



Capacity Management

Purpose: "... [E]nsure that the capacity of IT services and the IT infrastructure meets the agreed capacity- and performance-related requirements in a cost-effective and timely manner." (SD 4.5.1)

Activities include: Monitoring business activity patterns and consumption and throughput of IT services and supporting infrastructure; tuning efficient use of IT resources; understanding current and future demand; producing utilization forecasts; producing a capacity plans. (SD 4.5.2)

General Platform Criteria Assessment Questions

PinkVERIFY #	General Platform Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
CAP-11-G-001 N/A	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
<i>Comment:</i>	
CAP-11-G-002 N/A	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?
<i>Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).</i>	
CAP-11-G-003 N/A	Does the tool support designating fields as mandatory?
<i>Provide an overview:</i>	
CAP-11-G-004 11.13	Management/Service Reports Can the tool produce reports 'out of the box' without additional products or consultancy services? Examples could include service performance and predictive/forecast reports.
<i>Provide an overview:</i>	
CAP-11-G-005 N/A	Does the tool facilitate the production of management reports from historical records?
<i>Provide an overview:</i>	
CAP-11-G-006 N/A	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities
<i>Describe:</i>	
CAP-11-G-007 N/A	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
<i>Describe:</i>	
CAP-11-G-008 N/A	Does the tool provide facilities within the tool database for archiving closed records?
<i>Describe:</i>	



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Core Criteria Assessment Questions

PinkVERIFY #	Core Criterion Assessment Question
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<i>Vendor Response: (cell expands to accommodate response)</i>	
CAP-11-C-001	CMIS
11.1	Can the tool access capacity management information system or systems?
<i>Describe (can include screenshots):</i>	
CAP-11-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 and applications to a logical system's object – Exchange Email System, Lotus Notes Email System
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-C-003	Does the tool facilitate the collection and aggregation of component and system data to measure capacity and performance levels of IT services? For example: Email Service, Payroll Service
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-C-004	Does the tool facilitate the recording of all relevant capacity data in a Capacity Management Database? For example, ability to store service, system, and component utilization data for reporting and analysis purposes
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-C-005	Does the tool facilitate the monitoring of component performance and usage levels against customer defined thresholds? For example: actual vs. forecasted usage of a given component parameter such as CPU usage
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-C-006	Does the tool facilitate performance measures such as the measurement of end-to-end response time? For example: collect information at all levels of the infrastructure to provide performance measurement of a service, as perceived by the end-user
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-C-007	Does the tool have mechanisms to self-regulate its resource (footprint) consumption in the target-monitored environment, avoiding adverse impact on production?
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-C-008	Does the tool provide means to facilitate the control of the frequency and format of the monitoring activities? For example: by defining the time of day the collecting will take place, and discarding other periods such as weekends or non-business hours
N/A	
<i>Describe (can include screenshots):</i>	



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PinkVERIFY #	Core Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
CAP-11-C-009	Trend Analysis
11.6	Can the tool produce graphical representations from utilization data to show trends? Trends could include patterns of business activity.
<i>Describe (can include screenshots):</i>	
CAP-11-C-010	Does the tool facilitate the identification of workload and usage patterns over defined time periods?
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-C-011	Does the tool comply with open standards, facilitating access by external reporting tools to capacity data stored in the Capacity Database? For example: allowing the data to be queried through standard SQL commands
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-C-012	Reports from CMIS
11.3	Can the tool produce reports from the input data? E.g., performance information, exception reports and capacity forecasts.
<i>Describe (can include screenshots):</i>	
CAP-11-C-013	Capacity Plan
11.12	Does the tool support the creation of a capacity plan?
<i>Describe (can include screenshots):</i>	
CAP-11-C-014	Application Sizing
11.9	Does the tool support application sizing? E.g., to estimate resource requirements.
<i>Describe (can include screenshots):</i>	
CAP-11-C-015	Utilization Data
11.4	Can the tool produce information from utilization data to support the production of a capacity forecast?
<i>Describe (can include screenshots):</i>	
CAP-11-C-016	Analytical Modelling
11.7	Can the tool produce information from utilization data for analytical modelling?
<i>Describe (can include screenshots):</i>	
CAP-11-C-017	Simulations
11.8	Can the tool produce information from utilization data to create simulations?
<i>Describe (can include screenshots):</i>	



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Integration Criteria Assessment Questions

PinkVERIFY #	Integration Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
CAP-11-I-001	Importing Data
11.2	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).
<i>Describe (can include screenshots):</i>	
CAP-11-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?
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-I-003	Does the tool facilitate the capability of monitoring IT services and systems as they are defined in the CMDB?
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-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?
N/A	
<i>Describe (can include screenshots):</i>	
CAP-11-I-005	SLM Targets
11.5	Does the tool accommodate the SLM capacity targets?
<i>Describe (can include screenshots):</i>	
CAP-11-I-006	Demand Management
11.10	Does the tool assist with demand predictions by translating systems data into usable output information?
<i>Describe (can include screenshots):</i>	
CAP-11-I-007	Risk Management
11.11	Can the tool assist with risk management and countermeasures?
<i>Describe (can include screenshots):</i>	