



## Capacity Management V3

Objectives: “Produce and maintain an up-to-date Capacity Plan which reflect the business’ current and future needs; provide advice and guidance to all business and IT areas on all capacity- and performance-related issues; ensure that service performance achievements meet or exceed all of their agreed performance targets, but managing the performance and capacity of both services and resources; assist with the diagnosis and resolution of performance- and capacity-related incidents and problems; assess the impact of all changes on the Capacity Plan, and the performance and capacity of all services and resources; ensure that proactive measures to improve the performance of services are implemented wherever it is cost-justifiable to do so.” (SD 4.3.1)

### GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
<b>Vendor Response</b>	
CAP-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
CAP-V3-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role?
Provide an overview description of the tool’s security permissions’ capability, structure and authority basis (e.g.: based on role, organization, location).	
CAP-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
CAP-V3-G-004 (OGC ISS 11.1.13)	<b>Reports from CMIS</b> Can the tool produce reports from the input data? E.g.: performance information, exception reports and capacity forecasts.
Provide an overview:	
CAP-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
<b>Vendor Response</b>	
CAP-V3-G-006	Does the tool provide an audit trail for record information and updates? E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
Describe:	
CAP-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
CAP-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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### CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
<b>Vendor Response</b>	
CAP-V3-C-001 (OGC ISS 11.1.1)	<b>CMIS</b> Can the tool access Capacity Management Information System or Systems?
Describe (can include screenshots):	
CAP-V3-C-002	Does the tool facilitate the collection and aggregation of IT component data to measure capacity and performance levels to the IT systems they support? For example: compiling all the capacity related data of all the supporting hardware (servers), network”?
Describe (can include screenshots):	
CAP-V3-C-003	Does the tool facilitate the collection and aggregation of component and system data to measure capacity and performance levels of IT services? E.g.: Email Service, Payroll Service.
Describe (can include screenshots):	
CAP-V3-C-004	Does the tool facilitate the recording of all relevant capacity data in a Capacity Management Database? E.g.: ability to store service, system, and component utilization data for reporting and analysis purposes.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
<b>Vendor Response</b>	
CAP-V3-C-005	Does the tool facilitate the monitoring of component performance and usage levels against customer defined thresholds? E.g.: actual vs. forecasted usage of a given component parameter such as CPU usage.
Describe (can include screenshots):	
CAP-V3-C-006	Does the tool facilitate performance measures such as the measurement of end-to-end response time? E.g.: collect information at all levels of the infrastructure to provide performance measurement of a service, as perceived by the end-user.
Describe (can include screenshots):	
CAP-V3-C-007	Does the tool have mechanisms to self-regulate its resource (footprint) consumption in the target-monitored environment, avoiding adverse impact on production?
Describe (can include screenshots):	
CAP-V3-C-008	Does the tool provide means to facilitate the control of the frequency and format of the monitoring activities? E.g.: by defining the time of day the collecting will take place, and discarding other periods such as weekends or non-business hours.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
<b>Vendor Response</b>	
CAP-V3-C-009 (OGC ISS 11.1.6)	<b>Trend Analysis</b> Can the tool produce graphical representations from utilization data to show trends? Trends could include patterns of business activity.
Describe (can include screenshots):	
CAP-V3-C-010	Does the tool facilitate the identification of workload and usage patterns over defined time periods?
Describe (can include screenshots):	
CAP-V3-C-011	Does the tool comply with open standards, facilitating access by external reporting tools to capacity data stored in the Capacity Database? E.g.: allowing the data to be queried through standard SQL commands.
Describe (can include screenshots):	
CAP-V3-C-012	Does the tool have the ability to generate reports on data gathered from other tools and systems? E.g.: capacity and performance reports, exception reports, capacity forecasts.
Describe (can include screenshots):	
CAP-V3-C-013 (OGC ISS 11.1.12)	<b>Capacity Plan</b> Does the tool support the creation of a Capacity Plan?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
<b>Vendor Response</b>	
CAP-V3-C-014 (OGC ISS 11.1.9)	<b>Application Sizing</b> Does the tool support application sizing? E.g.: to estimate resource requirements.
Describe (can include screenshots):	
CAP-V3-C-015 (OGC ISS 11.1.4)	<b>Utilization Data</b> Can the tool produce information from utilization data to support the production of a capacity forecast?
Describe (can include screenshots):	
CAP-V3-C-016 (OGC ISS 11.1.7)	<b>Analytical Modeling</b> Can the tool produce information from utilization data for analytical modeling?
Describe (can include screenshots):	
CAP-V3-C-017 (OGC ISS 11.1.8)	<b>Simulations</b> Can the tool produce information from utilization data to create simulations?
Describe (can include screenshots):	



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### INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
<b>Vendor Response</b>	
CAP-V3-I-001 (OGC ISS 11.1.2)	<b>Importing Data</b> Can the tool/CMIS import data from various sources? Such as technical data from systems, service data (response times, processing times), business data (number of accounts and products supported) and financial data (financial plans and IT budgets).
Describe (can include screenshots):	
CAP-V3-I-002	Does the tool have the ability to integrate with Event Management and monitoring tools to enable the automated logging of capacity and performance related events in Incident Records?
Describe (can include screenshots):	
CAP-V3-I-003	Does the tool facilitate the capability of monitoring IT services and systems as they are defined in the CMDB?
Describe (can include screenshots):	
CAP-V3-I-004	Does the tool facilitate integration with Availability monitoring tools, in order to correlate and compare capacity and availability data collected against the same Configuration Items?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
<b>Vendor Response</b>	
CAP-V3-I-005 (OGC ISS 11.1.5)	<b>Service Level Management Targets</b> Does the tool accommodate the SLM capacity targets?
Describe (can include screenshots):	
CAP-V3-I-006 (OGC ISS 11.1.10)	<b>Demand Management</b> Does the tool assist with demand predictions by translating systems data into usable output information?
Describe (can include screenshots):	
CAP-V3-I-007 (OGC ISS 11.1.11)	<b>Risk Management</b> Can the tool assist with risk management and countermeasures?
Describe (can include screenshots):	