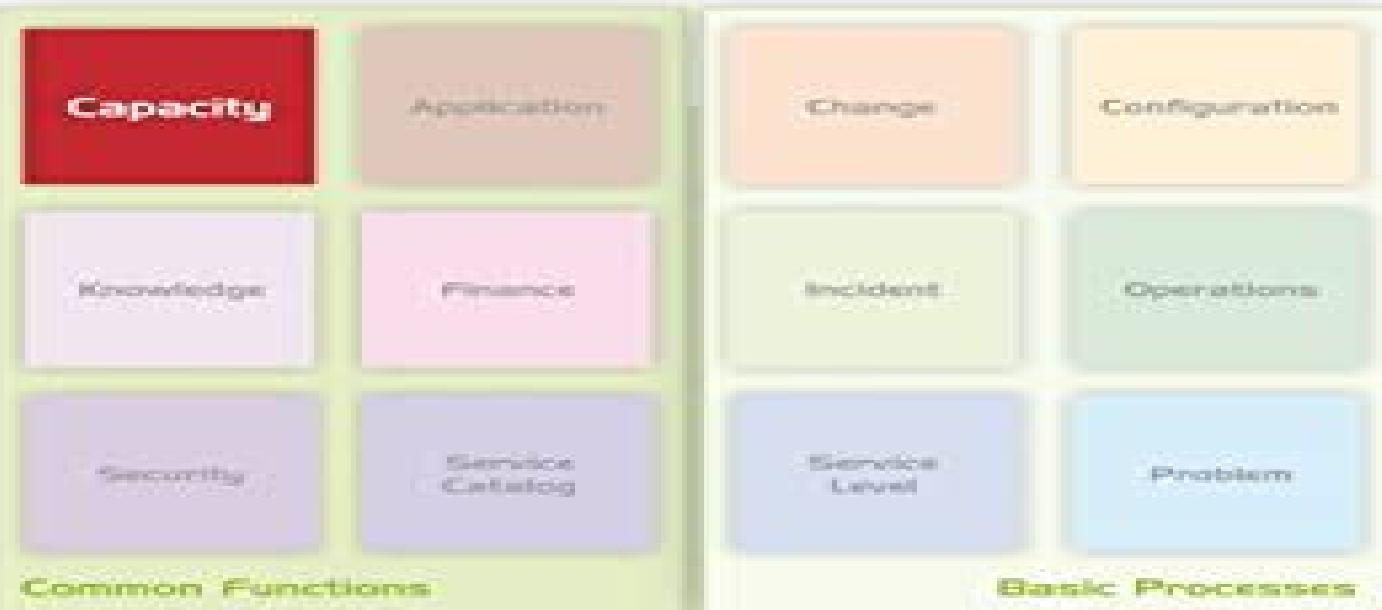


Capacity Management

A Practitioner Guide



Capacity Management Itsm Library

Peter Gregory

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Implementation of an IT Balanced Scorecard Peter Hirschbichler, 2011-02 Master's Thesis from the year 2009 in the subject Business economics Business Management Corporate Governance grade 1 University of Salzburg International Executive MBA General Management Upgrade language English abstract Information technology IT plays a major role in today's companies. Although in most firms IT does not generate the core customer value itself, it rather supports creating additional customer value or enables cost efficiency of business processes. This is why IT departments are viewed in most cases as service centres of companies providing a defined set of services for as low costs as possible. But service centres should still strive to provide only these services which are necessary for supporting the company's strategy. In the beginning of information technology IT departments defined the quality and quantity of services provided for the firm. Also innovations concerning IT evolved mostly within the IT department. This was because only IT staff has known the range of possibilities. IT was able to offer. A major problem of the IT department defining the quality of service was that many improvements have been made for the sake of IT only and have not been aligned to the strategy of the company. Therefore many resources of a company have been wasted in IT departments. However, for today's businesses it is essential that IT enables only corporate strategies in order to remain effective. Caused by the current financial crisis, uncertain times for businesses are expected. This makes strategy alignment and execution of IT departments even more significant in order to stay efficient and effective. But a recent survey carried out by McKinsey Company shows that there are still enormous potentials for improving the performance of IT departments. For example, the survey shows that the basic services are met quite well by many IT departments but the big challenges for

supporting the business still remain Also 67% of all respond **Capacity Management: High-impact Strategies - What You Need to Know** Kevin Roebuck,2011 Capacity Management is a process used to manage information technology IT Its primary goal is to ensure that IT capacity meets current and future business requirements in a cost effective manner One common interpretation of Capacity Management is described in the ITIL framework ITIL version 3 views capacity management as comprising three sub processes business capacity management service capacity management and component capacity management As the usage of IT Services change and functionality evolves the amount of processing power memory etc also changes If it is possible to understand the demands being made currently and how they will change over time this approach proposes that planning for IT Service growth becomes easier and less reactive If there are spikes in for example processing power at a particular time of the day it proposes analyzing what is happening at that time and make changes to maximize the existing infrastructure for example tune the application or move a batch cycle to a quieter period This book is your ultimate resource for Capacity Management Here you will find the most up to date information analysis background and everything you need to know In easy to read chapters with extensive references and links to get you to know all there is to know about Capacity Management right away covering Capacity management Application performance management Capacity planning Computer Measurement Group Network performance management Profiling computer programming Performance tuning Information Technology Infrastructure Library Information technology management Data proliferation Information Lifecycle Management Information repository Storage virtualization 25U Signal Support Systems Specialist Aarohan Accelops Advanced planning and scheduling Application Portfolio Management Application Services Library Autonomic Networking Bachelor in Information Management Banking BPO Services Battle Command Knowledge System Bizagi Blind credential Bonita Open Solution Bricks and clicks Building lifecycle management Business informatics Business Information Services Library Business Object Model Business performance management Business process management PNMsoft Business process outsourcing Business record Business service management Business Technology Management Business transaction performance Business transformation Business to business Business to employee Business to government CA IT Process Automation Manager Cable management Capability Maturity Model CatDV Central Computer and Telecommunications Agency Change Management ITSM Change management auditing Clean enterprise Closed Loop Lifecycle Management COBIT Computer aided facility management Computer aided manufacturing Computer aided process planning Computer integrated manufacturing Computerized Maintenance Management System Configuration Management ITSM Configuration management database Consumer privacy Contract management Corporate taxonomy Croquet Project Cumulus software Customer communications management Customer intelligence Customer to customer Data farming Data warehouse Data warehouse appliance Dataspaces Definitive Media Library Demand chain Desktop Outsourcing Device Management Forum DevOps Digital asset management VFinity Digital Fuel DigitalFusion Platform Direct digital

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