

SERVICE DESIGN - CAPACITY MANAGEMENT - BUSINESS CAPACITY MANAGEMENT (BCM)

“Design IT services that scale with your business – proactively, efficiently, and strategically.”

Schedule	
Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

This course provides a comprehensive understanding of Business Capacity Management (BCM) within the broader context of ITIL® Capacity Management. BCM ensures that future business requirements for IT services are accurately predicted, planned, and supported. Participants will explore the strategic integration of IT resource planning with business growth models, ensuring services can meet future demand without performance degradation or resource wastage.

Objectives

Participants will be able to:

- Understand the purpose and scope of Capacity Management in the ITIL® Service Design lifecycle
- Analyze and forecast business trends affecting IT capacity
- Develop and implement a Business Capacity Management Plan
- Integrate BCM with IT Capacity Planning, Financial Management, and SLA delivery
- Identify performance thresholds and align IT investment with business priorities

Why Attend

Failing to align IT capacity with business needs results in system bottlenecks, service interruptions, and missed opportunities. This course helps you avoid those risks by mastering BCM practices that bridge IT operations with strategic business planning.

Target Audience

- IT Service Managers and Capacity Planners
- Business Analysts and IT Strategists
- IT Operations and Infrastructure Leads
- Project Managers and Service Architects
- Anyone involved in performance forecasting or demand management

Individual Benefits

- Learn industry-standard BCM models and techniques
- Enhance your capability in IT-business alignment
- Boost strategic foresight and decision-making through demand prediction

Organizational Benefits

- Improved resource utilization and service performance
- Enhanced ability to meet service levels during peak demand
- Better cost control through efficient capacity provisioning
- Support for long-term digital transformation and scalability

Instructional Methodology

- Expert-led classroom sessions
- Hands-on exercises with forecasting models and tools
- Real-life BCM case studies
- Group activities and role-play scenarios

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Capacity Management Fundamentals

Module 1: Overview of ITIL® Service Design & Capacity Management (07:30 – 09:30)

Module 2: Introduction to the Three Sub-Processes of Capacity Management (09:45 – 11:15)

Module 3: Business, Service & Component Capacity – Interrelationships (11:30 – 01:00)

Module 4: Case Analysis: Capacity Failures and Business Impact (02:00 – 03:30)

Day 2: Understanding Business Demand

Module 1: Demand Management & Business Forecasting Techniques (07:30 – 09:30)

Module 2: Workload Profiling, Demand Patterns & Trend Analysis (09:45 – 11:15)

Module 3: Identifying Business Capacity Drivers and Metrics (11:30 – 01:00)

Module 4: Exercise: Map Capacity Demand to a Business Strategy (02:00 – 03:30)

Day 3: Developing the Business Capacity Plan

Module 1: Components of a Business Capacity Management Plan (07:30 – 09:30)

Module 2: Capacity Thresholds, KPIs, and Performance Indicators (09:45 – 11:15)

Module 3: Aligning BCM with Financial Planning and SLAs (11:30 – 01:00)

Module 4: Workshop: Create a Business Capacity Plan for a New Product Launch (02:00 – 03:30)

Day 4: Tools, Techniques, and Integration

Module 1: Using Capacity Planning Tools and Simulators (07:30 – 09:30)

Module 2: Integration with Service Level Management & Availability Management (09:45 – 11:15)

Module 3: Capacity Reporting, Dashboards, and Communication Strategies (11:30 – 01:00)

Module 4: Case Study: Capacity Planning for a Cloud Migration (02:00 – 03:30)

Day 5: Evaluation, Improvement, and Governance

Module 1: Review and Audit of the Capacity Management Process (07:30 – 09:30)

Module 2: Continuous Service Improvement (CSI) in Capacity Management (09:45 – 11:15)

Module 3: Final Team Project – Business Capacity Planning Scenario (11:30 – 01:00)

Module 4: Assessments, Feedback, and Wrap-Up (02:00 – 03:30)

Certification

Successful participants will be awarded a **Certificate in Service Design – Capacity Management: Business Capacity Management**, verifying expertise in aligning IT capacity with business needs using ITIL® best practices.

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