

## 11. CAPACITY MANAGEMENT

Topic/Question	
11.1	<p><b>CMIS</b> Can the tool access capacity management information system or systems?</p> <p>-----</p>
11.2	<p><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).</p> <p>-----</p>
11.3	<p><b>Reports from CMIS</b> Can the tool produce reports from the input data? Eg, performance information, exception reports and capacity forecasts.</p> <p>-----</p>
11.4	<p><b>Utilisation Data</b> Can the tool produce information from utilisation data to support the production of a capacity forecast?</p> <p>-----</p>
11.5	<p><b>SLM Targets</b> Does the tool accommodate the SLM capacity targets?</p> <p>-----</p>
11.6	<p><b>Trend Analysis</b> Can the tool produce graphical representations from utilisation data to show trends? Trends could include patterns of business activity.</p> <p>-----</p>
11.7	<p><b>Analytical Modelling</b> Can the tool produce information from utilisation data for analytical modelling?</p> <p>-----</p>

11.8	Simulations Can the tool produce information from utilisation data to create simulations? -----
11.9	Application Sizing Does the tool support application sizing? Eg, to estimate resource requirements. -----
11.10	Demand Management Does the tool assist with demand predictions by translating systems data into usable output information? -----
11.11	Risk Management Can the tool assist with risk management and countermeasures? -----
11.12	Capacity Plan Does the tool support the creation of a capacity plan? -----
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. -----