



# ITIL® Practitioner Certificate in CAPACITY MANAGEMENT

Learn how to:

## *Explain*

- The basics of Capacity Planning and Performance Management
- The Capacity Management problem

## *Understand*

- The engineering tools and procedures required for Capacity Management
- Performance of new applications
- Workload forecasting
- Performance Management
- Service Level Management
- The Project management process of Capacity Planning

## *Identify*

- Capacity and Performance Management best practices
- The relationship between quality of service and available system performance metrics

## *Define*

- A Capacity Management methodology
- A process
- A strategy
- Capacity areas
- The capacity variables
- Performance models

## *Qualify*

- ITIL Practitioner Certificate
- Multiple choice exam
- Assignment
- Extensive preparation
- Unique Metron case studies

three  
DAY  
course

## Capacity Management - The hub of the ITIL processes

To achieve service level objectives for the business, an integrated Capacity Management function operating across the three levels of business, service, and resource is essential. If your Capacity Management process complies with ITIL guidelines you can be assured that your process is beyond reproach, cost-effective, reliable, accountable, and transparent.

### Who will benefit?

**Capacity Management Practitioners** – Those wishing to broaden their ITIL IT Service Management experience and those with full or part-time hands-on responsibility for planning, implementing and/or running a Capacity Management function. It will be equally useful for those already in this role desiring a formal understanding, or those who are about to enter a Capacity Management role and need training in how to perform.

The course is intensive, highly practical and interactive. The course includes assignments based on real life examples and practices. Limited course sizes provide for close supervision and tuition. For those who wish to take it, the course culminates in the ISEB examination leading to a Practitioner's Certificate in Capacity Management.

**Value to the Business** – Today's managers face ever-increasing scrutiny regarding their application of business processes, and Capacity Managers are no exception to this. Following internationally accepted ITIL guidelines and using the ITIL framework of best practices ensures that a business's practices are beyond reproach.

This course is about understanding service levels and resource usage and aligning capacity requirements with business demands. Correct application of Capacity Management processes will ensure that IT provides the business with appropriate resource levels in the most cost effective manner commensurate with meeting business and service level requirements.

Meta Group says the days when capacity/performance management (C/PM) were driven by vague corporate directions and wishful line-of-business thinking are slowly coming to an end, as besieged CIOs learn to "think" platform utilization and eye consolidation benefits. "The key goal for C/PM is to be able to provide a holistic and measurable view of the IT environment and describe its relevance in business terms. This requires the proactive management of IT resources with direct input from application and infrastructure planning groups,"

### Course summary

ITIL defines the Capacity Management process in terms of the traditional functions of Performance Management and Capacity Planning. Performance Management entails the day-to-day addressing of the performance aspects of an IT service. Capacity Planning is a strategic function used to predict IT resource requirements. It is a proactive extension of Performance Management, bringing order to chaos and predictability to IT Service Management.

This course provides an introduction to Capacity Management as a repeatable process. It covers performance analysis, system sizing, performance measurement and capacity planning in today's challenging business and IT environment. Practical instruction is given in topics such as interactive activities (monitoring, tuning, analysis), modelling, demand management and application sizing. The course will discuss analytical modelling, tools, formulas and techniques used.

A major goal of Capacity Management is to ensure that the business service level objectives are met. The course will include discussion of the critical relationship between the business view of Quality of Service and available system performance metrics.

### Course prerequisites

In order to take the examination, delegates will have to hold the ITIL Foundation Certificate. It will not be necessary for delegates to have the ITSM Managers certificate.

The total cost of the 3 day course is \$1,850 (including all examination fees and materials)  
To reserve a place or discover more about the full range of Metron-Athene's training courses, please contact your Account Manager or Metron-Athene's Training Administrator, Jan Fenske for more details. (jan.fenske@metron-athene.com or Phone: 818-222-9816)

This course was developed in partnership with FGI Ltd.

Metron, co-author of the original ITIL Capacity Management definition, is the world's leading independent capacity management organization with 350+ years of CM experience. The course is run by practicing Capacity Management consultants who have a wealth of experience supporting and implementing CM across hundreds of organizations in all market sectors.