

ITIL CAPACITY PLANNING TEMPLATE

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ITIL capacity management ensures the current service and infrastructure capacity can support the delivery of services based on agreed service level targets. In addition, capacity planning can be used to calculate additional resources necessary to support future growth. This template provides the information most commonly used when planning for future capacity.

CAPACITY PLANNING

SERVICE	CAPACITY REQUIREMENT	% INCREASE REQUIRED PER YEAR	CAPACITY THRESHOLD	RESPONSE PLAN
Email storage	<capacity requirements>	<estimated increase>	<What capacity requires a change?>	<What is the plan when a threshold is reached?>

As you analyze the services IT provides to the business, evaluating the impact of downtime is essential. This business impact analysis chart can be used to fully understand the criticality of each service and why.

BUSINESS IMPACT ANALYSIS

SERVICE	IMPACT	COST OF IMPACT	DETAILS
Internet	Critical	\$5,000/hour	The entire organization depends on internet access during business hours. Without internet access, sales, support, accounting, and research departments will be unable to perform their jobs, causing a stop in revenue generating activities.

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