

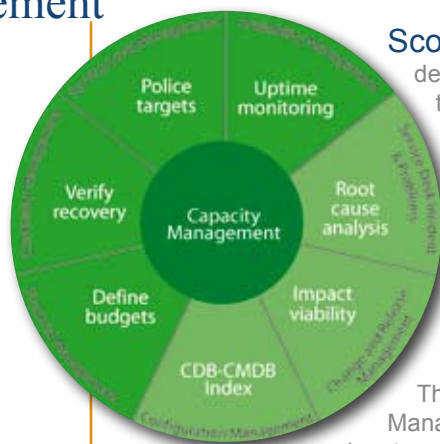
# Audit Service

*Do your Capacity Planning processes comply with ITIL® guidelines?*

Accountability  
|  
Transparency

**Audit objectives** – Whether or not your organization has a formal Capacity Management function defined, the activities specified within the ITIL® Capacity Management guidelines are being carried out either informally or formally. The aim of the audit is to identify what Capacity Management processes are implemented, how well they work and how closely they comply with ITIL® guidelines. The audit will assess whether any changes will add benefit to the business and if so recommend how these additional processes will best be implemented.

## ITIL® Capacity Management & Service Management processes



**Scope of Service** – Though this service uses the ITIL® definition as a guideline for good practice we recognize that there is no universal panacea for Capacity Management, as what works well is unique to each organization. The audit service therefore takes a two-pronged approach: it assesses current practices against the ITIL® definition and it considers the nature of the organization under review. This enables practical recommendations to be made for each organization that will provide the most effective and pragmatic Capacity Management implementation in keeping with the ITIL® general recommendations.

The audit service does not require a specific Capacity Management function to be in place. The research is against the inputs, outputs and processes of Capacity Management irrespective of how they are named and managed within an organization. The data model, dataflows and sub processes, required for effective Capacity Management will be reviewed in the light of agreed corporate and functional objectives.

Compliance  
|  
Best Practice

**Methodology** – Over many years, Metron has developed a form-driven analysis and interview process that enables us to understand what aspects of Capacity Management an organization has implemented and how effective they are. Metron’s consultants will require access to appropriate client staff in order to assess the quality and maturity of Capacity Management processes. A significant part of the success of Capacity Management lies in its interaction with other ITIL® processes. Some time will therefore be required with staff involved in other Service Support and Service Delivery processes such as Incident Management, Change Management, and Service Level Management.

Metron’s consultants review the results of this analysis with Metron’s in-house consultancy forum, ensuring that broader experience of the consultancy team than just the consultants assigned to the project is brought to bear. Further analysis is carried out against the growing pool of quantitative benchmarking data available within Metron from similar studies for organizations with a similar IT infrastructure and those within your market.





**Outputs/Deliverables** – After an audit, an organization will have:

- A detailed report scoring you against all areas of ITIL® Capacity Management and assessing the maturity of any current processes
- Recommendations of activities that will ensure greater ITIL® compliance when it is believed that greater compliance will benefit the business
- Comparison against industry norms and competitive benchmarking where data is available
- Areas where benefits can be expected from implementing some of the ideas recommended
- A first draft implementation plan of the recommendations

**Benefits** – Effective capacity planning benefits an organization through enabling you to:

- Optimize hardware investment: avoid wasting money on overspending, experience fewer performance crises due to under spending, delay purchases until needed meaning you get more for your money due to price/performance improvements over time
- Spend less time and money firefighting performance crises, endure less downtime and slowtime costing the business money, and guarantee a reliable and consistent service level for users

To enjoy these benefits an organization needs to establish effective and reliable Capacity Management procedures. Whether through having a specific Capacity Management team or accepting that the tasks get done as part of broader responsibilities for staff, best practice needs to be established. Processes require definition and implementation that withstands external factors such as reorganizations and staff change.

**Tools Independent** – The processes considered and recommended are ‘tools independent’. Any product offering functionality in an area recommended will be able to slot into the relevant part of the Capacity Management process. Selection and recommendation of tools is not part of the Audit Service. Evaluation of existing products is only relevant in so far as being part of the assessment of how well each particular aspect of the Capacity Management process is implemented.

**More information** – For information about Metron’s experience in ITIL® Capacity Management please visit our website at [www.metron.co.uk](http://www.metron.co.uk)

**Metron, with 350+ years of CM experience, was co-author of the original ITIL® Capacity Management definition and is the world’s leading independent Capacity Management organization.**

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ITIL® Capacity Management Practitioner training, delivered in conjunction with FGI Limited

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